



CONSUMER AWARENESS

SLAMMING

“Slamming” is the illegal practice of changing a consumer’s telephone service without permission. The Federal Communications Commission (FCC) has created new consumer protection rules to help provide a remedy if you’ve been slammed. The FCC’s Enforcement Bureau also punishes slammers.

The first thing that you need to do if you feel you’ve been slammed, is to call the company that slammed you and tell them that you will not pay the first thirty days of service, and that you want the problem to be resolved. Then call your authorized carrier and inform them of the slam. Tell them you want to be reinstated with the same calling plan you were using before the slam, and to take the “change of carrier” charges off of your bill.

If you live in Nebraska, please call the Nebraska Public Service Commission and file a complaint.

You do not have to pay anyone for telephone service for up to thirty days after being slammed. You will need to make sure that you are switched to the correct carrier as soon as possible. You will need to pay your charges to your authorized carrier after the thirty days, but at their rates, and not the rates of the company who slammed you.

Be aware of the ways that companies are permitted legally to change your telephone service. The company must obtain your clear permission before a change, according to the FCC’s rules.

There are some things that companies try to do to get your service switched:

- ◆ Always read contests or prize packages before filling them out.
- ◆ Don’t cash any check incentives before reading very carefully.
- ◆ Read any wireless contracts before signing, it could be in the package to switch your landline long distance service.
- ◆ If something sounds too good to be true, then it probably is.

Be a smart consumer. If you think there is a problem with your telephone bill or service, call the company and then the Nebraska Public Service Commission at 800-526-0017.