

**ROY COOPER
ATTORNEY GENERAL**

STATE OF NORTH CAROLINA

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
(919) 716-6000
(877) 566-7226
Toll Free in NC

CABLE COMPLAINT FORM INSTRUCTIONS

About the Consumer Protection Division of the Attorney General Roy Cooper

- The Consumer Protection Division of the Attorney General's Office enforces North Carolina's consumer protection laws which are aimed at preventing unfair or deceptive trade practices.
- One means we use to learn about such practices is through a consumer complaints@ filed with the office. Thank you for taking the time to complete the complaint form.

Filing a Complaint Against a Cable/Video Service Provider

- The Attorney General's Office can accept complaints concerning cable companies operating under a state-issued franchise. Complaints related to companies operating under locally issued franchise agreements should be directed to the local government which granted the franchise. In order to determine what type of franchise your company has, you may (1) ask your company, or (2) review your cable bill. If your cable company has a state-issued franchise, there should be a sentence on the bill informing you that complaints should be filed with the Attorney General's Office.
- You should first attempt to resolve your problem with the cable company prior to filing a complaint with the Attorney General's Office.

What Happens to Your Complaint Once We Receive It?

- Once we receive the complaint form along with supporting documents, it will be reviewed and in most cases forwarded to the video service provider complained about for response. You will receive copies of all correspondence. We will work with you and the business to try to reach a voluntary resolution of your dispute.
- If we are not successful in negotiating a mutually satisfactory resolution to your complaint, we may suggest that you consider filing an action in Small Claims Court or consulting with a private attorney. Certain complaints that involve contractual disputes or disputes of fact can only be resolved by the courts.

Important Information

- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.
- While the Attorney General's Office handles complaints related to video service providers operating under state-issued franchises, it does not grant the franchise and, therefore, does not have specific regulatory authority over those companies.
- When you submit your complaint, please ensure that you include a copy of your most recent cable bill along with legible copies of other relevant documents. Please do **NOT** send originals. Failure to include a copy of your current bill will likely delay processing of your complaint.
- Documents provided to this office may be public record.

**STATE OF NORTH CAROLINA
CONSUMER COMPLAINT
CABLE**

**Mail to Consumer Protection: Cable
Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27599-9001**

Phone: (919) 716-6000

Toll Free: 1 (877) 566-7226

Fax: (919) 716-6050

IMPORTANT INFORMATION BEFORE YOU FILE A COMPLAINT

Most complaints can be resolved by contacting your cable/video service provider directly. Please contact your cable or video provider first.

The General Assembly has charged the Attorney General's Office with handling complaints against cable companies that have a state-issued franchise. In order to determine what type of franchise your company has, you may (1) ask your company, or (2) review your cable bill. If your cable company has a state-issued franchise, there should be a sentence on the bill informing you that complaints should be filed with the Attorney General's Office. If your bill does not contain this sentence, you can assume your company has a local franchise and you should file your complaint with your town, city or county.

Name _____

Address _____

City, State, Zip _____

Phone: Day _____ **Evening** _____

**SECTION 1: INFORMATION ABOUT COMPANY AGAINST WHICH YOU ARE
COMPLAINING**

Name _____

Address _____

City, State, Zip _____

Phone _____

SECTION 2: COMPLAINT INFORMATION (complete any blocks which apply to your complaint)

Service Involved (Cable, Internet, Digital Phone)

Date of Purchase, Service Contract

Account Number

Are these service bundled? [Yes] ____ [No] ____

SECTION 3: INFORMATION ABOUT TRANSACTION

Type of Video Services Complaint – Check all that apply:

Billing Problem: error in charges, credit or refund not received, etc.

Service Problem: outage, poor reception, illegal connection, converter issues.

Customer Service Problem: poor customer service, on hold too long, cannot reach company, etc.

Rates

Advertising

Miscellaneous/Other _____

SECTION 4: DETAILS OF COMPLAINT (use additional sheets if necessary)

**SECTION 5: RESOLUTION ATTEMPTS YOU HAVE MADE
(Please attempt to resolve your complaint on your own prior to filing)**

Name of person at company most recently contacted _____

His/her phone number and area code () _____

Results _____

What result would you consider fair? _____

Do you have an attorney in this case? [Yes] _____ [No] _____

If yes, name of your attorney _____ Attorney's phone number () _____

Has your complaint been heard or is it scheduled to be heard in court? [Yes] _____ [No] _____

SECTION 6: IMPORTANT INFORMATION

Documents provided to this office may be public record.

In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.

Please be sure to include COPIES of any supporting documents you may have, such as correspondence, contracts, invoice, receipts, etc. DO NOT send originals.

This office does not have the authority to give private legal advice or private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge

Signature _____ Date _____