

**TENNESSEE PUBLIC UTILITY COMMISSION
DO NOT CALL / DO NOT TEXT PROGRAM
502 DEADERICK STREET, 4TH FLOOR
NASHVILLE, TN 37243
615-741-2904**

Enclosed is a form for you to complete in reference to your complaint regarding a telephone solicitation. Because Tenn. Code Ann. Section 65-4-405 (f) declares that each telephone solicitation is a separate violation, the **Tennessee Public Utility Commission requires a separate complaint form for each telephone solicitation received.** Also, please provide any documents or copies of call or text records that you think would be of assistance in the explanation and support of your complaint.

Once we have received your completed form, we will attempt to identify and locate the solicitor named in your complaint. Once identified, we will notify the company of the alleged violation. The company will then have ten (10) working days to provide a written response.

If you have any questions, please feel free to contact our office at 615-741-2904.

Thank you for contacting the Tennessee Public Utility Commission's Do Not Call / Do Not Text Program.



TELEPHONE SOLICITATION COMPLAINT FORM

Tennessee Public Utility Commission
Consumer Services Division-DO NOT CALL / DO NOT TEXT
502 Deaderick Street 4th Floor
Nashville, TN 37243

IMPORTANT! This form is only for consumers who are registered in the Tennessee Do Not Call / Do Not Text Register. If your residential telephone number is *not* registered on the Tennessee Do Not Call / Do Not Text Register, your complaint cannot be processed. Please print or type the information requested. Information fields with an * are required in order to process your complaint.

____ **YES** ____ **NO** * My telephone number appears on the Tennessee Do Not Call / Do Not Text Register.
If you answer '**No**' do not continue with this form. Click [here](#) to register your telephone number.

Your Name* _____
(Please Print your full, legal name) Signature for permission to obtain telephone records.

Address*: _____

City*: _____ **County*:** _____ **State:** TN **ZIP*:** _____

Your Home Phone*: _____ **Work/Contact Phone:** _____

Number Telemarketer called at your home* _____ **Your E-Mail** _____

Name of Telemarketer that your complaint is against*: _____

Date of solicitation*: _____, TIME _____ AM _____ PM # **Showing on Caller ID:**

Call-Back Number: _____

Product or Service Offered*: _____

Solicitor Name: FIRST _____ **LAST** _____

Solicitor Address: _____

City: _____ **State:** _____ **ZIP:** _____

TYPE OF SOLICITATION: **VOICE** _____ **TEXT** _____

*1. The solicitation was a live person. ____ **YES** ____ **NO** *2. The solicitation was prerecorded ____ **YES** ____ **NO**

*3. The solicitor's telephone number was obtained electronically by Caller ID and listed above. ____ **YES** ____ **NO**

*4. I have retained this phone number on my Caller ID or the message that was left. ____ **YES** ____ **NO**

*5. I have an existing or prior business relationship with the company I am complaining against. ____ **YES** ____ **NO**

*6. I would be willing to testify in court regarding this complaint. ____ **YES** ____ **NO**

*7. I give permission to the Tennessee Public Utility Commission to obtain any records related to this solicitation from my telecommunications carrier. ____ **YES** ____ **NO**

Please describe your complaint briefly. (Turn over page and use back if necessary)