
Ticket: # 1898235 - Liberty Cable Negligence & Malpractice installing cables

Date: 9/1/2017 12:05:20 PM

City/State/Zip: San Juan, Puerto Rico 00926

Company Complaining About: Liberty Cable

Description

Liberty Cable install cable in 2 Sky Tower Bldg., which is negligent & Incompetent. 1st., they drill Cold Join. I told them it was wrong. Hence they move it in top of the cold join. The cable holds water between cable and wall hence humidity in Apt., is bound cause extensive damage in this hurricane season. I asked administration why they do not want to hold Liberty Cable responsible. No answer., this is not transparent and I asked administration and board if they they were paid or gift. It is the only reason I can think for them to Hinder.

Ticket: # 1917159 - Complaint against WKAQ Channel 2 and WAPA Channel 4

Date: 9/12/2017 12:15:44 PM

City/State/Zip: San Juan, Puerto Rico 00907

Company Complaining About: Wkaq Channel 2 (telemundo) Wapa Channel 4

Description

During the broadcast of emergency information by the Governor of Puerto Rico and the government of the territory of Puerto Rico during the passing of Hurricane IRMA Category 5, WKAQ Channel 2 and WAPA Channel 4 refused and cut the transmission when the governor was going to deliver the information in English for the more than 40,000 English speaking citizens living in Puerto Rico. This action was an unlawful interference during an emergency and discriminate to the English speaking U.S. citizens living in the territory putting lives in rink and danger!

Ticket: # 1951899 - Cell phone service after Hurricane Maria in Puerto Rico

Date: 9/28/2017 5:04:29 PM

City/State/Zip: Guaynabo, Puerto Rico 00969

Company Complaining About: AT&T

Description

I am in Puerto Rico and after hurricane maria do not have cell communication. I had communication all through the hurricane and then lost it 4 days after the event. I want to know how I pay thousands for service and the cell towers suddenly stopped working days after the event occurred. makes no sense.

Ticket: # 1959277 - Billing Issues

Date: 10/3/2017 11:02:08 AM

City/State/Zip: Arroyo, Puerto Rico 00714

Company Complaining About: Claro

Description

Consumer is having billing issues with Claro. They were without service for 3 weeks due to Hurricane Irma and Maria. They received their normal monthly bill of \$128.14. Consumer called to try to dispute it due to them not having any service for that whole month but he said that Claro was not agreeing. Consumer also has his wife whos number is 7 (b) (6) on this contract. Consumer would like the bill disputed.

Ticket: # 1960741 - celular ATT

Date: 10/3/2017 4:28:07 PM

City/State/Zip: Manati, Puerto Rico 00674

Company Complaining About: AT&T

Description

ATT don't bring a credit in this period. In Puerto Rico receives a Huracan Maria, and I have services in my area, just all in San Juan area, and they.

Ticket: # 1972207 - Claro PR payment system

Date: 10/9/2017 4:56:32 PM

City/State/Zip: Bayamon, Puerto Rico 00956

Company Complaining About: Claro Puerto Rico

Description

Hi , I would like to enter a formal complain about Claro Puerto Rico phone company. MY sister (b) I (b) (6) is current out of the island , she needs to pay her cellphone account and has call over 20 times Claro to pay her bill at the customer services line. Each time she repeat that she is not on the island and is in need to make payment online and the answer is always that they cant take a payment only but she can go to the Kioskos on the island and process a payment. We have send people to the address on PR to make a payment but the stores are closed due to no electricity to support the system in all Bayamon areas. Gasoline is hard to find and this is a waste of time when people on the island are restricted to pay only on cash and places are closed. We have currently our mom in the hospital and we need to communicate and Elsa needs to have her telephone line open to communicate with the whole family till she can return to the island. All the calls to Claro are useless and the respond is very incompetent and no resolutions. We has ask for supervisor or managers and the answer are "no one available" Last rep Gilberto Tallarias in Sto. Domingo , told us that his supervisor name Pinos and the manager name Cesar no last name Heredia o Michael as Warrington. This call was 10/ 09/17 call was 40 minutes long ended at 4:30PM MT. WE are asking for help to pay the bill and make sure she did nto lost her telephone number. Its important to keep the number to contact everyone on the island of Puerto Rico. At this moment her telephone number is block to received calls or use her email as well. As you all know Puerto Rico has been destroyed by the Hurricane Maria and it will take time to be rebuild. Please contact me ASAP with resolution on this and make sure Claro company fix this lines of business so terrible on this moments that people are in need of communication with love ones. the system do not allowed Elsa to pay online or by phone and the customer service reps do not have an answer for resolutions. If you know a way to port the telephone number to another company and for my family to have communication please let me know.

(b) (6)

Ticket: # 1983790 - Dish Network automatic suspension of service to Victims of hurricane María Puerto Rico

Date: 10/14/2017 12:57:52 AM

City/State/Zip: Aguadilla, Puerto Rico 00603

Company Complaining About: Dish Network

Description

As of today communications in Puerto Rico are unreliable Today I had my Dish Network account set on "pause" until I contact them. I have no phone nor internet service at home or at my office. I had to borrow a phone to call Dish network to have my account unlocked, even though they automatically charge my credit card every month. As of today, only 30% of the people have some sort of communication. Dish network arbitrarily suspended my only link to the outside world.

