



CITY OF CALISTOGA

Cable Customer Service Issues

If you have an issue with service, you should first contact AT & T and resolve the issue with them. See the AT & T office locations and phone numbers on your latest bill.

Completing this form and providing it to the City of Calistoga will help the City keep a record of the customer service issues with AT & T. This will help during the cable franchise renewal negotiations and transfer of ownership approval over the next year. The result should be an improvement to the cable service for the community.

Current date: _____ Approximate date(s) of problem: _____

Name: _____

Address: _____

Phone: _____ Account number: _____

Email address: _____

Nature of complaint or commendation: (check all that apply)

- Service outage
- Customer service issue
- Issues with telephone response system
- Unable to locate office
- Programming issues
- Desire for internet service
- Desire for other services
- Unable to reach a customer service representative by phone
- Proper noticing of rates, channel or programming changes
- Lack of knowledge by staff of local conditions, services or rates
- Other: _____
- Poor reception
- Long hold times
- Keeping scheduled repair appointment
- Billing issues
- Rate increases
- Desire for digital services
- Compliments

Please describe in detail:
