



## Public Service Commission of the District of Columbia

Office of Consumer Services  
1333 H Street, N.W., 6<sup>th</sup> Floor, East Tower  
Washington, D.C. 20005  
(202) 626-5120

[www.dcpsc.org](http://www.dcpsc.org)

Business Hours: 9:00 a.m. - 5:30 p.m., Monday - Friday

*People Serving the Community...*

### CONSUMER ALERT: TELEPHONE SLAMMING

"**Slamming**," describes the practice of changing a customer's local or long distance company without their knowledge or consent. The Federal Communications Commission (FCC) rules require a customer's approval before a long distance carrier can be changed.

#### How to Protect Yourself

1. Never sign anything without reading it carefully.
2. Read the fine print in any sweepstakes, drawing entry forms, or rebate check.
3. If you receive a phone call for long distance service and you are not interested in switching your service, tell the caller that you are not interested in receiving the service.
4. If someone sends you a letter or postcard "verifying" that you have switched services, notify them that you did not authorize the change; then call your local telephone company to confirm that you are still with your preferred carrier.
5. Ask your local phone company for a "freeze." Placing a freeze on your account means that your telephone company cannot be changed without your direct authorization.
6. Read your phone bill carefully every month. If you see any unfamiliar names or charges you cannot identify, call your local phone company and ask about these items

#### If You Have Been Slammed

- ? Call the customer service number for your local telephone company (e.g. Verizon at (202) 954-6263 or RCN/Starpower at (800) 746-4726). Tell the representative that you did not order service from the new long distance company and that you would like to be reconnected to your previous long distance company at no charge. The charge for switching companies should be taken off of your bill.
- ? If a long distance company has slammed you, call the company and let them know that you will pay only the charges your preferred carrier would have charged. If this carrier will not drop any additional charges, contact the District of Columbia Public Service Commission at (202) 626-5120. Next, call the long distance company you were switched from and report that you were switched without your permission. Ask to be reconnected at no charge.
- ? If you believe you have been slammed, you can also call the District of Columbia Public Service Commission's Office of Consumer Services at (202) 626-5120, or forward your complaint to our website at [www.dcpsc.org](http://www.dcpsc.org) or write to: The District of Columbia Public Service Commission 1333 H Street, N.W., Suite 200, Washington, D.C. 20005.

**MORE QUESTIONS?  
NEED MORE INFO?  
CALL 202-626-5120 or  
VISIT US ON THE WEB at  
[www.dcpsc.org](http://www.dcpsc.org)**

*Updated 3/16/2006*