Ticket: # 1986070 - Bad Service / Charge of service they didnt provide

Date: 10/16/2017 12:43:39 PM

City/State/Zip: Vega Baja, Puerto Rico 00693

Company Complaining About: Sprint

Description

due pass of hurricane Irma and Maria in PR, I don't have service on my lines since the beginning of September. They are offering a credit but don't want to apply the credit and demanding to pay for a bill without any service. due the bad situation on the island I am unable to pay for service a didnt received. i am only asking for the credit to be applied now not in 2 billing cycles. still with no service for more than 1 1/2 month.

Ticket: # 1990784 - Service/Reimbursement Issues

Date: 10/18/2017 9:56:26 AM

City/State/Zip: Bayamon, Puerto Rico 00961

Company Complaining About: AT&T

Description

Consumer is having service issues with AT&T due to the hurricanes Irma and Maria. Consumer said they are making her pay for the bill even though they have had no service. Consumer would like to be credited for the months that she has had no service.

Ticket: # 1993998 - BILLING CREDIT DURING HURRACAINE MARIA

Date: 10/19/2017 11:58:45 AM

City/State/Zip: Ponce, Puerto Rico 00717

Company Complaining About: AT&T

Description

AT&T gave a wave for a one month billing cycle, in To Go product which they collected a prepaid month before use it, to the customers living in PR during the Hurracaine Maria due the communications collapse for more than a month. I live in PR for the last 2.5 years and I transferred my phone number for Miami where I lived before. I made a contract in PR and take another line with PR area code. In all the communications, news, press releases etc. AT&T said they will give the credit and never mentioned any exception for another area codes. I called and requested the credit on 10/18/17 at 11:50 am, talked with Mrs. Diana Guerrero, customer service rep who said me that AT&T gave the credit automatically and they can't give me the credit because my area code is from Miami. I explained her I lived in PR and transfer my phone number and she maintained the answer of no. I request a Supervisor, Mr. Daniel Mendez, Supervisor, who explained me again the same but he will refer my case to the corresponding department explained that I live now in PR with no resolution or credit and collect the complete amount and charges with no service. Please take this description as a formal complaint and expect a positive resolution to my issue.

Ticket: # 1995717 - Billing for service no working

Date: 10/19/2017 9:13:47 PM

City/State/Zip: Vega Baja, Puerto Rico 00693

Company Complaining About: AT&T

Description

ATT company is billing mi over \$300.00 during the huracán Maria during this period i didn't have any service! Please help is needed!!!

Ticket: # 1995784 - Att Charging for montly service at Puerto Rico

Date: 10/19/2017 9:58:37 PM

City/State/Zip: Bajadero, Puerto Rico 00616

Company Complaining About: AT&T

Description

Att company is charging to all puerto rico customers for a service that they are not providing. As you know the island suffer the impact of a hurracane past september 20 since this day all customers at puerto rico are having issues with the cellular and data. There is no stable services at the island by this company. Is been 30 days with a no service word at my phone and all my family members. At this time att is charging the month normally as they provide a service. Righth now i have to pay \$380 for a service that i dont have, and the onyl option that they are providing is a credit for one month that will be applied in 2-3 cicles. Hope you guys at FCC can help all this customers located at Puerto Rico Because is not only me, is more that 100,000 customers afected with this issue

[Ticket: # 1996817 - Phone bill](#)

Date: 10/20/2017 1:41:05 PM

City/State/Zip: Guaynabo, Puerto Rico 00969

Company Complaining About: AT&T

Description

I'm a puerto rican resident with a phone billing address from Texas. I was in Puerto Rico during hurricane Maria. I didn't have any service from my provider (att) during one month. They supposed to give a credit for those one affected from the hurricane. They won't give me any credit because my billing address is from Texas even though I live in Puerto Rico.

Ticket: # 1997212 - Number Portability

Date: 10/20/2017 3:15:17 PM

City/State/Zip: Carolina, Puerto Rico 00979

Company Complaining About: Liberty Cablevision Of Puerto Rico

Description

On October 17 I visited Claro PR formerly Puerto Rico Telephone Company to request a new cellular line and port my current number (b) (6) from Liberty Cable Vision of Puerto Rico. According to Claro the request to Liberty was made on October 17 at 9:36 am. According to Liberty the authorized it on the same day at 9:55 am. It has been now 3 days and I have no service. I went again to Claro's office and according to Damaris Colon at 9:09 am on October 20 Liberty had not approved the transfer. I haven't had service now for 23 days since hurricane Maria. The commission should investigate this abuse by Liberty or incompetence by Claro.

Ticket: # 1999388 - Hurricane Maria- 3 week service interruption

Date: 10/23/2017 2:34:00 AM

City/State/Zip: Toa Baja, Puerto Rico 00949

Company Complaining About: AT&T

Description

Due to Hurricane Maria in Puerto Rico, we had 3 weeks with no cell phone service. At this time, we continue to have service blackouts. AT&T has not addressed this issue and is sending out monthly bills with total amounts due as if we have always received regular service. AT&T should send us messages acknowledging addressing this issue and resolve to issue credit for no service.

Ticket: # 2000225 - Refunds and Lack of Service Issues

Date: 10/23/2017 1:14:07 PM

City/State/Zip: Carolina, Puerto Rico 00984-9463

Company Complaining About: AT&T

Description

I filed my first complaint on September 28th, 2017 regarding issues with no communications, partial services, and devices not being received.

