

# Telephone Slamming

## Slamming is Illegal:

The practice known as “slamming” is an alleged unauthorized conversion of a customer’s local and/or long distance service to a telecommunications company without the informed consent of the customer.

## Be Aware Of:

- Contests promising big prizes. Your signature on an entry form may be interpreted as an agreement to switch telephone carriers.
- Telemarketers or sales vendors promising free gifts, lower rates, and better service for switching.
- Service changing without any customer contact.

## If You Have Been Slammed:

To properly investigate a slamming complaint, we need additional information such as an account number, and **a copy of a bill that “reflects” disputed charges**, and any other documentation that would assist us in understanding and pursuing a complaint.

Once we have received this additional information, we will begin an investigation of your complaint. Please feel free to contact our office if you have any questions.

## How to Prevent Slamming:

- Ask your local phone company for a Primary Interexchange Carrier (PIC) freeze. This will prevent a change in long distance service without a written request.
- Read your phone bill carefully each month and report unfamiliar charges to your local phone company.
- Contact your local telephone company to confirm your preferred long distance carrier.
- Make sure that everyone in your household knows who is really authorized to make any changes to your phone service.
- Never sign anything without reading it thoroughly.
- If you receive a call or notice to “verify” a change in service that you did not authorize, notify the company immediately that you do not want to change.

NORTH CAROLINA UTILITIES COMMISSION - PUBLIC STAFF

SLAMMING COMPLAINT FORM

(Slamming is the unauthorized switching of your local or long distance telephone service.)

PLEASE NOTE: Copies of any documents pertaining to this allegation should be attached to this form.

Required fields are marked with a red asterisk (\*).

Account Type\*: Residential [ ] Business [ ] Date\*: [ ]

Contact Name (as it appears on statement)\*: [ ]

Business Name: [ ]

Street Address\*: [ ]

City, State, Zip Code\*: [ ]

Daytime Phone\*: [ ]

Ext: [ ]

After hours Phone: [ ]

Ext: [ ]

Email Address: [ ]

Fill in all that apply\*:

Type of Service Converted: Long Distance [ ] Local Service [ ]

Table with 4 columns: Name of your authorized phone company, Phone number that was slammed, Name of company that slammed you, Date service was switched.

A complete statement of the facts including whether or not you have paid any of the disputed charges and the specific relief that you want\* (continue on another sheet if necessary):

Multiple horizontal lines for providing a statement of facts.

MAIL THIS COMPLETED FORM TO:

Consumer Services Division, 4326 Mail Service Center, Raleigh, NC 27699-4300

Contact Us Information:

Phone: (919) 733-9277

Toll Free: (866) 380-9816

Fax: (919) 733-4744

E-mail: Consumer.Services@psncuc.nc.gov