

CENTURY VILLAGE BREEZELINE SERVICE FEEDBACK

Use this form to report new and ongoing/unresolved Breezeline issues. **Please fill out all areas as completely as possible** so we can understand the problem and provide Breezeline with the information they will need to assist you with a resolution.

How to submit your feedback:

1. Submit this form by email to **CVTVADMIN@UNITEDCIVIC.ORG**;
2. Leave completed forms with the receptionist or an Officer at the UCO Office;

Resident Information **Required*

Full Name: *			
Building: *		Unit: *	
Phone Number: *			
Email Address:			
Contact Notes:			

Description of Problem

Does the issue affect your (check all that apply):

Cable TV ___ Internet / WIFI ___ Phone ___ Billing Issue ___

If other, please describe: _____

When did the problem begin?

Date: _____ Time (if known): _____

Is the problem still happening? Yes ___ No ___

How often does the problem occur?

Constantly ___ Several Times / Day ___ Daily ___ Occasionally ___

CONTINUE
ON REVERSE



Does the problem seem to be triggered by anything or are there any observable patterns such as time of day, power flickering, etc.? _____

Are other residents in your building experiencing the same problem? Yes ___ No ___

If yes, is it building wide ___, your floor ___, just a few ___, or unknown ___?

If yes, names and/or unit numbers, if known: _____

Does restarting the box by unplugging it, waiting 30 seconds and plugging it back in help?

Yes ___ Temporarily ___ (for how long? _____)

Not at all ___ I cannot reach the cords or am otherwise unable to take this step ___

Contact with Breezeline

Have you contacted Breezeline already? Yes ___ No ___

Date(s) of contact: _____

Reference/ticket number: _____

What response or action was given? _____

What is the resolution you are seeking? _____

Other comments: _____

Signature: _____

Date: _____

UCO RECEIVED - INITIALS/DATE: _____