

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



Who to Complain to?

CALIFORNIA
PUBLIC
UTILITIES
COMMISSION



If you need help with a dispute about your telecommunications service or bill, first contact your phone company. If your issue is not resolved, you can file a complaint online at: www.calphoneinfo.com or call the **Consumer Affairs Branch and Utility Fraud Hotline** at : 1(800) 649-7570



CPUC



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.

Who to Complain to?

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

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



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.

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.