25 days later I am told by ATT I need to stay with them for 2-3 months to get the credit. So that means that although services are being charged and items I ordered were not received. I have to continue as a client.

[Ticket: # 2002769 - Billing for services not provided](#)

Date: 10/24/2017 12:25:44 PM

City/State/Zip: Carolina, Puerto Rico 00987

Company Complaining About: AT&T

Description

On Sept. 20 everyone in Puerto Rico lost the telecommunications due to Hurricane Maria. All the cellphones companies are giving credits to their costumers except AT&T. They are charging me the full bill, when I didn't have service since that day until now, Oct. 24 and with some difficulties. I called them and they said that I have to pay the balance even if I didn't have service. They are going to give an "automatic credit" on November or December, and only if they analize or they understand that I lost signal.

[Ticket: # 2005064 - Wireless Bill](#)

Date: 10/25/2017 9:26:41 AM

City/State/Zip: Cayey, Puerto Rico 00736

Company Complaining About: AT&T

Description

After Hurricane Mario in Puerto Rico All wireless provider were out of services. AT&T is billing the entire month of service when my cycle bill only had 3 days of service. I only speak Spanish and is very difficult for me explain the situation and make any negotiation with them . They want October and November paid in full when they were 100% down on Sep.-Oct. and 40% down Oct.-Nov. We are like 1 million customers with At&t on Puerto Rico whit the same situation.

Ticket: # 2005088 - Billing in times of lack and/or inefficient service

Date: 10/25/2017 9:35:39 AM

City/State/Zip: San Juan, Puerto Rico 00926-0726

Company Complaining About: Cricket

Description

I am a customer of Cricket Wireless pre-paid. Due to Hurricane María the telecommunications in Puerto Rico fails and 3 of the 4 cellphones that I have within my plan are confronting troubled since Sept 20, 2017. The fourth one is not included since the person using it is studying in Ohio. I contacted the company's customer service several times and they instructed me to down grade the plan which I did telling them that it was not fair since the service was non-existing or poor. They offered a 20.00 credit which I found unfair due to the situation. I requested a credit for all the time without service and it was denied. I am requesting a refund or credit for all that time.

Ticket: # 2005730 - Mobile phone as for internet

Date: 10/25/2017 12:41:20 PM

City/State/Zip: Toa Alta, Puerto Rico 00954

Company Complaining About: AT&T

Description

victim of (2)hurricanes Irma & Maria /The first hurricane Irma we lost communication for over 4 days the second one Maria since September 20,2017 no mobile phone, no text nor internet. I called my provider but I continue with the situation. The life of my daughter and mine are in danger because their breaking in the homes since no electricity nor water and no communication therefore I can't call the police station if an emergency happens. I'm a single parent living in fear for our lives. AT&T is my provider claiming to be the best in the world; not true. I have to drive away from my home in order to use my cellphone that's terrible. AT&T did not have a contingency plan for this matter knowing that Puerto Rico was going to suffer the most terrible hurricane in a long time. I need something to be done ASAP and (1) month of credit is not enough for my anxiety and suffering. We are taking about a life situation matter as simple of being able to call the cops if I need Help.

Ticket: # 2007414 - Charges from Sprint during Hurricane Irma & Maria

Date: 10/25/2017 8:43:00 PM

City/State/Zip: San Juan, Puerto Rico 00921

Company Complaining About: Sprint

Description

I live in Puerto Rico and I don't have phone service from Sprint since Sept 5 when Hurricane Irma hit Puerto Rico. I'm tie to a contract to Sprint but I want to end it because now I don't have any service from them. They want to charge penalty fees but that is unfair and unacceptable. As a consumer, which are my rights under these circumstances? Thanks.

Ticket: # 2007774 - Hurricane Maria Billing/Service Issues

Date: 10/26/2017 9:40:20 AM

City/State/Zip: Ponce, Puerto Rico 00730

Company Complaining About: Sprint

Description

Consumer is having billing/service issues with Sprint. Consumer is barely starting to get her services in. When consumer called Sprint to ask for a credit, they told her that she and other would receive it but they weren't able to assure them as to when the credit would take place. When consumer told them that she wanted to switch to another provider, they told her that she would have to stay with them in order to receive a credit.

[Ticket: # 2012977 - telephone portability](#)

Date: 10/28/2017 8:28:45 AM

City/State/Zip: Aguadilla, Puerto Rico 00603

Company Complaining About: Liberty Puerto Rico

Description

we was hit by a major Huracan,I have 5 accounts with Liberty Puerto Rico,2 of those accounts are a buisness acct for my 2 medical offices,and there is no way to communicate with Liberty,and for a better service to my patient I need telephone and internet services

Ticket: # 2013274 - Regarding Claro Company in PR

Date: 10/28/2017 1:36:59 PM

City/State/Zip: Bayamon, Puerto Rico 00960

Company Complaining About: Claro Pr

Description

I live in PR since year ago I had an account with them, unfortunately after Hurricane Irma we had no service due to it, the company promised a credits to all customer, I'm always on time doing my monthly payments of 133.32. On 10/06/2017 they agree that I have to pay just 53.56. Unfortunately he had Hurricane Maria where we lost all communication, therefore the company agree to give us another credits. On 10/12/2017 I decided to cancel the account I called them to notify it, also to ask the portability of the phone that was deny also they block my cellphone. I'm trying to have a new account with other company but it still block and they don't want to give us the portability also to unblock the cell phone because now they want me to pay an October balance of 76.74, I ask them about this balance, how it is possible cause we never had more services since September and October due to hurricanes, also I canceled the account in 10/12/2017. They are still telling me that I have to pay that amount if I want to unblock the cellphone. I request the credits due to Maria and they notify that I can have it in next bill in November, this account is cancel since 10/12/2017. This is unfair and Illegal I know my rights and I want you to start an investigation regarding my account. They are punish me because I cancel with them.

