

Cov Features Ntxiv Rau Lub Xov Tooj

	XovTooj HauvTsev	XovTooj NtawmTes	Cable	Internet
Xov Tooj Hu Kev Deb	X	X	X	X
Lub Qhia Tias Leej Twg Hu Tuaj (Call ID)	X	X	X	X
Call Waiting	X	X	X	
Call Forwarding		X	X	X
Kaw Lus Cia (Voicemail)	X	X	X	X
Thaiv Kom Tsis Txhob Paub Tus Neeg Hu Tuaj (Call ID Blocking)	X	X	X	X
Tsis Txais Cov Neeg Uas Tsis Pub Paub Tias Yog Leej Twg	X		X	X
Sau Ntawv Hauv Xov Tooj (Text Message)		X		



California Public Utilities Commission

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

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

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

Daim Ntawv Qhia Piv Txog Kev Tauj Xov Tooj

CALIFORNIA
PUBLIC
UTILITIES
COMMISSION



Daim Ntawv Qhia Piv Txog Kev Tauj Xov Tooj

	Xov Tooj Tauj Raws Hlua (Traditional Wireline)	Xov Tooj Ntawm Tes	Raws Cable	Raws Internet
Lawv muab cov kev siv li cas?	Siv cov chaw tauj xaim hauv av tuaj thiab/los sis saum huab (aerial wire facilities)	Siv xov tooj cua thiab cov chaw uas tauj xaim	Siv lub tuam txhab cable TV hauv zos lub network	Siv broadband txuas (DSL/satellite signal)
Siv puas tau qhov kev siv rau ntau qhov chaw?	Tsis muaj	Muaj	Tsis muaj	Muaj
Daim Nqi	Tus Nqi Tsis Hloov (hu hauv zos ywj siab uas them tib tug nqi), los sis Tus Nqi Raws Kev Siv (Measured Rate) (them raws kev hu hauv zos thaum hu).	Muaj cov plans uas them ua ntej los sis them txhua hli. Ntxiv thiab, cov kev hu ywj siab. Tej zaum yuav tsub nqi rau txhua zaus hu. Cov kev siv tshaj qhov muaj nyob hauv qhov plan mas tej zaum yuav muaj tus nqi siab zog; tej co tuam txhab pub cov sij hawm uas tsis tau siv ntawd txuas mus rau lub hlis tom qab ntawd. Tej zaum yuav tsub cov nqi roaming thaum nyob tawm ntawm cheeb tsam hu lawm.	Tus Nqi Tsis Hloov (hu ywj siab hauv zos uas them tib tug nqi xwb), los sis Tus Nqi Them Raws Kev Hu (Measured Rate) (kev hu xov tooj hauv zos yog them raws txhua zaus hu). Feem ntau muaj ua ib teg, uas tej zaum muaj cable thiab/los sis kev siv tau Internet, nrog rau kev hu xov tooj. Tej zaum tseem muaj qhov uas hu xov tooj nkaus xwb.	Muaj ob qho kev them: (1) muaj seb tham tau pes tsawg feeb xwb; (2) hu tham ywj siab txhua hli
Puas muaj cov nqi tauj?	Muaj	Muaj	Muaj, tiam sis yeej tsis yog tas li	Muaj
Puas yuav tsum tau muaj ntawv cog lus?	Tsis muaj, tiam sis tej zaum yuav tsum tau muab nyiaj cas.	Muaj, nyob rau cov kev them uas tsis yog them ua ntej. Tej zaum yuav tau them tus nqi kaw ntxov.	Tsis muaj	Tsis muaj, tiam sis yuav tsum tau siv credit card them.
Puas muaj kev hu tau rau 911?	Muaj	Muaj*	Muaj	Muaj*
Xaus Kev Tauj Xov Tooj	Yuav muab xov tooj kaw yog tsis them nqi, tom qab sau ntawv tuaj qhia lawm. Cov nyiaj them ib nrab ntawd yuav siv los them rau cov nqi siv hu hauv zos. Feem ntau yuav tau them tus nqi rov qhib dua.	Yuav muab xov tooj ncuu los sis kaw tau yam uas tsis tas qhia ua ntej, txhua lub sij hawm tsis hais yog tim dab tsi li. Tej zaum yuav tau them tus nqi rov qhib dua.	Feem ntau cov tuam txhab yuav sau ntawv qhia rau koj yog hais tias koj tshuav nqi thiab yuav qhia hnuv uas koj yuav tsum tau them tuaj kom txog thiaj li yuav tsis kaw. Yuav tsum tau them tus nqi rov qhib dua.	Tej zaum yuav muab xov tooj ncuu los sis kaw feem ntau yam uas tsis tas sau ntawv tuaj qhia yog hais tias tsis them nqi tuaj tsis hais yog tim dab tsi li. Tej zaum yuav tau them tus nqi rov qhib dua.
Kuv khaws puas tau kuv tus qub xov tooj yog tias kuv hloov chaw tauj xov tooj lawm?	Muaj**	Muaj	Muaj	Muaj
Puas muaj nom tswv cov se thiab cov nqi?	Muaj	Muaj	Muaj	Muaj
Puas yuav muaj kev cuam tshuam cov kev siv yog tsis muaj hluav taws xob lawm?	Tsis yog, tiam sis cov xov tooj uas tsis muaj hlua, uas nws siv hluav taws xob txuas, yuav tsis ua hauj lwm	Tsis tau, tiam sis tsuas yog thaum sam lub xov tooj ntawm tes thiab tsis muaj kev cuam tshuam dab tsi rau cov ncej siv xov tooj ntawm tes. Yuav sam tau lub roj teeb uas siv cov twj sam hauv tsheb.	Muaj, tiam sis tej co tuam txhab muaj cov roj teeb theej (backup) kom siv tau lub xov tooj mus li ob peb teev.	Muaj

* Muaj tsawg

** Yog hais tias koj nyob hauv tib qho kev sib pauv.