

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

In the Matter of)
Lingo Telecom, LLC) Complaint No. 6093592
Complaint Regarding)
Unauthorized Change of)
Subscriber’s Telecommunications Carrier)

ORDER

Adopted: April 14, 2023

Released: April 17, 2023

By the Acting Chief, Consumer Policy Division, Consumer and Governmental Affairs Bureau:

1. In this Order, we consider a complaint alleging that Lingo Telecom, LLC (Lingo) changed Complainant’s telecommunications service provider without obtaining authorization and verification from Complainant as required by the Commission’s rules.1 We find that Lingo has responded to Complainant’s complaint and has taken action to resolve the complaint.

2. Section 258 of the Communications Act of 1934, as amended (the Act), prohibits the practice of “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.2 The Commission’s implementing rules require, among other things, that a carrier receive individual subscriber consent before a carrier change may occur.3 Specifically, a carrier must: (1) obtain the subscriber’s written or electronically signed authorization in a format that satisfies our rules; (2) obtain confirmation from the subscriber via a toll-free number provided exclusively for the purpose of confirming orders electronically; or (3) utilize an appropriately qualified independent third party to verify the order.4 The Commission has also adopted rules to limit the liability of subscribers when an unauthorized carrier change occurs, and to require carriers involved in slamming practices to compensate subscribers whose carriers were changed without authorization.5

3. We received Complainant’s complaint alleging that Lingo had changed Complainant’s telecommunications service provider without Complainant’s authorization. Complainant states she never authorized the switch from her preferred provider to Lingo, and that when she received a bill from Lingo,

1 See Informal Complaint No. 6093592 (filed Mar. 13, 2023); see also 47 CFR §§ 64.1100 – 64.1190.

2 47 U.S.C. § 258(a).

3 See 47 CFR § 64.1120.

4 See id. § 64.1120(c). Section 64.1130 details the requirements for letter of agency form and content for written or electronically signed authorizations. Id. § 64.1130.

5 These rules require the unauthorized carrier to absolve the subscriber where the subscriber has not paid his or her bill. 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. See id. §§ 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. Where the subscriber has paid charges to the unauthorized carrier, the Commission’s rules require that the unauthorized carrier pay 150 percent of those charges to the authorized carrier, and the authorized carrier shall refund or credit to the subscriber 50 percent of all charges paid by the subscriber to the unauthorized carrier. See id. §§ 64.1140, 64.1170.

she immediately called Lingo to inquire about the bill since her company was not “and never has been a customer of Lingo.”⁶

4. Pursuant to our rules, we notified Lingo of the complaint.⁷ Lingo responded and provided an electronic authorization form, which it said was signed by Complainant in June of 2022 for a three-year contract term.⁸ Lingo also stated that Complainant contacted Lingo in July of 2022 to cancel service, but that the cancellation request was not processed correctly and thus, not completed until three months later in October 2022. Lingo therefore charged Complainant for four months of service and early termination fees.⁹

5. Based on all of the information provided by Lingo and Complainant, it appears that Lingo has fully absolved Complainant of all charges assessed by Lingo in a manner consistent with the Commission’s liability rules.¹⁰ We therefore find that the complaint referenced herein has been resolved.¹¹

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 CFR §§ 0.141, 0.361, 1.719, the complaint filed against Lingo Telecom, LLC IS RESOLVED.

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

FEDERAL COMMUNICATIONS COMMISSION

Kristi Thornton
Acting Chief
Consumer Policy Division
Consumer and Governmental Affairs Bureau

⁶ See E-mail from Complainant to Consumer Policy Division, Consumer and Governmental Affairs Bureau (Apr. 13, 2023).

⁷ 47 CFR § 1.719 (Commission procedure for informal complaints filed pursuant to section 258 of the Act); *id.* § 64.1150 (procedures for resolution of unauthorized changes in preferred carrier).

⁸ See Lingo Response to Informal Complaint No. 6093592 (filed Apr. 13, 2023) (*Lingo Response*).

⁹ Lingo billed Complainant \$539.62 for charges incurred from July through October of 2022, and \$2,143.35 in early termination fees. Lingo states, however, that Complainant will not be responsible for the disputed balance on the account and that the account will be “zeroed out.” See *Lingo Response* at 1.

¹⁰ See *id.*; see also 47 CFR § 64.1160.

¹¹ If Complainant is unsatisfied with the resolution of its complaint, Complainant may file a formal complaint with the Commission pursuant to section 1.721 of the Commission’s rules, 47 CFR § 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 *id.* § 1.719.