Ticket: # 2013466 - 4G LTE signal booster (RS3)

Date: 10/28/2017 4:17:05 PM

City/State/Zip: Lares, Puerto Rico 00669

Company Complaining About: T Mobile

Description

I cancelled my booster service and was told i had to return the booster befor 9/28/2017. If you are aware PR was hit by Hurrican Maria on 9/20/2017. I am currently out of PR. THERE IS NO SERVICE IN TMOBILE IN PR. My daughter tried to return the equipment and there is no office near home open . I just got a bill for. For \$322.24 for not returning the equipment. If you can give me an address of an office in Hatillo PR that is open and giving service, I will gladly have her try to go there again and return the equipment.

Ticket: # 2013709 - Billing / No Service

Date: 10/28/2017 7:25:25 PM

City/State/Zip: Guaynabo, Puerto Rico 00969

Company Complaining About: AT&T

Description

ATT offered a months credit, automatically I may add, to all their clients due to situation with the communications shortage after hurricane Maria . However I just received a bill with the monthly charges and when I contacted them, I was told to pay the month and I'll be credited in the following 2 or 3 cycles. As of today, I don't have data, and the phone connection is awful.

[Ticket: # 2014931 - AT&T Charges](#)

Date: 10/30/2017 11:04:29 AM

City/State/Zip: Toa Baja, Puerto Rico 00949

Company Complaining About: AT&T

Description

I live in Puerto Rico, we have hurricane Maria on September 19-20. Since that day I have not had wireless service and AT&T knows about the problem and is charging me for a month rent that I did not receive. When I call their support they told me that I have to pay this month and AT&T will provide for a free month later on. They are charging me for a service I did not received.

Ticket: # 2016942 - Sprint Billing in aftermath of Hurricane Maria**Date:** 10/30/2017 7:43:48 PM**City/State/Zip:** Vieques, Puerto Rico 00765**Company Complaining About:** Sprint

Description

The residents of Vieques, Puerto Rico (zip 00765) have not had Sprint service for data, cell or text since Sept 20 (Hurricane Maria). To this day there is no service including 911 yet Sprint continues to bill as if nothing is wrong. Sprint is refusing to acknowledge systemic failure and continues to bill people for nonexistent service. I'm filing this complaint on behalf of the attached 20 or so numbers who have given me permission. This list of numbers I compiled took less than a few hours of collecting this information via a community board of 3500 people and only from our English speaking community who has access to internet. I know the impacted customers are in the hundreds. Sprint continues to deny that these issues have been reported as you can see from my chat conversation in the above image. We need FCC help to put pressure on this company to quit their unfair billing practices and to stop further punishing their customers who have already suffered after Hurricane Maria. Especially since our island municipality is a singular zip code and an isolated island, it will be quite easy to prove that Sprint hasn't had service and yet continues to bill. I myself spent over 2 hours on the phone with Sprint, twice simply dropped back into the queue to begin the process over again, with no resolution in sight. Sprint gets to charge me for future services and keep my money from services never received and I think they hope I go away. I think they hope each individual doesn't talk to other customers. Sprint rep was so proud of the automatic \$20.27 credit I received. (On a \$120 standard base monthly service agreement). I have been a Sprint customer for 17 years. I am disgusted with them. I am a resident of Vieques, PR a small business owner and a victim of Hurricane Maria. I am tired and I am asking for the FCC's help for both myself and others in my community who have been devastated by a natural disaster. I am asking you investigate and follow up on this matter that impacts many people in my community.

I am sure if someone from FCC actually reaches out to me after my submission then I will have more phone numbers and customers impacted. At this time, the best way to reach me is via Facebook messenger or email at (b) (6) (when my generator is on.)

Ticket: # 2022527 - Boost Mobile

Date: 11/1/2017 8:37:07 PM

City/State/Zip: Caguas, Puerto Rico 00725

Company Complaining About: Boost Mobile

Description

Boost Mobile is still charging me for the days without service with hurricane Irma and Maria. No credit is applied and i called and they denied giving me a credit to pay for the 40 days with no data text or calling service. My mom cant pay her bill and even if she could there is no electricity in the banks. How dare such company charge for a service that isnt working. others companys arent charging and boost mobile isnt even giving me a discount to at least try and pay to help my mom

Ticket: # 2025447 - Delaying port request

Date: 11/3/2017 9:48:50 AM

City/State/Zip: Jayuya, Puerto Rico 00664

Company Complaining About: H20

Description

I have H20 wireless but since the hurricane it been 2 months without service from H20. I decided to port my number over but H20 is not porting the number over. Please i want my number ported so i can have service again.

