



People Serving the Community...

Public Service Commission of the District of Columbia
Office of Consumer Services
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Business Hours: 9:00 a.m. – 5:30 p.m., Monday – Friday

CONSUMER ALERT: CASUAL RATES

“Casual Rates” are rates charged to a new or existing customer of a local telephone company who has not identified a long distance carrier. You can also be billed at casual rates if you:

- ? Connect to your Internet Service Provider through a telephone line by calling a long-distance phone number;
- ? Make international telephone calls without first enrolling in an international calling plan; or
- ? Use directory assistance to place a long-distance call.

Once you have established local telephone service, you must select a long distance carrier and choose a calling plan. If you do not pick a long distance carrier, your call will be handled by any available long distance network. You will then be billed at **very high rates** called **“Casual Rates.”**

Creating a calling plan with a long distance carrier is an effective way of reducing your calling costs.

How to avoid Casual Rates:

In selecting your local telephone carrier, you should explore the long distance market to find the most affordable long distance plan that suits your needs, such as the number of long distance calls that you usually make each month.

Once you have identified a long distance carrier and a calling plan that you are most

comfortable with, you should identify that long distance carrier with your local telephone company.

For a new or existing customer who chooses not to have a long distance carrier and a long distance call must be placed, you may inquire about the availability of a 1-800 number or use a process called **Casual Access**. Casual Access means the caller is reaching a long distance network without changing or selecting a permanent long distance carrier. The caller reaches a long distance network casually by dialing:

1010+XXX+1+area-code+phone numbers,

Examples of this dialing sequence for domestic calls utilizing the "Big Three" are;

1010288 + 1 + area code + phone number - AT&T
1010222 + 1 + area code + phone number - MCI
1010333 + 1 + area code + phone number - Sprint

Calls can also be made by using a prepaid long distance calling card.

**MORE QUESTIONS?
NEED MORE INFO?
CALL 202-626-5120 or
VISIT US ON THE WEB at
www.dcpsc.org**