

## **COMPLAINT INFORMATION**

Your Issue (choose all that apply by placing an "X" on same line):

### **TV Section**

Availability:

Billing:

Equipment:

Indecent Content:

Loud Commercials:

### **Phone Section**

Availability: **X**-There are no landline telephone services.

Billing:

Cramming:

Equipment: **X**-There are no landline telephone services due to a lack of telephone lines between kilometer 4.2 and 14.

Number Portability:

Slamming:

Telemarketing:

Robocalls/Junk Faxes:

### **Internet Section**

Availability: **X**-There are no internet services.

Billing:

Equipment: **X**-There are no internet services due to a lack of internet lines between kilometer 6.8 and 14.

Speed:

### **Radio Section**

Availability:

Billing:  
Equipment:  
Indecency:  
Pirate Radio:

### **Access for People with Disabilities Section**

Closed Captioning:  
Emergency Information: **X**-Due to the lack of telephone and internet services, there is no way for people with disabilities to contact emergency services when they are necessary.  
Hearing Aid Compatibility:  
Telecommunications Relay Service:  
Video Description:

### **Emergency Communications Section**

Internet: **X**-There is no way to contact emergency services by the use of internet.  
Phone: **X**-There is no way to contact emergency services by the use of telephone.  
Radio:  
Tower:  
TV:

### **Identify the name of the company that you are complaining about:**

Liberty Bell telephone company

Claro internet company

**Describe what happened so that we can understand your issue. If relevant, include the name of the company you are complaining about,**

**your account number and any other information you think might be pertinent. You may attach any documents you believe will support your complaint:**

Due to Hurricane Irma and Maria, the community of Real Anon in Ponce has lost telephone service between km 4.2 to 14 and internet service between km 6.8 to 14. There are approximately 360 families impacted by this lack of service. This is 200 less families than the original number of families who lived in Real Anon prior to hurricane Irma and Maria. Families are moving out of Real Anon due to the lack of services. This is a public health concern, as it limits people's ability to communicate with emergency services as well as with one another. This is particularly concerning for people who need medical attention more often, such as the elderly population or people with disabilities. As a result of these conditions, community members have had to transport their family members to hospitals themselves because there is no way to contact an ambulance. As a recent [newspaper report](#) shows, community members have passed away from typically non fatal conditions due to their inability to contact and receive emergency services. Following Hurricane Irma and Maria, Liberty Bell began to restore telephone service in Real Anon. After one year, telephone services had only been restored to kilometer 4.2 and it was decided that services would not be restored beyond that point. Similarly, Claro internet has only been restored to kilometer 6.8, but there are families living up to kilometer 14. Additionally, we have been in contact with FEMA about the lack of internet and telephone service in this community.