

Koj puas paub hais tias muaj kev txo cov nqi xov tooj rau cov neeg siv uas tau nyiaj tsawg?

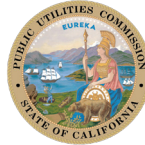
California Lifeline muaj kev txo nqi xov tooj rau cov neeg siv uas tsim nyog. Koj yuav tau txais kev txo nqi rau lub xov tooj hauv tsev los sis lub xov tooj ntawm tes, tiam sis yuav tsis tau kev txo nqi rau ob qho tag nrho nyob rau tib lub sij hawm.



Yog xav paub ntxiv txog California Lifeline:

Hu rau koj lub txuam txhab tauj xov tooj hauv zos thiab nug txog California Lifeline los sis mus rau ntawm

www.californialifeline.com



California Public Utilities Commission

Telecommunications Education and Assistance in Multiple-Languages (TEAM) Program

www.cpuc.ca.gov/team-and-changes

cabteamandchanges@cpuc.ca.gov

If you are not able to resolve your dispute with your service provider, call the Consumer Affairs Branch (800) 649-7570

Cov Tswv Yim txog Kev Xaiv Lub Tuam Txhab Tauj Xov Tooj Ntawm Tes

CALIFORNIA
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UTILITIES
COMMISSION





8 Lub Tswv

1 Xaiv Qhov Plan uas Yog Rau Koj

Cov plans yuav muaj tau cov kev hu xov tooj, sau ntawv thiab data ua ke. Cov tuam txhab muaj qhov kev siv uas muaj kev txwv los sis kev siv ywj siab ntawm kev hu xov tooj, sau ntawv thiab data los sis rau ib lub sij hawm twg los sis siv tau txhua lub sij hawm. Nug txog tus nqi ntawm txhua qhov plan.

2 Lub Sij Hawm Rau Koj Sim

Xyuas seb koj muaj sij hawm ntev npaum li cas los sim koj lub xov tooj, cov kev siv, thiab cheeb tsam yuav siv tau uas yuav tsis tau them Tus Nqi Kaw Ntxov (Early Termination Fee) yog hais tias koj txiav txim tsis yuav lawm.

3 Lwm Cov Kev Xaiv Hauv Daim Ntawv Cog Lus Siv Mus Ntev

Nug txog cov plans uas them txhua hli los sis “them thaum siv”. Nug txog seb thaum pib koj tau pes tsawg feeb thiab seb yuav tau yuav sij hawm ntxiv thaum twg.

4 Paub txog “Roaming”

Yuav tsub cov nqi roaming thaum koj siv koj lub xov tooj hauv lwm lub tuam txhab tauj xov tooj lub network. Nco ntsoov tias cov nqi roaming tej zaum yuav kim. Nug seb puas yuav tsub tus nqi roaming, seb koj yuav ua cas paub tias koj roaming thiab seb puas yuav muaj tag nrho cov kev siv thaum lub sij hawm uas koj roaming.

5 Cov Xov Tooj Ntawm Tes

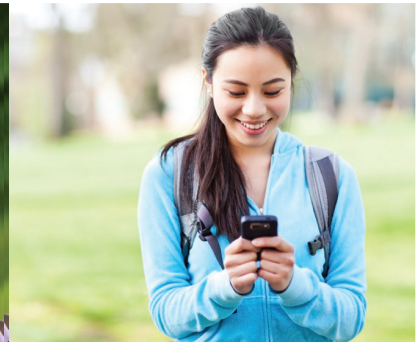
Nug txog tus nqi ntawm ib lub xov tooj thiab seb tus nqi puas txawv yog tias muaj ntawv cog lus los sis tsis muaj ntawv cog lus. Ntxiv thiab nug seb lub xov tooj puas yuav tsum tau muaj tej yam kev siv twg kiag.

6 Downloading Tej Cov Features Ntxiv

Nug txog seb yuav tsub cov nqi dab tsi yog download yas suab, games, applications los sis “Apps” thiab lwm cov media, seb puas tau muaj cov no nyob hauv koj qhov plan. Tej zaum koj yuav tau them rau cov “Apps” uas koj tsev neeg los sis cov phooj ywg download thaum lawv siv koj lub xov tooj. Tej zaum koj yuav tau xyuas seb koj thauv puas tau kev downloads rau hauv koj lub xov tooj.

7 Hloov Cov Tuam Txhab

Yog hais tias koj hloov tuam txhab, koj yuav khaws tau koj tus xov tooj qub. Nws yog ib qho zoo tshaj yog tias koj tos kom koj daim ntawv cog lus tas tso mam li hloov, tsis li koj yuav tau them Tus Nqi Kaw Ntxov. Tej zaum koj tseem yuav tau yuav ib lub xov tooj tshiab vim hais tias muaj ntau cov xov tooj ntawm tes nws tsuas ua hauj lwm rau ib lub tuam txhab twg qhov network xwb.



8 Nkag Siab Txog Koj Cov Nqi

Nug kom muab daim nqi uas muaj cov nqi kwv yees seb koj yuav tau them pes tsawg ib hlis twg ua piv txwv rau koj saib. Koj yuav tsum tau paub txog Cov Nqi Tauj, cov se thiab cov surcharges.