

Town of Westport CATV Complaint Form

This form collects information related to a specific complaint with the town's current cable service, internet service, internet telephone service provider. Please provide as much information as possible. Please allow up to 30-days for a response from the cable service provider. The Town's Cable Advisory Committee (CAC) will work with the cable service provider on your behalf in an attempt to find a satisfactory resolution. The date and time of your complaint will be captured automatically. Thank you.

* Required

1. **Email address ***

2. **Name ***

3. **Address (Service Location) ***

4. **Phone ***

5. **Tell us what service your are complaining about. (Check all that apply) ***

Check all that apply.

- Cable Television
- Internet Service
- Cable Phone Service
- Cable Mobile Phone Service (MVNO)

6. **What is the nature of your complaint? (Check all that apply) ***

Check all that apply.

- Billing
- Channel Lineup
- Channels Removed from Lineup or Channel Package
- Cable TV Service Reception (e.g. poor picture quality, pixelated, loss of signal, etc.)
- Internet Performance (e.g. interrupted streaming, buffering, interruption/loss of service, etc.)
- Cable Phone Performance (e.g. No dial-tone, voicemail access problems, etc.)
- Installation Issues (e.g. cannot get service installed, service improperly installed, etc.)
- Repair Issues (e.g. missed appointments, repair didn't fix problem, etc.)
- Other: _____

7. Please describe your complaint in detail (include dates/times and names of any contact you have made with the cable provider) *

8. What is your desired resolution? *

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