

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
WorldCom, Inc.)	IC Nos. 01-S46141
)	01-S58753
Complaint Regarding)	01-S62560
Unauthorized Change of)	01-S64341
Subscriber's Telecommunications Carrier)	

ORDER

Adopted: April 23, 2002

Released: April 30, 2002

By the Deputy Chief, Consumer & Governmental Affairs Bureau:

1. In this Order, we consider the complaints filed by Complainants¹ alleging that WorldCom, Inc., (WorldCom) changed Complainants' telecommunications service providers without obtaining authorization and verification from Complainants in violation of the Commission's rules.² We conclude that WorldCom's actions did result in an unauthorized change in Complainants' telecommunications service providers and we grant Complainants' complaints.

2. In December 1998, the Commission released the *Section 258 Order* in which it adopted rules to implement Section 258 of the Communications Act of 1934 (Act), as amended by the Telecommunications Act of 1996 (1996 Act).³ Section 258 prohibits the practice of

¹ See Appendix A.

² See 47 C.F.R. §§ 64.1100 – 64.1190.

³ 47 U.S.C. § 258(a); Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56 (1996); *Implementation of the Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996; Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers*, CC Docket No. 94-129, Second Report and Order and Further Notice of Proposed Rule Making, 14 FCC Rcd 1508 (1998) (*Section 258 Order*), *stayed in part*, *MCI WorldCom v. FCC*, No. 99-1125 (D.C. Cir. May 18, 1999); First Order on Reconsideration, 15 FCC Rcd 8158 (2000); *stay lifted*, *MCI WorldCom v. FCC*, No. 99-1125 (D.C. Cir. June 27, 2000); Third Report and Order and Second Order on Reconsideration, 15 FCC Rcd 15996 (2000), Errata, DA No. 00-2163 (rel. Sept. 25, 2000), Erratum, DA No. 00-2192 (rel. Oct. 4, 2000), Order, FCC 01-67 (rel. Feb. 22, 2001); *reconsideration pending*. Prior to the adoption of Section 258, the Commission had taken various steps to address the slamming problem. See, e.g., *Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers*, CC Docket No. 94-129, Report and Order, 10 FCC Rcd 9560 (1995), *stayed in part*, 11 FCC Rcd 856 (1995); *Policies and Rules Concerning Changing Long Distance Carriers*, CC Docket No. 91-64, 7 FCC Rcd 1038 (1992), *reconsideration denied*, 8 FCC Rcd 3215 (1993); Investigation of Access and Divestiture Related Tariffs, CC Docket No. 83-1145, Phase I, 101 F.C.C.2d 911, 101 F.C.C.2d 935, *reconsideration denied*, 102 F.C.C.2d 503 (1985).

“slamming,” the submission or execution of an unauthorized change in a subscriber’s selection of a provider of telephone exchange service or telephone toll service.⁴ In the *Section 258 Order*, the Commission adopted aggressive new rules designed to take the profit out of slamming, broadened the scope of the slamming rules to encompass all carriers, and modified its existing requirements for the authorization and verification of preferred carrier changes. The rules require, among other things, that a carrier receive individual subscriber consent before a carrier change may occur.⁵ Pursuant to Section 258, carriers are absolutely barred from changing a customer's preferred local or long distance carrier without first complying with one of the Commission's verification procedures.⁶ Specifically, a carrier must: (1) obtain the subscriber's written or electronically signed authorization in a format that meets the requirements of Section 64.1130 authorization; (2) obtain confirmation from the subscriber via a toll-free number provided exclusively for the purpose of confirming orders electronically; or (3) utilize an independent third party to verify the subscriber's order.⁷

3. The Commission also has adopted liability rules. These rules require the carrier to absolve the subscriber where the subscriber has not paid his or her bill. In that context, if the subscriber has not already paid charges to the unauthorized carrier, the subscriber is absolved of liability for charges imposed by the unauthorized carrier for service provided during the first 30 days after the unauthorized change.⁸ Where the subscriber has paid charges to the unauthorized carrier, the Commission’s rules require that the unauthorized carrier pay 150% of those charges to the authorized carrier, and the authorized carrier shall refund or credit to the subscriber 50% of all charges paid by the subscriber to the unauthorized carrier.⁹

4. We received Complainants’ complaints alleging that Complainants’ telecommunications service providers had been changed from their authorized carriers to WorldCom without Complainants’ authorization.¹⁰ Pursuant to Sections 1.719 and 64.1150 of our rules,¹¹ we notified WorldCom of the complaints and WorldCom responded.¹² In the case of

⁴ 47 U.S.C. § 258(a).

⁵ See 47 C.F.R. § 64.1120.

⁶ 47 U.S.C. § 258(a).

⁷ See 47 C.F.R. § 64.1120(c). Section 64.1130 details the requirements for letter of agency form and content for written or electronically signed authorizations. 47 C.F.R. § 64.1130.

