

How do I file a complaint about my local cable company?

Henderson County used to have a franchise agreement with the local cable company and handled complaint calls concerning service issues. But in 2007 the State Assembly removed this authority from local governments and now, the state handles franchise agreements with the local cable company in Henderson County.

The Federal Communications Commission requires cable companies to meet standards in performance on customer service, response to subscriber problems and technical performance as they relate to video (TV) service. Enforcement of these FCC Standards is assigned to the North Carolina Department of Justice – Consumer Protection Division.

Before filing a complaint, please contact your cable company or video provider first and give it the opportunity to resolve your problem. The local cable company customer service phone number in Henderson County is: 888-333-4039.

If you are not satisfied, consider filing an official written complaint with the NC Department of Justice Consumer Protection Division in Raleigh. For information on how and frequently asked questions, visit

[http://www.ncdoj.com/consumerprotection/cp\\_cable\\_overview.jsp](http://www.ncdoj.com/consumerprotection/cp_cable_overview.jsp)

The actual complaint form can be downloaded and printed from [Complaint Form.pdf](#) or be picked up at the Henderson County Historic Courthouse administrative office. The form must be printed, filled out, and mailed to the Raleigh address listed at the top right corner of the form.

#### Facts about Regulating Cable Services

Here's an overview of what FCC regulations can and can't require:

- 90% of the time, customer service calls to local cable companies must be answered within 30 seconds or customers can receive a busy signal no more than 3% of the time
- There are similar standards for technician house calls, outages, and for the overall technical performance of the cable system
- The FCC does not permit the state's franchise agreement with the local cable company to address internet service. These standards only apply to video.
- The state does not have the ability to order a company to provide broadband, high-speed internet in a certain area. Contact your local cable or telephone company and request it. The more the companies hear from interested consumers, the more they will consider making the service available.
- The Attorney General Roy Cooper's Consumer Protection Division in the State Department of Justice handles consumer complaints against cable television companies. Download the form to file a complaint here [Complaint Form.pdf](#)