

**CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.**

**Subchapter B. CUSTOMER SERVICE AND PROTECTION.**

**§26.30. Complaints.**

- (a) **Complaints to a certificated telecommunications utility (CTU).** A customer or applicant for service (complainant) may submit a complaint to a CTU either in person, by letter, telephone, or any other means determined by the CTU.
- (1) **Initial investigation.** The CTU shall investigate and advise the complainant of the results of the investigation within 21 days of receipt of the complaint. A CTU shall inform customers of the right to receive these results in writing.
  - (2) **Supervisory review by the CTU.** If a complainant is not satisfied with the initial response to the complaint, the complainant may request a supervisory review by the CTU.
    - (A) A CTU supervisor shall conduct the review and shall inform the complainant of the results of the review within ten days of receipt of the complainant's request for a review. A CTU shall inform customers of the right to receive these results in writing.
    - (B) A complainant who is dissatisfied with a CTU's supervisory review shall be informed of:
      - (i) the right to file a complaint with the commission;
      - (ii) the commission's informal complaint resolution process;
      - (iii) the following contact information for the commission:
        - (I) Mailing Address: Public Utility Commission of Texas, Customer Protection Division, P.O. Box 13326, Austin, Texas 78711-3326;
        - (II) Phone Number: (512) 936-7120 or in Texas (toll-free) 1-888-782-8477;
        - (III) FAX: (512) 936-7003;
        - (IV) E-mail address: [customer@puc.texas.gov](mailto:customer@puc.texas.gov);
        - (V) Internet address: <http://www.puc.texas.gov>;
        - (VI) Telecommunications Device for the Deaf (TTY): (512) 936-7136; and
        - (VII) Relay Texas (toll-free): 1-800-735-2989.

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- (D) While any informal complaint process is ongoing at the commission:
    - (i) basic local telecommunications service may not be suspended or disconnected for the nonpayment of disputed charges; and
    - (ii) a customer is obligated to pay any undisputed portion of the bill.
  - (E) The CTU shall keep a record of any informal complaint forwarded to it by the commission for two years after the determination of that complaint.
    - (i) This record shall show the name and address of the complainant, and the date, nature, and adjustment or disposition of the complaint.
    - (ii) Protests regarding commission-approved rates or charges that require no further action by the CTU need not be recorded.
- (2) **Formal complaints.** If the complainant is not satisfied with the results of the informal complaint process, the complainant may file a formal complaint with the commission. This process may include the formal docketing of the complaint as provided in the commission's Procedural Rules, §22.242 of this title (relating to Complaints).