

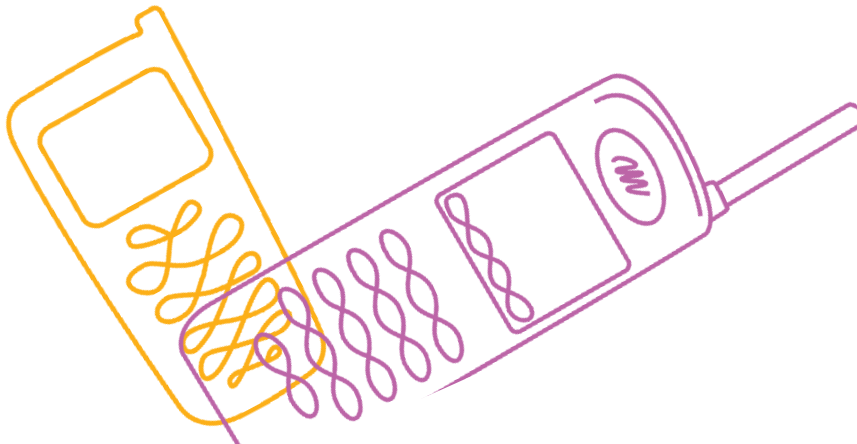
Slamming

To see if you have been slammed – switched from one phone company to another without your approval - read your phone bill carefully each month. Either the new company will send you a bill or its charges will appear on your local phone bill.

Be sure the long distance company on your bill is the one you picked. To make sure your long distance service has not been switched, call 1 (700) 555-4141 from your home phone. The recording will tell you the name of your current long distance company.

If you have been slammed, take these steps:

- Ask all members in your household if they switched your phone company.
- Contact your local phone company or your preferred long distance company to report the slam. Be sure you are not charged to be switched back to your preferred company.
- Keep a list of everyone with whom you have spoken about your issue. List dates, names, employee ID numbers, and what each person agreed to do for you.
- Take your complaint to the California Public Utilities Commission (CPUC). Call 1 (800) 649-7570 or visit www.calphoneinfo.com. This will help protect other people from being slammed. If you report the slam to the CPUC right away, you may be able to avoid paying some of the charges.



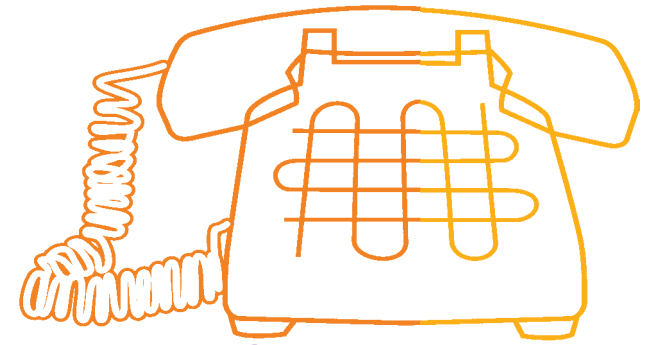
Cramming

To see if you have been crammed – billed on your phone bill for items you did not request - read your bill carefully. Look for charges for purchases you did not make.

The company that charged you may be different than your phone company.

If you have been crammed, take these steps:

- Ask members in your household if they ordered the product or service that appears on the bill.
- Right away, contact the phone company that sent you the bill and dispute the charge. The company will investigate and will tell you what it finds out within 30 days.
- You do not have to pay for the products or services you did not order. You must pay the rest of the bill. Otherwise, the phone company may turn off your phone service.
- Keep a list of everyone with whom you have spoken about your issue. Your list should include dates, names, employee ID numbers, and what each person agreed to do for you.
- If the companies do not solve the problem, take your complaint to the California Public Utilities Commission (CPUC). Call 1 (800) 649-7570 or visit www.calphoneinfo.com. This will help protect other consumers from cramming.



Prevent Slamming and Cramming

To prevent slamming and cramming, take these steps:

- Ask your local phone company to place a “freeze” on your account to prevent slamming. Also ask your phone company if it offers “bill blocking,” which can help prevent cramming.
- Ask your company to record who is authorized to make changes on your account.
- Read everything you sign. Sweepstakes, contests, postcards, and checks sent for deposit can mislead you into switching service or authorizing charges.
- You do not have to speak to telemarketers, but if you want to, ask to speak with one in your own language. Even so, if you want to change companies or order services, it’s best to call the phone company directly.
- Do not call toll-free numbers that you are not familiar with. Do not give personal information over the phone to someone who calls you and claims to be a phone company representative.
- If you do not want to change companies, do not say “yes” to anything a telemarketer tells you. That “yes” could be recorded and the company may try to use it as proof that you agreed to the order.
- Report a lost or stolen cell phone to your wireless company right away, to block your service so that someone cannot use it and run up your bill.



Slamming is changing
your phone service with-
out your permission.

Cramming is adding
things to your phone
bill without your
permission.

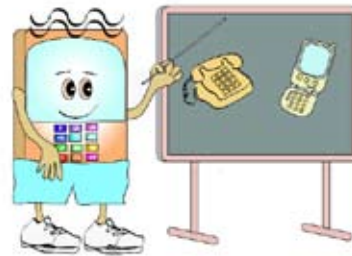


www.calphoneinfo.com
1 (800) 649 7570 – CPUC

FOR FURTHER INFORMATION PLEASE VISIT

www.cpuc.ca.gov
www.fcc.gov
www.ftc.gov

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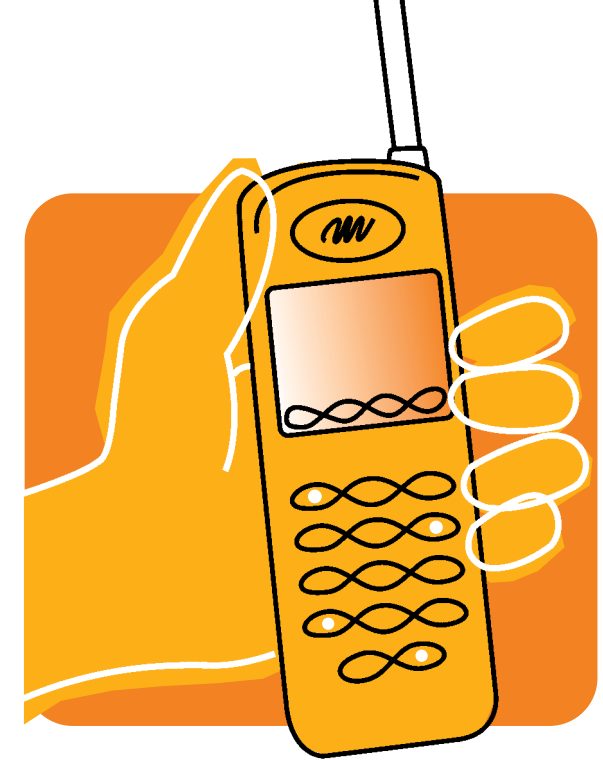


I'm the Keypad Kid bringing you informa-
tion through our -

Plain Talk Series.

If you have an unresolved dispute with your
phone company, you can file a complaint at
www.calphoneinfo.com or call the CPUC hotline
at 800-649-7570.

Slamming and Cramming



Slamming and Cramming



Sponsored by the
California Public Utilities Commission
with assistance from telephone companies
and community based organizations

www.calphoneinfo.com

Plain Talk Series

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