

## 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.
- Before you contact the 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.
- 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: 800-649-7570
- Online:  
<http://www.cpuc.ca.gov/static/forms/complaints/index.htm>
- 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 e-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)
- Online:  
complaint form: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html).
- By mail:  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th Street, SW  
Washington, D.C. 20554
- By fax:  
1-866-418-0232
- By phone:  
voice 1-888-CALL-FCC  
(1-888-225-5322)  
  
TTY 1-888-TELL-FCC  
(1-888-835-5322)

## Seek Help Understanding Taxes or with Legal Issues

Any questions you have about taxes or other types of reimbursements, you should first discuss with your phone company.

- If you have questions about local taxes on your bill, contact the city that is taxing you.
- If you want to be reimbursed because the phone company damaged your property, for example, you will have to file a claim through the civil courts, or contact an attorney.



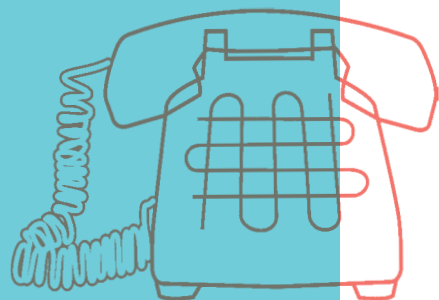
## Who to Complain to?



Sponsored by the  
California Public Utilities Commission  
with assistance from telephone companies  
and community based organizations  
[www.calphoneinfo.com](http://www.calphoneinfo.com)

*Plain Talk Series*

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

- Contact your phone company.
- Contact the California Public Utilities Commission.
- Contact the Federal Communications Commission.

[www.calphoneinfo.com](http://www.calphoneinfo.com)  
1 (800) 649 7570 – CPUC Hotline

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FOR FURTHER INFORMATION PLEASE VISIT:

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
[www.fcc.gov](http://www.fcc.gov)  
[www.ftc.gov](http://www.ftc.gov)

"I'm Keypad Kid giving you our *Plain Talk Series* about phone services."

If you have an unresolved dispute with your phone company, you can file a complaint at [www.calphoneinfo.com](http://www.calphoneinfo.com) or call the CPUC hotline at 1 (800) 649-7570.

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