

Who to Contact About Cable Television Service Complaints
(Do NOT contact the Department of the Secretary of State)

If you have a complaint about your cable television service, first contact your cable television operator.

If your cable operator is not able to resolve your complaint and your monthly bill lists a **local government** (city, county or town) address and phone number, **call that number**. (If your bill lists a local government, your cable service is provided under a Local Franchise Agreement and not a State franchise.)

If your cable operator is not able to resolve your complaint and your monthly bill contains information regarding **the NC Department of Justice**, then contact the NC Department of Justice. The NC Department of Justice is also called the NC Attorney General's Office. You may also contact the Department of Justice at: <http://www.ncdoj.com>. (If your bill lists the Department of Justice, your cable service is provided under a State franchise and not a Local Franchise Agreement.) An additional resource is the NC State Government website: <http://www.ncgov.com>.

**EXPLANATION OF REASON WE CANNOT HELP YOU WITH A
CUSTOMER SERVICE QUESTION:**

The Department of the Secretary of State does not have the authority to intervene on your behalf and consequently **cannot** help you with a problem related to your cable television service. State North Carolina law expressly designates **the Consumer Protection Division of the Attorney General's Office** as the agency to receive and respond to unresolved customer complaints about cable service provided by the holder of a State issued franchise. If you call the Department of the Secretary of State, we **cannot** answer your questions regarding customer service. If you call the Department of the Secretary of State, we will refer you to the Consumer Protection Division of the Attorney General's Office.