



Who to Complain to?



There are many ways you can get help with telephone service or bills, such as:

- Contact your phone company
- Contact the CPUC
- Contact the FCC

Seek Help from Your Phone Company as Soon as You Find a Problem

If you have a problem with your phone service or bill, contact your phone company as soon as possible to try to get the problem resolved.

- Call the phone company's toll-free customer service number or reach its customer service center through the internet, if available.
- If you cannot get the problem settled to your satisfaction, with the customer service representative, ask to speak to a manager. A higher level employee may have more authority to settle your problem.

Remember that sometimes it takes several minutes to reach a live person at the phone company, so make your call when you are not in a rush.

Seek Help From the CPUC if Your Phone Company Does Not Help You

If you contacted your phone company and it did not help you with your problem, you may file a complaint with the CPUC Consumer Affairs Branch. The CPUC can help you with complaints about telephone service or the bill, including any charges that you did not authorize or if your phone service was switched to another phone company without your approval. You may contact the CPUC by phone, through the Internet or by mail:

- **By Phone:** 1-800-649-7570
- **Online:** <https://ia.cpuc.ca.gov/cimsapp/>
- **By Mail:** CPUC Consumer Affairs Branch 505 Van Ness Ave. San Francisco, CA 94102

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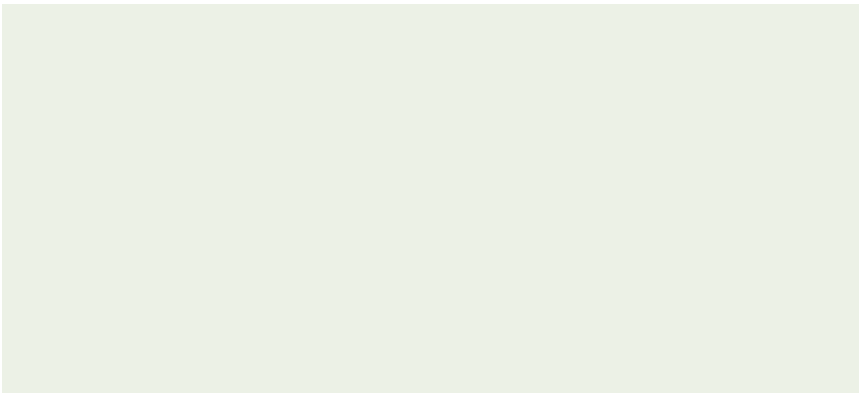
Seek Help From Other Agencies if the CPUC Cannot Help You

If your phone company and the CPUC were unable to help you, you may contact the FCC if you are questioning calls made **from or to another state** or **from or to another nation**. You may reach the FCC:

- **By Email:** fccinfo@fcc.gov
- **Online:** www.fcc.gov/cgb/complaints.html
- **By Mail:** Federal Communications Commission Consumer & Govt. Affairs
Bureau 445 12th Street, SW Washington, D.C. 20554
- **By Fax:** 1-866-418-0232
- **By Phone Voice:** 1-888-225-5322 **TTY:** 1-888-835-5322

Before you contact your phone company, be prepared. Gather up your bill, receipts or anything else you may want to refer to and don't forget to write down when you contacted the company, who you talked to, and what that person agreed to do.

CBO Contact Info:



California Public Utilities Commission

Telecommunications Education and Assistance in Multiple-Languages

(TEAM) Program

www.cpuc.ca.gov/team-and-changes

teamandchanges@cpuc.ca.gov

If you are not able to resolve your dispute with your service provider, Contact your TEAM CBO.