

Understanding Choices in Telephone Service



The landscape of telephone service has changed in recent years to provide more choices for consumers. Citizens throughout Kansas can now choose a different local toll or long distance provider.

- In urban areas of Kansas consumers now also have a choice of local service providers.
- Local toll calls are calls made within the same area code in Kansas and have always been toll calls.
- Long distance calls are calls made between area codes and from state to state.

Local telephone companies control the activity on your account.

Because of legislation intended to promote competition, local companies must change your local and long distance account when any company puts through an order for changes. You can prevent this from happening by calling your local telephone company and placing a freeze on your local, local toll and long distance service. However, if you choose to do this you will be unable to change your service without written authorization.

Telecommunications companies usually solicit customers through **telemarketing** efforts. Consumers should be wary of telemarketing solicitations. If a deal sounds too good to be true, it probably is. Get the information in writing from the company before acting.

You may wish to use the following web site to help determine what long distance plan would be best for your region and calling patterns:

<http://www.saveonphone.com/>

If you become aware of a change in your service that you did not authorize, you may be a victim of **slamming.**