

Federal Communications Commission

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

In the Matter of)
)
U.S. Telecom Long Distance, Inc.) IC No. 12-S003455
)
Complaint Regarding)
Unauthorized Change of)
Subscriber's Telecommunications Carrier)

ERRATUM

Released: December 20, 2013

By the Deputy Chief, Consumer Policy Division, Consumer & Governmental Affairs Bureau:

On December 13, 2013, the Consumer & Governmental Affairs Bureau released an *Order*, DA 13-2380, in the above captioned proceeding. This Erratum corrects paragraph 4 of the *Order* to read as follows:

“We received Complainant’s complaint on July 16, 2012, alleging that Complainant’s telecommunications service provider had been changed to U.S. Telecom without Complainant’s authorization. Pursuant to Sections 1.719 and 64.1150 of the Commission’s rules we notified U.S. Telecom of the complaint and U.S. Telecom responded on August 17, 2012. U.S. Telecom states that authorization was received and confirmed through third party verification (TPV). The Commission’s rules require that the verification elicit, amongst other things, confirmation that the person on the call is “authorized to make the carrier change.” In the TPV at issue in this case, the verifier instead asks the person on the call, “Do you have the authority to make changes to your long distance service?” A switch from one carrier to another carrier differs from merely making changes to the customer’s phone services. As we emphasized in the *Fourth Report and Order*, “any description of the carrier change transaction...shall not be misleading” and verifiers should convey explicitly that “the consumers will have authorized a *carrier* change, and not, for instance, an upgrade in existing service.” We find that U.S. Telecom’s actions were in violation of our carrier change rules, and we discuss U.S. Telecom’s liability below.”

FEDERAL COMMUNICATIONS COMMISSION

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