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Federal Communications Commission
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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See *MCI v. FCC*, 515 F.2d 385 (D.C. Cir. 1974).

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Enforcement Bureau and Excel Enter Into Consent Decree Regarding Slamming; Excel to Pay \$400,000

Washington, D.C. – Today the Enforcement Bureau released an order adopting a Consent Decree between the bureau and Excel Telecommunications, Inc. that terminates a bureau investigation into the unauthorized conversion (slamming) of consumers' preferred carriers by Excel. Under the terms of the Consent Decree, Excel will make a voluntary contribution to the United States Treasury in the amount of \$400,000.

Excel has also agreed to take the following actions, among others: 1) to use an independent third party verification procedure for all residential change requests, including safeguards to verify the consumer's identity as the appropriate person requesting the change; 2) to implement a revised slamming prevention program for its independent representatives, including increased training and education efforts and termination for those found to be engaged in slamming; and 3) to compensate slammed customers for charges incurred. The Consent Decree is the product of discussions with the Bureau that were initiated by Excel in response to an increase in slamming complaints against Excel.

The Consent Decree is the latest of four other slamming enforcement actions by the Commission or the Enforcement Bureau since February: 1) a \$1.36 million forfeiture imposed on Amer-I-Net Services Corporation; 2) a \$2 million forfeiture imposed on Long Distance Direct, Inc.; 3) a \$1 million forfeiture imposed on Brittan Communications International, Inc.; and 4) a Consent Decree entered into between the Enforcement Bureau and Sprint Communications Company, resulting in a voluntary contribution to the U.S. Treasury of \$250,000.

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