

# FEEDBACK AND COMPLAINTS



Date:

Please use this form to send us feedback or follow the procedure below to submit a complaint:

First Name  Last Name

Phone  Email

I would like someone to contact me via:

Email  Phone

Category (check mark all that apply)

General Feedback  Telephone  Cellular  Internet  WiFi

Community (check mark all that apply)

Anaktuvuk Pass  Atqasuk  Deadhorse/Prudhoe Bay  Kaktovik  Nuiqsut  
 Point Hope  Point Lay  Utqiagvik  Wainwright

Description of Problem

Comments

## COMPLAINT PROCEDURE

Arctic Slope Telephone Association Cooperative (ASTAC) encourages and values a continuous candid and constructive dialogue with our members. Any issues or complaints regarding ASTAC's services or billing which cannot be satisfactorily resolved in a reasonable amount of time at the local level, should be submitted by the complainant to the Chief Services Officer (CSO) in written form. E-mail: Send form electronically to [info@astac.net](mailto:info@astac.net).

**Mailing Address:** send hard-copy to:

ASTAC  
ATTN: Chief Services Officer (CSO)  
4300 B ST Suite 501  
Anchorage, AK 99503

Per the Regulatory Commission of Alaska if you have a complaint about your utility bill or service, you must first attempt to resolve with the utility. Then if you are not satisfied with the utility's response, you may contact the RCA's Consumer Protection & Information Section for help.

The Consumer Protection & Information Section assists consumers resolve disputes with their utility service providers. To file a complaint go to Regulatory Commission of Alaska and select "Submit an Informal Complaint". To reach the consumer protection staff, contact: (907) 276-6222 or 1-800-390-2782 (outside Anchorage), Fax: (907) 276-0160, TTY or Hearing Impaired: (907) 276-4533, Email: [rca.mail@alaska.gov](mailto:rca.mail@alaska.gov) or [cp.mail@alaska.gov](mailto:cp.mail@alaska.gov)