



# TELECOMMUNICATIONS REGULATORY COMMISSION

L.M Business Centre, 3<sup>rd</sup> Floor  
P.O Box 4401  
Road Town, Tortola, British Virgin Islands, VG1110  
Tel: (284) 229-4165  
E-mail: consumer\_complaint@trc.vg

Date/Time .....

Mr.  Mrs.  Miss  Ms.  Other

First Name ..... Last Name .....

Title / Position ..... Account number .....

Street Address .....

Postal Address (if different from above) .....

Address (cont.) .....

City ..... Country .....

Telephone (Residential or Business) ..... Fax ..... E-mail .....

**If a representative is on your behalf please give details (all documents will be sent to your representative)**

Name.....

Address.....

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Postal address (if different from above).....

Address for service (if different from above).....

Daytime telephone number (s).....

Fax number(s).....

Email address.....

Name of Telecommunications Service Provider against which complaint is made

- BVI Cable TV
- CCT Global Communications
- Digicel
- LIME
- Other

Nature of Complaint

- Quality of Service
- Billing and Rates
- Terms of Use/Terms & Condition
- Marketing/Advertising
- Equipment
- Others

Detail description of complaint

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Date on which problem occurred .....  
dd/mm/yyyy

Have you contacted the company regarding your complaint? If yes, who

- Yes
- No

Contact Person in Organization .....

**Enclose related correspondence and/or evidence related to such a contact.**

Do you have any Documents to support your claim? If yes, please enclose

- Yes
- No

**Any actions taken by a company should be described in detail.**

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Consumer’s signature

**FOR OFFICIAL USE:**

Date received .....

Status of Claim (date – dd/mm/yyyy):

Open.....

Close .....

Outcome of complaint.....

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Rejected.....

Complaint forwarded to.....

Date complaint forwarded (dd/mm/yyyy).....

Date processed .....

Processed by (Initial) .....

**FOR INVESTIGATION PURPOSE:**

Open..... Signature .....

Close .....

Outcome of complaint.....

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Rejected..... Signature .....

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Complaint forwarded to.....

Date complaint forwarded (dd/mm/yyyy).....