



STATE OF WEST VIRGINIA
 OFFICE OF THE ATTORNEY GENERAL
 CONSUMER PROTECTION DIVISION
 1-800-368-8808 or 304-558-8986
 E-Mail: consumer@wvago.gov
www.wvago.gov

BROADBAND INTERNET CONSUMER COMPLAINT

W.Va. Code § 31G-1-2 (1) defines "Broadband" as "any service providing advanced telecommunications capability with the same downstream data rate and upstream data rate as is specified by the Federal Communications Commission and that does not require the end-user to dial up a connection, that has the capacity to always be on, and for which the transmission speeds are based on regular available bandwidth rates, not sporadic or burstable rates, with latency suitable for real-time applications and services such as voice-over Internet protocol and video conferencing, and with monthly usage capacity reasonably comparable to that of residential terrestrial fixed broadband offerings in urban areas."

1. PARTY COMPLAINING

Mr. Mrs. Ms.
 Name: _____

Mailing Address: _____

City: _____ State: _____

County: _____ Zip Code: _____

Home Telephone: _____

Work Telephone: _____

Cell Telephone: _____

Email: _____

Best time to contact me: _____

2. COMPLAINT AGAINST

Broadband
 Provider Name: _____

Address: _____

City: _____ State: _____

County: _____ Zip Code: _____

Telephone: _____

Name of person you dealt with: _____

Title: _____

Case/Ticket Number: _____

3. Date service requested: _____ Date service began: _____

4. Price per month: _____

5. Type of service issue: Reliability Billing Access to
Select all that apply Issue Broadband/Service Denial

Service Interruption
 Date and length of time of the outage: _____
 Dates you reported the outage: _____

Data Throttling/ Data Caps Slow Speed

Router/Modem Technician Home Service

Telephone Service Issues Changes to rates or charges

Other _____

6. First contact between you and the broadband provider:

- Person came to my home
- Went to place of business
- Received information in the mail
- Responded to a radio – TV – printed advertisement
- Telephoned the broadband provider
- Received telephone call from broadband provider
- Email
- Internet

Name and address of publication – TV – radio station where offer was advertised:

Have you contacted the publication, TV or radio station? Yes No

7. Where did the purchase/transaction take place?

- At my home
- Over the telephone
- There was no transaction
- Wire Transfer
- At broadband provider's place of business
- By mail
- Internet
- Other _____

8. Have you contacted the broadband provider about your complaint? Yes No

9. Did the broadband provider send any notice that it received your complaint? Yes No

10. Have you filed this complaint with any other agency or organization? Yes No

If yes - Identify organization:

What action was taken?

11. Describe any legal action you have taken:

12. Did you sign a contract? Yes No

13. Did you receive a copy of the contract? Yes No

14. Did you receive a 3-Day Right to Cancel? Yes No

15. If your complaint is about your broadband service being interrupted, for how long has your service been inoperative?

Did the provider claim that the interruption was caused by you? Yes No

Did you request a refund or credit on your account for this interruption? Yes No

If yes, how much did you receive? _____

16. Did the broadband provider deny you service or access to service? Yes No

If yes, do you believe it is because one of the following: age, race, religion, sex, physical handicap, political affiliation, political views, or exercise of other speech protected by the 1st Amendment to the United States Constitution, or country of natural origin? Yes No

If yes, which of the above classifications? _____

17. If your broadband provider changed its rates or charges, did it send you a notice of such changes? . . . Yes No
 I don't know

If yes, were your services based upon a promotion or a special pricing offer? Yes No I don't know

Were you told when the promotion or special pricing would end? Yes No I don't know

If yes, what was the date when the promotion or special pricing would end? _____

Did you receive a monthly bill from your provider in the mail? If so, if there is a fee associated with the paper statement, how much is it? _____ Do you have the ability to receive the bill electronically? Yes No

Attach copies of all documents – front and back – related to the transaction.

Examples of documents include:

- ✓ the contract that you signed with the broadband provider,
- ✓ any notices from the broadband provider regarding changes to service or billing issues,
- ✓ any notices from the broadband provider acknowledging your complaint against them,
- ✓ any advertisements you used to make the decision to purchase your broadband services.
- ✓ any bills from the broadband provider

If statements or promises were not in writing, describe them in Question 18.

If you need additional space to tell what happened, please continue on a separate page and attach it to your complaint.

18. Please describe your complaint in detail.

19. How do you want your complaint resolved?

The information you provide will be used in efforts to resolve your problem and will be shared with the West Virginia Office of Broadband and may be shared with the party complained against and other state and federal agencies which may also regulate the party complained against. It may also be used to enforce applicable state and federal laws.

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required)

DATE

Please return this form and copies of your papers to:

Office of the West Virginia Attorney General
Consumer Protection Division
P.O. Box 1789
Charleston, WV 25325