

Beware of Deceptive Telemarketing

Deceptive telemarketing is the cause of many slamming complaints.

Telemarketers who want to switch your telephone service sometimes misrepresent the local or long distance company they represent. Make sure you know the name of the company you will be doing business with.



If a telemarketer claims to be selling a familiar product you should ask if they are reselling service on that network or are actually working for the company mentioned in the call.



A telemarketer may claim to be calling on behalf of your local phone company with an offer to “consolidate your billing.” In this case, you should call your local telephone company to verify it is marketing a consolidated billing product.

Please be aware that no matter what a telemarketer says, if you are switched to a verifier who tells you they are recording your conversation, what you agree to during that recording is what will happen to your service at the end of the call.

Verifiers are required to ask very specific questions during the recording such as, “Are you authorized to make changes on this account?” and “Are you authorizing _____ company to carry your long distance or local toll service?” If you answer yes to these questions on the recording you have authorized the switch. If you authorize the switch, you have not been slammed.

You may believe you have been the victim of deceptive practices during a telemarketing call. If so, contact the Kansas Attorney General’s Office at 1.800.432.2310.