



NEWS

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Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

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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NEW TELEPHONE SLAMMING RULES WORK FOR CONSUMERS

The FCC and the States Implement New Rules

Did a telephone company become your local or long distance telephone company without your authorization? Did this company then bill you, usually at higher rates, for telephone service? If so, this telephone company slammed you, and that's illegal. Consumers have a right to file a complaint when they have been slammed by a telephone company. But if this happens to you on or after November 28, 2000, you may be entitled to specific compensation under the FCC's new rules.

How do the New Rules Work?

It depends on whether you paid the bill containing the slamming charges. Have you paid the bill?

NO: You do not have to pay anyone for service for up to 30 days after being slammed. You must pay any charges for service beyond 30 days, but only at your authorized rate.

YES: You will get half your money back.

What Must I Do To Complain?

The FCC and a number of states have joined together to enforce the FCC's new rules in order to obtain compensation for people who are victims of slamming. To find out where to send your complaint, call the FCC's Consumer Center, listed below, or log-on to the FCC's web site. If these sources show that your state has notified the FCC that it intends to administer the new slamming rules, then send the complaint to your state. Otherwise send the complaint to the FCC. The FCC's Consumer Center and web site can tell you what information to put in your complaint so that your state or the FCC can act on it. The FCC's Consumer Information Bureau is administering this program for the FCC.

How Can I Get Additional Information About this Program?

- Call the FCC's Consumer Center at 1-888-CALLFCC (voice) or 1-888-TELLFCC (TTY).
- See the FCC's web site at <http://www.fcc.gov/slamming/>

Consumer Information Bureau Contact: Roy Kolly at 202-418-1191