

NEW MEXICO PUBLIC REGULATION COMMISSION

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FOR IMMEDIATE RELEASE

NEW MEXICO PUBLIC REGULATION COMMISSION HELPS RESOLVE AT&T CUSTOMER SERVICE ISSUES IN CHAMA

(SANTA FE, NM—JUNE 4) – The New Mexico Public Regulation Commission (PRC) was instrumental in helping resolve AT&T wireless service issues in Chama this week that were a result of strong winds. An AT&T wireless customer reached out to Commissioner Joseph Maestas of District 3, reporting service issues for all of Chama, New Mexico, and surrounding areas, while AT&T’s central offices were unable to detect any malfunction of equipment. By reaching out to the PRC’s contacts, local technician crews were able to visit the site of the AT&T microwave towers and equipment in the local Chama area and discover that a microwave service tower had been knocked out of its service path by extreme winds.

Technician crews reoriented the tower to receive signals properly and service has been restored to the area. By working with regional representatives for AT&T, the PRC is glad to be able to assist New Mexicans in this way.

The PRC would like to remind customers to attempt to resolve issues directly with your utility companies or telecommunications carriers first. If a resolution is not available, however, our Consumer Relations Department is available to step in and help bring about a resolution. Even though the PRC does not regulate interstate telecommunications providers in New Mexico, issues like this are an example of one more way the PRC is “Working for You,” New Mexico.

The New Mexico Public Regulation Commission (PRC) regulates the [utilities](#), [telecommunications](#), and [motor carrier](#) industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law.

The NMPRC also promotes public safety through the offices of [State Fire Marshal](#), the [Firefighter Training Academy](#), [Pipeline Safety Bureau](#) and [Transportation Division](#).

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