

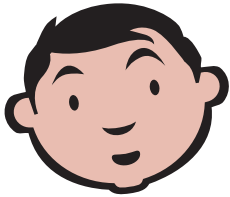
Slamming

Changes made in local, local toll, or long distance service without your authorization are known as slamming.



New slamming liability rules approved by the Federal Communications Commission provide a remedy for consumers who have been slammed and take the profit out of slamming for telephone companies.

First - contact your local telephone company if you feel your telephone service has been slammed.



Ask that your service be switched to the local, local toll, or long distance company you prefer. If you want to place a freeze protection on the account this must be done through the local telephone company.

Ask for information about the company that changed your service. Local telephone companies are required to provide a customer service number for any company that is billing on your local bill.

Next - you should contact the company you prefer to carry your local, local toll, or long distance service and be sure they activate an account for you and put you on the plan that is most beneficial for your calling patterns and region.

Last - call the telephone company that switched your service and ask them to discontinue your service. You may also wish to inquire what authorization this company had to change your service. If the company claims they have a recorded authorization from a telemarketing call, ask to hear the recording. If you feel you were the victim of **deceptive telemarketing**, call the Attorney General's Office at 1.800.432.2310

If this company cannot provide proof they were authorized to switch your account, you are urged to call the Kansas Corporation Commission at 1.800.662.0027 or email public.affairs@kcc.state.ks.us at the Kansas Corporation Commission to file a complaint.