



# PUBLIC NOTICE

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## **NEW COMPLAINT FORM AVAILABLE TO REPORT UNAUTHORIZED CHANGE OF TELEPHONE SERVICE (SLAMMING)**

The FCC's Consumer Information Bureau (CIB) has adopted a new slamming complaint form to aid consumers in filing slamming complaints with the Commission. Slamming, the practice of changing a consumer's telephone service without the consumer's consent, is illegal under Section 258 of the Communications Act, 47 U.S.C. § 258. The new form, FCC Form 501, should be used instead of FCC Form 475 when filing slamming complaints. FCC Form 501 can be accessed online at [www.fcc.gov/slamming](http://www.fcc.gov/slamming) and at [www.fcc.gov/cib/ccformpage.html](http://www.fcc.gov/cib/ccformpage.html). The FCC's web site also includes information on where to send the completed form. Copies of FCC Form 501 can also be obtained by calling the CIB Consumer Center's toll-free number at 1-888-CALL-FCC (voice) or 1-888-835-5322 (TTY). Consumers may also contact the Consumer Center for more information on completing the complaint form, including the type of documentation that must be submitted with the completed form. Consumers using FCC Form 501 must include all of the required information and necessary documentation to avoid any delay in the processing of their complaints.

The FCC's rules allow consumers who believe that they have been slammed to file complaints against the slamming carrier. Many states have opted-in to enforce the slamming rules. A list of states that have opted-in may be found at [www.fcc.gov/slamming](http://www.fcc.gov/slamming). The FCC will handle complaints filed by consumers in states that have not opted-in.

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