⁸ See 47 C.F.R. §§ 64.1140, 64.1160. Any charges imposed by the unauthorized carrier on the subscriber for service provided after this 30-day period shall be paid by the subscriber to the authorized carrier at the rates the subscriber was paying to the authorized carrier at the time of the unauthorized change. *Id.*

⁹ See 47 C.F.R. §§ 64.1140, 64.1170.

¹⁰ See Appendix A.

¹¹ 47 C.F.R. § 1.719 (Commission procedure for informal complaints filed pursuant to Section 258 of the Act); 47 C.F.R. § 64.1150 (procedures for resolution of unauthorized changes in preferred carrier).

¹² See Appendix A.

IC 01-S58753, WorldCom states in its response that WorldCom was unable to obtain the third party verification tape. In the cases of IC 01-S46141, IC 01-S62560 and IC 01-S64341 WorldCom states that the Complainants' authorized the conversion of their telecommunications service providers. WorldCom's third party verifier, however, failed to obtain separate authorizations for each service sold to the Complainants as required by our rules.¹³ We find that WorldCom has failed to produce clear and convincing evidence that Complainants' authorized carrier changes.¹⁴ Therefore, we find that WorldCom's actions resulted in an unauthorized change in Complainants' telecommunications service providers and we discuss WorldCom's liability below.¹⁵

5. Pursuant to Section 64.1170(b) our rules, WorldCom must forward to each authorized carrier an amount equal to 150% of all relevant charges paid by the Complainant to WorldCom.¹⁶ Therefore, WorldCom must forward to each authorized carrier the relevant amount along with copies of any telephone bills issued from the company to the Complainants.¹⁷ Within ten days of receipt of this amount, the authorized carriers shall provide a refund or credit to Complainants in the amount of 50% of all charges paid by Complainants' to WorldCom. Complainants have the option of asking the authorized carriers to re-rate WorldCom's charges based on the authorized carriers rates and, on behalf of Complainants, seek from WorldCom, any re-rated amount exceeding 50% of all charges paid by Complainants' to WorldCom. The authorized carriers must also send a notice to the Commission, referencing this Order, stating that they have given a refund or credit to Complainants.¹⁸ If the authorized carriers have not received the reimbursement required from WorldCom within 45 days of the release of this Order, the authorized carriers must notify the Commission and Complainants' accordingly. The authorized carriers also must notify the Complainants' of his or her right to pursue a claim against WorldCom for a refund of all charges paid to WorldCom.¹⁹

6. Accordingly, IT IS ORDERED that, pursuant to Section 258 of the Communications Act of 1934, as amended, 47 U.S.C. § 258, and Sections 0.141, 0.361 and 1.719 of the Commission's rules, 47 C.F.R. §§ 0.141, 0.361, 1.719, the complaints filed by Complainants against WorldCom ARE GRANTED.

¹³ See 47 C.F.R. § 64.1120(b).

¹⁴ See 47 C.F.R. § 64.1150(d).

¹⁵ If Complainant is unsatisfied with the resolution of this complaint, Complainant may file a formal complaint with the Commission pursuant to Section 1.721 of the Commission's rules, 47 C.F.R. § 1.721. Such filing will be deemed to relate back to the filing date of Complainant's informal complaint so long as the formal complaint is filed within 45 days from the date this order is mailed or delivered electronically to Complainant. See 47 C.F.R. § 1.719.

¹⁶ 47 C.F.R. § 64.1170(b); See Appendix A.

¹⁷ *Id.*

¹⁸ See 47 C.F.R. § 64.1170(c).

¹⁹ See 47 C.F.R. § 64.1170(e).

7. IT IS FURTHER ORDERED that, pursuant to Section 64.1170(b) of the Commission's rules, 47 C.F.R. § 64.1170(b), that WorldCom must forward to the relevant authorized carrier an amount equal to 150% of all charges paid by the relevant Complainant in the above captioned cases along with copies of any telephone bills issued from the company to the relevant Complainants' within ten (10) days of the release of this order.

8. IT IS FURTHER ORDERED that this Order is effective upon release.

FEDERAL COMMUNICATIONS COMMISSION

Margaret M. Egler, Deputy Chief
Consumer & Governmental Affairs Bureau

WorldCom, Inc.

APPENDIX A

IC Number	Date of Complaint	Date of Carrier Response	Name of Authorized Carrier	Amount Paid by Complainant	Amount to be Paid to the Authorized Carrier
01-S46141	3/21/01	4/24/01	Verizon	\$45.35	\$68.03
01-S58753	7/10/01	9/12/01	AT&T	\$12.01	\$18.02
01-S62560	5/31/01	10/30/01	AT&T	\$35.14	\$52.71
01-S64341	9/12/01	11/15/01	Ameritech	\$63.65	\$95.48