

Nyob rau hauv daim ntawv qhia no koj yuav nrhiav tau cov lus teb rau cov nqe lus nug nram qab no hais txog koj lub xov tooj:

- Lub tuam txhab tauj xov tooj kaw puas tau kuv lub xov tooj?
- Cov nqi them lig yog dab tsi?
- Kuv puas yuav tau them rau cov nqi uas kuv tseem muaj lus nug txog?
- Puas yuav tsub tus nqi them lig rau kuv them rau cov nqi ntawd?
- Puas Yuav Tsub Qhov Nyiaj Com Tseg Rau Kuv Them?



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

Cov Nqi Them Lig,
Cov Kev Kaw Xov
Tooj thiab Cov Nyiaj
Com Tseg

CALIFORNIA
PUBLIC
UTILITIES
COMMISSION





Cov Nqi Them Lig, Cov Kev Kaw Xov Tooj thiab Cov Nyiaj Com Tseg

Cov nqi them lig yog dab tsi?

Cov nqi them lig yog tsub rau hauv koj daim nqi yog hais tias koj them daim nqi lig. Daim nqi yuav qhia seb thaum twg yuav tsub tus nqi them lig thiab seb yuav yog pes tsawg.

Cov Nqe Lus Nug uas Tej Zaum Koj Muaj Txog Cov Nqi Them Lig, Cov Kev Kaw thiab Cov Nyiaj Com Tseg

Lub tuam txhab tauj xov tooj kaw puas tau kuv lub xov tooj?

Koj lub xov tooj yuav raug kaw yog hais tias koj tsis them tus nqi siv xov tooj hauv zos kom raws sij hawm. Tseem yuav kaw koj lub xov tooj yog hais tias koj muab cov lus qhia dag thaum uas tauj xov tooj los sis siv xov tooj yam tsis raug cai, xws li siv kev tauj xov tooj hauv tsev rau ib lub lag luam, los sis ua txhaum daim ntawv cog lus. Ua ntej yuav kaw lub xov tooj, lub tuam txhab yuav tsum tau xa ib daim ntawv tuaj ceeb toom rau koj ua ntej yog hais tias koj tsis them nqi mus ua ntej hnuv tim uas sau rau hauv daim ntawv.

Kuv puas yuav tau them rau cov nqi uas kuv muaj lus nug txog? Puas yuav tsub tus nqi them lig rau kuv them rau cov nqi ntawd?

Hu rau koj lub tuam txhab tauj xov tooj es tham txog cov nqi ntawd. Koj tsis tas yuav them rau cov nqi thiab yuav tsis tsub tus nqi them lig rau cov nqi

ntawd thaum uas lub tuam txhab tseem xyuas qhov uas koj tsis txaus siab ntawd. Yog hais tias lub tuam txhab tsis hloov tus nqi tsub ntawd, koj yuav tau them tus nqi kom thiab li tsis tau tsub tus nqi them lig rau koj. Yog hais tias koj tsis txaus siab txog lub tuam txhab qhov kev txiav txim, koj yuav ua tau ib daim ntawv tsis txaus siab, thiab xa koj qhov nyiaj them mus rau CPUC.

Puas Yuav Tsub Kom Kuv Them Qhov Nyiaj Com Tseg?

Yog hais tias koj tsis muaj keeb kwm them nqi zoo, los sis tsis muaj ib qho credit rating zoo, tej zaum koj yuav tau them ib qho nyiaj com tseg thaum koj pib tauj xov tooj. Yog hais tias kaw koj lub xov tooj vim tsis them nqi, tej zaum koj yuav tau muab nyiaj com tseg ua ntej yuav qhib dua rau koj. Yuav muab qhov nyiaj com tseg ntawd rov qab rau koj tom qab koj them koj daim nqi raws sij hawm mus ib xyos, los sis yog tias koj txiav txim kaw koj lub xov tooj, seb qhov twg xub los ua ntej.



Cov Kev Pab Thaum Muaj Xwm Ceev 911

Txawm tias tau kaw koj lub xov tooj vim tsis them nqi los, cov tuam txhab tauj cov xov tooj uas muaj hlua, thaum uas ua tau, yuav tsum cia koj hu tau 9-1-1 ntawm ib lub xov tooj uas tau kaw lawm mus 120 hnuv. Cov xov tooj ntawm tes tsis muaj qhov kev txwv ntawd thiab tsuas yuav tau muab cov roj teeb sam thiab li hu tau 9-1-1 .

Koj puas paub hais tias muaj kev txo nqi rau cov nqi xov tooj rau cov neeg siv uas tau nyiaj tsawg?

California Lifeline muaj kev txo nqi thiab muab yam uas tsis tau muab nyiaj com tseg thaum tauj xov tooj rau cov neeg siv uas tsim nyog. Tej zaum koj yuav tau kev txo nqi rau lub xov tooj hauv tsev los sis lub xov tooj ntawm tes, tiam sis yuav tsis tau kev txo nqi rau tag nrho ob qho rau tib lub sij hawm.

Yog xav paub ntxiv txog California Lifeline: Hu rau koj lub tuam txhab tauj xov tooj hauv zos thiab nug txog California Lifeline los sis mus rau ntawm www.californialifeline.com