

so you can thoroughly examine the offer. If you are not interested in what the telemarketer is offering, tell them you would like to be placed in their "Do Not Call List." The carrier then has 30 days to remove your name and number from their database.

- * Examine your telephone bill carefully. You may also call toll free 1-700-555-4141 to hear a recording which will confirm which long distance company is providing service to your line.

How Can A Company Legally Change My Service?

To legally change your telephone service, a company must be able to provide proof that you authorized the change in telephone service. The proof of verification should contain clear and convincing evidence that you knowingly authorized the carrier change, such as a written Letter of Agency (LOA) or an audio tape of an independent third party verification.

What Should I Do If I Have a Complaint?

If you have a complaint about your local or long distance telephone company, contact the company first.

If you are unable to resolve the complaint with your telephone company, you can call the Kentucky Public Service Commission at 1-800-772-4636.

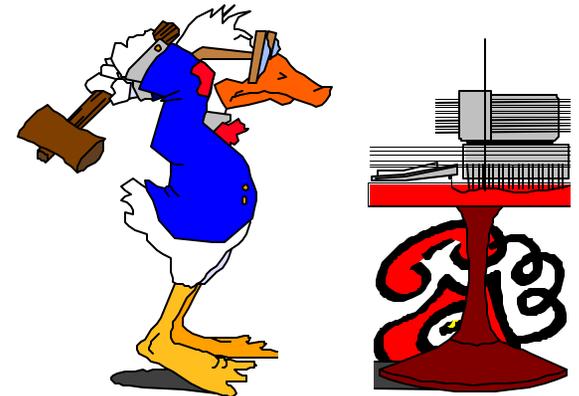
Where Can I Get More Information On Slamming?

For more information on slamming, you can contact the Federal Communications Commission at the following address:

Federal Communications Commission
Consumer Information Bureau
445 12th Street, SW
Washington, DC 20554
E-mail: slamming@fcc.gov
1-888-225-5322

Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602
www.psc.state.ky.us
1-800-772-4636

A Consumer's Guide to Telephone Slamming



What is Slamming?

Slamming is the illegal practice of changing a consumer's local or long distance telephone service without permission.

What Should I Do If I Have Been Slammed?

If your telephone company has been changed without your permission:

- ◇ Call the slamming company and tell them to fix the problem. If you have not paid their bill, tell them you will not pay for the first 30 days of service.
- ◇ Call your authorized company (local **and** long distance) to inform them you've been slammed.
 - ⇒ Tell them you would like to be reinstated to the same calling plan you had before you were slammed.
 - ⇒ Tell them you want all change of carrier charges (charges for switching companies) removed from your bill.
- ◇ File a complaint with the Kentucky Public Service Commission by calling 1-800-772-4636.

What Rights Do I Have If I Have Been Slammed?

Slamming victims do not have to pay their authorized telephone company or the slamming company for service for up to 30 days after being slammed. However, you must pay any charges for service beyond the 30 days to your authorized carrier at the authorized carrier's rates — not the slamming company's rates.

If you have already paid your bill before you discovered you were slammed, the slamming company must pay your authorized company 150% of the charges they received from you.

Out of this amount, your authorized company will reimburse you 50% of the charges you paid to the slammer. (For example, if you were charged \$100 by the slamming company, that company will have to give your authorized company \$150, and you will receive \$50 as a reimbursement.)

How Can I Avoid Being Slammed?

You can avoid being slammed by planning ahead and being informed of tactics used by some carriers to switch your service without your permission.

- * Request a "PIC Freeze" by calling your local telephone company. A PIC Freeze prevents the switching of your long distance carrier without your consent.
- * Read prize packages or contest material carefully. Slammers frequently include small print on their offers which will change your telephone company.
- * Beware of promotional checks sent by telephone companies. Many of these checks contain language which authorizes the switch of your local and/or long distance service if they are signed and cashed.
- * Be cautious when talking to a telemarketer. If you are interested in the company's service, you may want to ask them to send you the information