NEWS

Federal Communications Commission
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FCC PLANS $5.9 MILLION FINE AGAINST ROMAN LD, INC., FOR MISREPRESENTING ITS IDENTITY AND ILLEGALLY SWITCHING CONSUMERS' PHONE COMPANIES

Long Distance Carrier Allegedly Relied on Misrepresentations and Fabricated "Authorization" Recordings to Make Carrier Changes and Mislead Regulators

Washington, D.C. – The Federal Communications Commission plans to fine Roman LD, Inc., an Irving, Texas telephone company, $5.9M for allegedly switching consumers' long distance telephone services without their authorization ("slamming"), misrepresenting the company's identity during telemarketing calls, fabricating "authorization" recordings as "proof" of consumers' authorizations, and transferring control of the company without Commission approval.

"Consumers should be able to trust that they will not be billed for phone services they did not authorize or agree to," said Travis LeBlanc, Chief of the Enforcement Bureau. "Today's action reflects the FCC's commitment to holding companies accountable when they seek to make a buck by lying to consumers and illegally switching their chosen telephone carriers."

The Enforcement Bureau reviewed over 100 complaints against Roman that consumers filed with the Commission, the Better Business Bureau, state regulatory agencies, and directly with Roman. Consumers complained that Roman switched their long distance service provider without their authorization. In some cases, consumers stated that Roman's telemarketer pretended to be employed by the consumer's own telephone carrier. On at least two occasions, Roman apparently falsified an audio recording of the "authorization" to make it appear that the consumer had agreed to the carrier change. The investigation also showed that ownership and control of the company was apparently transferred, including its domestic and international authority to provide telecommunications services, without prior Commission approval as required by the Communications Act and Commission rules.

The Commission charged Roman with willfully and repeatedly switching consumers' preferred long distance carrier without verified authorization and transferring control of the company without authorization, all in apparent violation of the Communications Act and Commission rules.

The Commission has taken 30 enforcement actions for cramming or slamming in the past five years. These actions have announced almost $100 million in penalties, and are slated to return more than $200 million to consumers.

For more information about the FCC's rules protecting consumers from unauthorized charges on telephone bills, see the FCC consumer guide to slamming, https://www.fcc.gov/guides/slamming-switching-your-authorized-telephone-company-without-permission, or cramming, https://www.fcc.gov/guides/cramming-unauthorized-misleading-or-deceptive-charges-placed-your-telephone-bill.

To file a complaint with the FCC, go to https://consumercomplaints.fcc.gov/hc/en-us or contact the FCC's Consumer Center by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or by writing to:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

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