Ticket: # 2028207 - Internet

Date: 11/4/2017 3:49:15 PM

City/State/Zip: Ponce, Puerto Rico 00716

Company Complaining About: Uno Network

Description

I would like to file a complaint against an Internet company located in Ponce, Puerto Rico. I have been with the company for almost a year. Unfortunately Puerto Rico was hit with a category 5 hurricane on September 20 which left the whole island without any power. I went to their office around October 19 regarding the situation and they informed me that I had to pay for them to redirect the antenna so that I would have signal. Plus an additional charge for whatever was left of the month. Thank you for taking your time in resolving the matter.

Ticket: # 2028478 - Service outage

Date: 11/4/2017 10:10:00 PM

City/State/Zip: Hormigueros, Puerto Rico 00660

Company Complaining About: Claro

Description

On August 12, 2017 I reported to my service supplier, Claro, that once again I was without internet or landline telephone service. I received absolutely no response from them regarding this problem that has persisted for a number of years. They are well aware of the problem being a badly deteriorated cable running from the local Community Center junction box to another junction box in my neighbors back yard. This problem has absolutely nothing to do with the damage caused by hurricane Maria, but I am certain this is now the excuse for not attending to my long standing complaint. I am very aware of the tremendous damage caused by the hurricane and the excessive work load Claro's employees are now facing, but I am also aware of the problem I have, not being attended to because, as told to me by several employees, that "It was not included in the budget." This excuse is ridiculous and in excusable! On August 14, 2017 Claro provided me with a temporary wireless modem that supposedly would solve my problem on a temporary basis. This is something they have done with me several times over the past few years. On this occasion, the telephone does not work at all and have my internet connection is only sporadic, unreliable and extremely slow. I have called them numerous times with no positive results. At the moment, nearly the entire island has service problems, but if my land line had been repaired in a timely fashion and working properly, I possibly would have service. I have an online business that has now been completely shut done for the past 44 days.

On November 3, 2017, after spending several hours attempting to contact Claro without being cut of when they transferred me from one department to another, I finally was attended to by an agent named Grecis. She was very nice and polite and left me with the feeling she would do all in her power to assist me with my problem, but once it is turned over to the normal process, I have no reason to believe anyone will show further interest in resolving the issue once and for all, by changing the piece of cable that must be exchanged to resolve the service problem on a permanent basis. Any assistance with this issue that your agency can provide to me will be greatly appreciated.

Thank you,

(b) (6)

Ticket: # 2032847 - AT & T bill - Complaint

Date: 11/7/2017 3:17:12 PM

City/State/Zip: Caguas, Puerto Rico 00727

Company Complaining About: AT&T

Description

Good afternoon:

I received from AT & T an invoice for September - October 2017 as usual.

This company informed by the newspapers and radio that will be given 2 months of credit due to the fact that in Puerto Rico there was not communications for weeks after hurricane Maria passed.

Also, when the communications starting to work, there was not signal on many places and most of the days. Sometimes the calls fell.

When I call them , they told me that they will be given the credit on December!!!!

Is legal that they charge for phone service when they did not provide service? Is legal that they charge you and after 2 moths to receive the credit?

They told me that is the procedure and although they received client complains they will not change this.

Please help me!

Thank you!

Ticket: # 2037363 - Phone company charging service after disaster situation

Date: 11/9/2017 10:42:54 AM

City/State/Zip: Cidra, Puerto Rico 00739

Company Complaining About: Claro Telephone Company

Description

To whom it may concern, I am a resident Cidra Puerto Rico 00739. Puerto Rico was hit by a hurricane Maria on September 20, 2017 and Cidra was hit by the strongest winds and destroyed the utility polls that connect the landlines. The CLARO Telephone Company up to now is charging it's services even with no communication of land lines available or active where I live not even the internet service that I have with them also. Up to date I don't have botg services but still receiving service bill.

Ticket: # 2037888 - Sprint lack of service due tu hurricane Maria

Date: 11/9/2017 1:06:05 PM

City/State/Zip: Bayamon, Puerto Rico 00961

Company Complaining About: Sprint

Description

I live in Puerto Rico and system was down for 2 months (september and october) due to hurricane Maria. Cellphone service is still not working at 100% percent capacity. No signal available in some areas. They said they were going to credit 2 months of service towards the bill and when I called today they said no credit due to data usage which makes no sense since we were using the internet from the landline and had to go to the freeway to get a little service. Communication right now in PR is essential to keeps us safe. I want what they promised no payment for sept and oct since we did not have service.

Ticket: # 2038662 - Phone Charges after loss of communication services due to Hurricane Maria

Date: 11/9/2017 3:54:00 PM

City/State/Zip: Arecibo, Puerto Rico 00612-9040

Company Complaining About: Straight Talk

Description

Hi. I have three accounts with Straighttalk, in Puerto Rico. As everybody knows, Puerto Rico lost the communications services after Hurricane Maria, and communication providers, such as ATT, Claro, T-Mobile, Sprint, must provide a waiver until service is reestablished, according to information provided by the FCC representative in PUerto Rico, in an interview by radio station recently. Straighttalk provides their services using ATT network. We have no reception or communication in our area. BUt Straighttalk continues charging me the service. If I do not pay, they cancel my subscription.

