

Cov Khaj Hu Xov Tooj Uas Them Ua Ntej Yog Dab Tsi?

Cov khaj hu xov tooj uas them ua ntej mas feem ntau siv los hu xov tooj kev deb los sis hu txawv teb chaws. Lawv cov nqi nws sib txawv, lub sij hawm tham uas lawv muab los sib txawv, thiab lawv tus nqi los tseem sib txawv thiab. Tej co yog tsim los hu rau tej qho chaw xwb. Cov khaj hu xov tooj uas them ua ntej yuav txuag tau koj nyiaj; tiam sis koj yuav tsum tau ntse thaum mus yuav kom koj thiaj li yuav tau daim khaj uas tsim nyog.



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

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CALIFORNIA
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COMMISSION



Cov Khaj Hu Xov Tooj Uas Them Ua Ntej



Cov Khaj Hu Xov Tooj Uas Them Ua Ntej Ua Hauj Lwm Li Cas?

Nyob rau hauv daim khaj, los sis lub hnab ntim, muaj ib tug xov tooj hu dawb uas koj hu rau. Thaum uas txuas koj rau lawm, koj ntaus tus Zauv Cim Uas Tsis Pub Leej Twg Paub (PIN) uas luam rau sab nraum qab ntawm daim khaj hu xov tooj, ces ntaus tus xov tooj koj yuav hu rau. Tej zaum yuav txiav cov nqi rau qhov kev pab los sis lwm cov nqi tawm thaum pib hu. Thaum uas koj tham nrog tus neeg uas koj hu ntawd lawm, cov feeb los sis cov nqi siv yuav txiav tawm ntawm daim khaj.

Kuv yuav tsum tau xyuas txog dab tsi?

Daim khaj los sis lub hnab ntim yuav tsum tau muaj:

1. Lub tuam txhab npe thiab tus xov tooj hu dawb muab kev pab.
2. Hnub tim "siv ua ntej", kom paub tseeb tias koj tsis yog yuav daim khaj uas yuav tas ua ntej koj siv. Cov khaj uas tsis muaj hnub tim tas mas nws yuav kav mus yam tsawg ib xyoos tom qab koj yuav, yog hais tias tseem tshuav nyiaj nyob hauv daim khaj. Tej co khaj mas yuav tsis tas, thiab koj yuav ntxiv tau sij hawm ("ntxiv nyiaj") rau cov khaj. Yuav siv tau daim khaj mus ib xyoos tom qab koj ntxiv nyiaj rau.
3. Ib qho kev tshab txhais seb koj yuav tau them dab tsi thiab cov cai rau kev siv daim khaj. Tej co khaj yuav txiav ib tug nqi uas tsawg kawg yuav txiav ntawd rau txhua zaus siv los hu. Tej co khaj mas tsuas hu tau ib zaug nkaus xwb. Yog hais tias koj tsuas hu tham ob pib feeb xwb, koj yuav tsis tau tag nrho cov sij hawm uas koj them hauv daim khaj.

Kuv yuav ua li cas yog hais tias daim khaj tsis ua hauj lwm raws li cog tseg?

Khaws daim khaj. Tej zaum nws yuav muaj cov lus qhia uas lub tuam txhab los sis California Public Utilities Commission xav tau los pab koj kom koj tau cov nyiaj rov qab. Cov kauj ruam uas koj yuav ua tau:

1. Hu: Hu rau tus xov tooj pab neeg uas los nrog koj daim khaj, piav qhia txog koj qhov teeb meem, thiab hais kom thim nyiaj rov qab.
2. Xa rov qab: Nqa daim khaj hu xov tooj mus rau ntawm qhov chaw koj yuav thiab hais kom lawv thim nyiaj rov qab.
3. Teev ntawv: Yog hais tias koj tseem muaj teeb meem, teev ib daim ntawv tsis txaus siab* nrog rau.

California Public Utilities Commission's Consumer Affairs Branch:

-Hu : 800-649-7570.

-Cov Ntawv Tsis Txaus Siab : <https://ia.cpuc.ca.gov/cimsapp/> (muaj nyob rau ntawm www.calphoneinfo.com).

* Muab ib daim qauv ntawm daim khaj (ob sab tag nrho) tso nrog rau koj daim ntawv tsis txaus siab.



Kuv Yuav Tsum Tau Xav Txog Dab Tsi Thaum Yuav Ib Daim Khaj?

Tej co khaj nws txiav ntau cov nqi, uas yuav muab sij hawm tsawg dua qhov koj xav rau koj tham, li no koj yuav tsum tau ceev faj thaum xaiv ib daim khaj. Yuav kom los pab tau koj txiav txim, nug koj cov phooj ywg thiab tsev neeg seb lawv xum siv daim khaj twg.

Cov tseem ceeb uas yuav tau nco ntsoov ua ntej yuav:

1. Tsis txhob yuav daim khaj yog tsis muaj hnab ntim.
2. Xyuas kom tsis pom tus PIN ua ntej koj yuav daim khaj. Yog hais tias pom tus PIN, ces leej twg los yuav siv tau daim khaj uas cia li theej tus PIN thiab tus xov tooj 800 xwb.
3. Tshwj tsis yog tias koj paub ib tug neeg uas yuav ua pov thawj tau rau daim khaj, tsuas siv me ntsis nyiaj los yuav daim khaj es xyuas seb koj puas nyiam qhov ntawd tso.
4. Nug seb lub khw puas yuav thim koj qhov nyiaj rov qab rau koj yog hais tias koj tsis txaus siab rau qhov kev hu xov tooj ntawd.