



TELECOMMUNICATIONS REGULATORY COMMISSION

L.M Business Centre, 3rd Floor
P.O Box 4401
Road Town, Tortola, British Virgin Islands, VG1110
Tel: (284) 229-4165
E-mail: complaints.webapp@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) Mobile

Primary E-mail Alternate Email

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).....

Mobile 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 filed a complaint with the company before contacting the commission? If yes, who

- Yes
- No

Contact Person(s) 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 Signature

Outcome of complaint.....

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Rejected..... Signature

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Complaint forwarded to.....

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