Ticket: # 2040053 - Go Smart Mobile Incident

Date: 11/10/2017 11:49:38 AM

City/State/Zip: Isabela, Puerto Rico 00662

Company Complaining About: Go Samrt Mobile That Use T-mobile Anthena In Pr

Description

The company Go Smart Mobile do not provide credit for the period without service (Two Lines=two phone number service) after the communication problem after the devastation of Hurricane Maria in Puerto Rico...I was enrolled in the auto pay and were charged for the service that I couldn't receive due to the telecommunication issues...I have try several times to get the credit without no positive consideration...What I'm trying to get is my money back for the payed service that I don't receive...Thanks for your consideration in these matter...

Ticket: # 2040058 - Unauthorized Installation of Street lines by "Liberty" cable company in Puerto Rico

Date: 11/10/2017 11:53:34 AM

City/State/Zip: San Juan, Puerto Rico 00927-6124

Company Complaining About: Liberty In Puerto Rico

Description

In the aftermath of hurricane Maria here in Puerto Rico our local cable company is installing posts without any coordination with the local municipal or official electric company (AEE). Liberty has contracted independent installers who don't have any kind of municipal or AEE permits. The posts are being installed all over the neighborhood where it seems that they could be a hazard to the community. Unfortunately, the local governmental office that deals with these issues (Junta Reglamentadora de Telecomunicaciones de PR (b) (6)) hasn't returned my calls.

Ticket: # 2040307 - CLARO has not refunded my money after multiple requests.

Date: 11/10/2017 1:15:50 PM

City/State/Zip: Patillas, Puerto Rico 00723

Company Complaining About: Claro

Description

On April 7, 2017 I contacted CLARO to request internet service for my home. I was informed by the CLARO customer service person that the only way I could get internet service for my home would be if I requested a telephone, TV and internet bundle to which I agreed due to the lack of any other option. I also requested that my service be contract free, the customer service person told me that I would have to pay the installation and 2 months in advance that totaled \$358.49. I paid the \$358.49 with my credit card and waited for two weeks when a CLARO technician arrived at my house to inform me that he was not able to install my service due to there not being any lines available in my area and that he had informed CLARO and that they would cancel my order #670105. A week had transpired and I called CLARO and asked them to refund my money and after several extension transfers of my call I was told that I had to wait two billing cycles before I could call them to request my refund. I called multiple times in July, August and September before Hurricane Irma and Maria hit Puerto Rico, requesting my money back and as of today I have not been refunded for a service I never received from CLARO.

Ticket: # 2047997 - bill charges

Date: 11/14/2017 8:37:21 PM

City/State/Zip: Caguas, Puerto Rico 00725

Company Complaining About: H2o

Description

Approximately two weeks ago I contacted H2O, my cell phone service provider to request an adjustment to my monthly bill. I informed the company representative that we had been hit by Hurricane Maria on the 20 th of September, and we did not have phone signal and internet for more than 15 days. The representative stated they were aware of our critical situation but they were not going to give any credit to those individuals affected by the Hurricane in Puerto Rico. The only adjustment they were giving was a five-day extension. I was not happy with the options given, so I told her I will look into the matter further. We lost signal on the 20 of september and on september 30 I got call from Kentucky which lasted about 6 minutes and then I did not have phone signal for several days, also I did not have access to the internet. it is unfair and unreasonable for this company to charge me 27.00 dollars for a service I did not receive. They were adamant to give me any credit despite the fact they knew we did not have phone and internet service. I would like to request an adjusment to my account which has been denied.

Ticket: # 2048081 - Service with my mobile provider

Date: 11/14/2017 9:33:57 PM

City/State/Zip: San Juan, Puerto Rico 00926

Company Complaining About: Claro

Description

Since september, before Hurricane Maria hit Puerto Rico, I had been communicating with Claro for them to unlock my phone and cancel my services, as I was moving to the UK. When Hurricane Maria hit PR all communications were lost, but as I tried to communicate with my families in PR from London through whats app calls or messenger calls it wasn't possible, so I decided to turn on my roaming, as I needed to see how they were. Multiple times I used that same roaming to talk to them to see if they could help me but they said they couldn't because the only office that could unlock my phone and cancel my services was the one in PR and no other office of them could do it. I asked them that is was very urgent for me to unblock my phone, as I was practically in communicated in the UK because I depended on wifi that obviously I didn't have whenever I left school or my apartment. Those efforts were unsuccessful. They later told me that I had to send a letter by postal mail to cancel my services since I couldn't do it in person nor through email. Now they say they never received my letter and are charging me with fees during a cycle that I know for a fact I didn't use.

[Ticket: # 2049006 - Billing and services issues with Net 10](#)

Date: 11/15/2017 1:14:19 PM

City/State/Zip: Utuado, Puerto Rico 00641

Company Complaining About: Net10

Description

Consumer has 3 prepaid cell phones with Net 10. Since they had the Hurricane in Puerto Rico, he did not have phone service. Every time that he contacts them to fix the issue they do not help. They do not want to give him credit for the time they did not provide service. The consumer would like to be credited for all the time that he did not have service. He also wants them to provide a better phone service.

