

## Ib lub koom haum sau nqi yog dab tsi?

Ib lub koom haum sau nqi nws tshwj xeeb hauv kev sau cov nqi uas tsis tau them. Cov koom haum sau nqi yuav ua rau koj qhov credit rating puas thiab tau kev txib los ntawm tsev hais plaub kom:

- Rho nyiaj ncaj qha ntawm koj daim tshev nyiaj.
- Tso ib qho lien rau koj lub tsev, uas txhais tau tias yog koj muag koj lub tsev, lub koom haum yuav txiav cov nqi tawm ntawm qhov peev koj tau thaum koj



### California Public Utilities Commission

#### Telecommunications Education and Assistance in Multiple-Languages (TEAM) Program

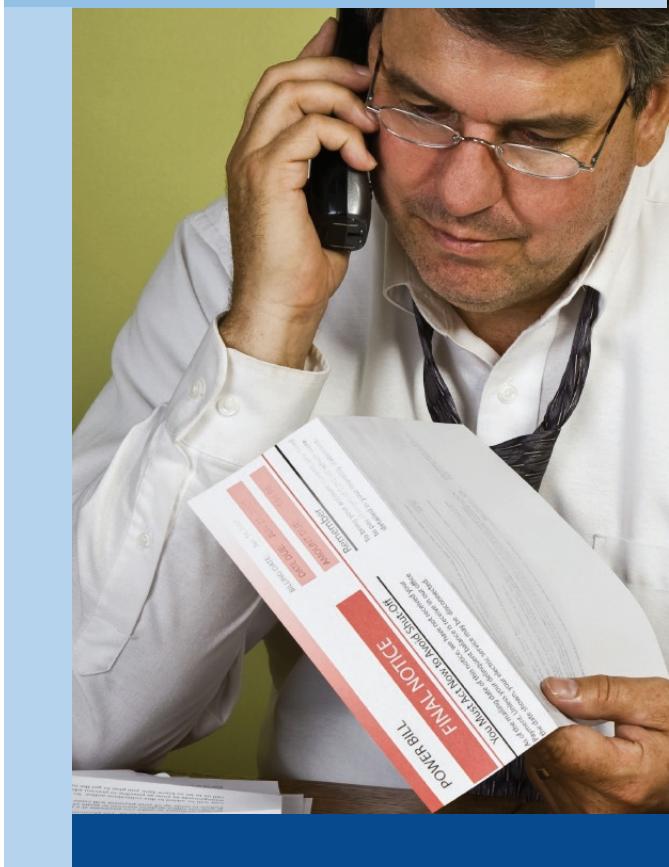
[www.cpuc.ca.gov/team-and-changes](http://www.cpuc.ca.gov/team-and-changes)

[cabteamandchanges@cpuc.ca.gov](mailto:cabteamandchanges@cpuc.ca.gov)

If you are not able to resolve your dispute with your service provider, call the Consumer Affairs Branch (800) 649-7570

## Cov Koom Haum Sau Nqi – Yuav Ua Dab Tsi

CALIFORNIA  
PUBLIC  
UTILITIES  
COMMISSION





## Cov tuam txhab tauj xov tooj yuav xa cov nqi mus rau cov koom haum sau nqi

Feem ntau, cov tuam txhab tauj xov tooj yuav kaw ib co los sis tag nrho cov kev siv koj lub xov tooj yog tsis them nqi ua ntej lawv xa koj daim nqi mus rau ib lub koom haum sau nqi, tshwj tsis yog tias koj hais tias koj tsis txaus siab txog daim nqi. Cov tuam txhab tauj xov tooj hauv California yuav xa tsis tau ib daim nqi mus rau ib lub koom haum sau nqi thaum uas lawv tseem tshawb xyuas koj qhov kev tsis txaus siab.

Zam kom tsis txhab ntsib cov koom haum sau nqi es them kom tag nrho koj daim nqi txhua hli, los sis koj daim nqi kawg tsis ntev tom qab koj tau txais.

## Cov Koom Haum Sau Nqi – Yuav Ua Dab Tsi

Li ntawm tsib hnub uas lub koom haum tiv tauj koj txog ib daim nqi uas tsis tau them, lub koom haum yuav tsum tau qhia rau koj:

- Seb koj tiv pes tsawg
- Koj tiv leej twg
- Yuav ua daim ntaww tsis txaus siab txog daim nqi li cas
- Lub koom haum sau nqi lub npe, qhov chaw nyob thiab tus xov tooj
- Hnub tim uas xa tsab ntaww tuaj rau koj

### Kuv yuav ua tau dab tsi tom qab kuv tau txais tsab ntaww tuaj ntawm lub koom haum sau nqi tuaj?

- 1) Them daim nqi ncaj qha rau lub koom haum sau nqi. Tej zaum koj yuav tham tau txog kev ua hli them yog hais tias koj ua tib zaug them tsis tau tag nrho daim nqi. Tsis txhab hu los sis xa nyiaj mus rau lub tuam txhab tauj xov tooj.



Nco ntsoov sau seb koj thiab lub koom haum sau nqi tham txog dab tsi, luam cov ntaww uas koj xa mus rau lub koom haum thiab, thaum uas them tas cov nqi lawm, kom lub koom haum xa ib daim ntaww tuaj qhia rau koj paub tias koj them tas lawm (tej zaum koj yuav tsum tau muaj ib daim ntaww no kom thiaj li tshem tau yam tsis zoo hauv koj qhov credit rating).