[Ticket: # 2052461 - Internet service/billing issues](#)

Date: 11/16/2017 3:22:03 PM

City/State/Zip: Bayamon, Puerto Rico 00957

Company Complaining About: Claro

Description

Consumer is having billing/service issues with Claro. Consumer says that she hasn't had service with them since September 20th due to Hurricane Irma/Maria. Consumer was told by Claro that they were going to credit her for the past 2 months. Consumer says that they are still billing her. Consumer would like to cancel her contract without them charging her for cancellation

CTR-382

Ticket: # 2053823 - No connection at home but getting charged

Date: 11/17/2017 6:02:59 AM

City/State/Zip: Cidra, Puerto Rico 00739

Company Complaining About: Sprint

Description

I am a resident of Cidra Puerto Rico 00739. As known that the island was hit by a hurricane affecting cel towers. I am Sprint customer and up to now there is no cel connection at Cidra Puerto Rico 00739 and Sprint is requesting a full payment. I have been informing that I have to travel almost 20 miles North towards San Juan metro are to have a strong signal so the messages get through. They indicated to me they will adjust the account but up to now it is not reflected. At Cidra 00739 the connection bars that is seen to check connection is full but does not have connection even on a basic text message.

Ticket: # 2054528 - Lifeline issues with Claro

Date: 11/17/2017 1:03:22 PM

City/State/Zip: Caguas, Puerto Rico 00725

Company Complaining About: Claro

Description

Consumer has lifeline through Claro. He states that he did not have phone service for a month because of the hurricane. He contacted them but they cannot get this issue resolved. Consumer would like to be credited for this time.

Ticket: # 2055788 - Claro internet Vieques, PR

Date: 11/17/2017 6:12:01 PM

City/State/Zip: Vieques, Puerto Rico 00765

Company Complaining About: Claro Puerto Rico

Description

I am a Claro internet customer. I have had no power since before hurricane Irma hit Vieques, PR. Claro keeps billing me for service I am not receiving. I was on hold for 1 hour 10 minutes to get a credit. I was told that Claro will continue to bill me for services i am not getting. Furthermore, I was told I would have to call each month for a credit. I shouldn't be getting billed for service I don't receive and I shouldn't have to hold for over an hour to get a credit for my account

Ticket: # 2056063 - Claro Phone and Internet

Date: 11/17/2017 8:49:41 PM

City/State/Zip: Vieques, Puerto Rico 00765

Company Complaining About: Claro(in Puerto Rico)

Description

Internet and phone have been down at my residence in Vieques, PR. since Hurricane Irma came thru. I would like to find out if they plan on crediting my account for no service for the past 2 months they have billed me ?

Ticket: # 2059901 - Catastrophic event cell phone charges

Date: 11/21/2017 12:10:57 AM

City/State/Zip: Comerio, Puerto Rico 00782

Company Complaining About: T Mobile

Description

Hurricane Maria damage to cell towers has virtually wiped out any regular phone service. Cell company gave complete credit for first cycle after event, and this cycle expects partial payment. I reside in mountainous area, and find it appalling unfair after such a catastrophic storm that cell company wants payment for non-existent service. My cell phone has been rendered useless by the continued power outage in Puerto Rico. I get no signal at my residence, phone calls drop regularly, internet connection is also non-existent. I find it in poor taste that the cell company being fully aware of the extent of poor cell service wants to be paid. I'm seeking to be credited for current and future charges until restoration of power is made and cellular service is what it should be.

Ticket: # 2060364 - Hurricane Maria credit disputed.

Date: 11/21/2017 11:41:28 AM

City/State/Zip: San Juan, Puerto Rico 00926

Company Complaining About: Sprint

Description

While the impact of This hurricane has crippled the cellular and data services, they are not totally resolved, so while I continue to hunt for a stable signal, on the highways or having to move towards a better signal in the San Juan city limits.

Sprint published a local ad in Puerto Rico stating that they (sprint) will be crediting all customers for 2 months including any roaming charges.

(b) (6) [REDACTED].

Keep in mind that if not for the emergency and loosing touch with family, these smart devices, turned dumb would have ended up in the drawer, since I got more fraustred and not useful at all.

Other people I know under the same circumstances have had their accounts credited appropriately as advertised, why the double standard?

Ticket: # 2063117 - not given what offered

Date: 11/21/2017 11:06:14 PM

City/State/Zip: Carolina, Puerto Rico 00985

Company Complaining About: AT&T

Description

I joined ATT on october 25, 2017 because puerto rico was devastated by hurricane maria my provider was sprint I had zero service for weeks. Since AT&T stores were not available I called att and asked about there offers which they told me they an offer called switch offer that would pay penalties in my other service provider. What I had to do was take my phone to att store which was now opened and give them my 7 plus . After hours waiting the representative told me he could take my phone due to the fact they didn't have that offer. Called att again so, they gave me new instructions to mail the phone and fill out forms. Dince I was on the phone with them and told them I wanted to add a new line but that my daugther wanted the iphone x. It was on pre order he told it had to be online. I made the preorder, few days later order cancelled, called again the rep didnt find anything wrong, he said order it again and I did few days later cancelled called again then the rep said that it was because i didnt have a sim card and that when i place the order mark new number and not transfer number and he told me as soon as you recieve your iphone x your iphone 8 plus will be free because you brought an iphone x, place my order online again and it was cancelled again called again and changed the billing address to be the same as home address by now I gad the sim card he told me the same thing iphone 8 plys will be free with iphone x purchase. This rep gave me another number he said if you have any problems with your order call them they specialize in helping with orders. Order cancelled again. Called the number on this day I spent almost two hours on the phone being passed around different department. When I spoke with the rep and asked why my order is being cancelled saying that identity cannot be confirmed. He did not know why he couldnt tell what was the reason. He said I had to go to the att store agsin andvorder the phone at the store this i had already tried and here in puerto rico there different offers don't know way. I call I ask how much will it cost me to leave and the rep transfered me to the customer loyalty dept something like that. Heres were the person told me that no offers could be applied that i would not recieve mo free iphone and that it would cost me \$800.00 to leave the company. Then she offered me a discount on iphonex but it would take 25 days to arrive and that I needed to port my number because I brought it and she transfered me to that area then the rep there told he cannot port a number if it takes more than 15 days to arrive. He transfered me back to customer loyalty and another rude rep told me she could do anything aboyt phones in her dept. I told her that I have just spoken to some person name delirza or something she kept on being rude and just cut me off. After almost two hoysr on the phone. This has been very frustating and terrible customer service every rep gave a diferent version of my problemas and after all these calls nobody solved my problem. This has been a nightmare something that seems so simple has bern extremly complicated. To solve; I just want what I was offered to me to buy an iphone x and my iphone 8plus is free.

Or return the money I'd paid for my iphone 8 plus I will return the phone and release me from further charges I will port my number to another service provider.

Ticket: # 2067925 - Cell phone carriers in Puerto Rico disabled after Hurricane María to provide any kind of service

Date: 11/25/2017 2:17:30 AM

City/State/Zip: Hatillo, Puerto Rico 00659

Company Complaining About: AT&T

Description

The cellular phone companies were unable to provide any kind of service before, during and after the onslaught of Hurricane María over the Island of Puerto Rico, which is a USA Federal Territory since 1898 and where the FCC laws and rules apply like in any other USA Federal land.

Power shortage along the Island of Puerto Rico due to a complete and severe damage to the electric infrastructure system provided by the Puerto Rico Government and the absolute and complete absence of any energy back up system, left the whole population isolated, incapable to ask for help or assistance, without 911 or any Government agency to get in contact with.

No cell carrier were able to give service of any kind, not even to ask for FEMA assistance.

In my case, At&T was negligent to provide information to their clients through the only radio station that stayed working.

After 2 month of the event, still the company is not able to provide full service of data.

At&T was negligent not be ready to power back the towers.

At this moment, any phone call can be interrupted because they still have depending on the electric infrastructure of the Government.

Ticket: # 2074755 - ClaroPR without service to customer

Date: 11/28/2017 8:21:13 PM

City/State/Zip: Canovanas, Puerto Rico 00729

Company Complaining About: Claro Puerto Rico (prtc)

Description

After hurricane María I had no received internet from ClaroPR subcontracted by PRTC, we was unable for weeks to claim due to loss of communications. My bank has automatic payments to Claro I was unable to communicate with bank too. When I can call to Claro nobody answer or call back so I unable anyway to fill a claim, the only moment they answered they told me that they hace not access to my account. And that they will call back , they never call. Today I received a call of a recording machine at 6:30 pm after waiting 2 hours and the recording say " we are closed try again. Thats is inacceptable and I still can not fill a claim. can Claro phone number

Ticket: # 2075253 - Billing

Date: 11/29/2017 10:21:29 AM

City/State/Zip: Moca, Puerto Rico 00676

Company Complaining About: Claro

Description

Customer is having issues with Claro and had a bundled package. The consumer did not have any services since hurricane maria. Recently he started having services again but not internet and they are still charging for internet 46.44.

Consumer reached to the carrier and advised that they would credit for the month of November which they did. Carrier also advised the consumer that if he paid the overdue amount 96.72 (which the consumer paid) the credit will be applied and until his service was restored back. Consumer just received a bill and the charge for 46.44 was still on his bill and that last month he received the credit and when the consumer reached out to the carrier the csr advised that if it was not applied it will be applied on the following bill. Consumer would like the account to be credited accordingly and to terminate services without any ETF as he is not receiving the services that he signed for on his contract. He will return all equipment when he receives a response from Claro. ****ctr384-phone****

Ticket: # 2077567 - Warranty Charge Dispute**Date:** 11/29/2017 8:20:39 PM**City/State/Zip:** Trujillo Alto, Puerto Rico 00976**Company Complaining About:** AT&T

Description

I try in multiple times resolve issue for warranty physical damage device 08/17/2017 AT&T make the charge for damage return device. I send the device in perfect physical conditions. Escalate the issue cause postal service may damage the device. I know if the device have physical damage is with the mobile insurance but my device was in perfect physical conditions but doesn't work properly overheat so I follow the steps call to AT&T 7/27/2017 and warranty replacement was approved I received used the device and send the defective device with no physical damage. Now AT&T say received the device with physical damage and want charge like a new phone. I send write claim with no resolution like call warranty and warranty refused adjust the charge. Since 9/21/2017 as per Hurricane Maria have issue no service and poor signal still in PR area due today. AT&T charge full price for used device that I send in good physical condition. If postal service or AT&T warehouse damage the device is not customer fault I'm customer since 2010 since this time I make payments on time with great payment history and the company don't resolve this issue.