

You should know...



North Dakota Public Service Commission

Issue PUD/T-1, June 2009



North Dakota Public
Service Commission

Commissioners:
Kevin Cramer
Tony Clark
Brian P. Kalk

600 E Boulevard Ave.
Department 408
Bismarck ND
58505-0480

Telephone:
701-328-2400

Facsimile:
701-328-2410

TDD/TTY:
800-366-6888

E-mail:
ndpsc@state.nd.us

Website:
www.psc.state.nd.us

The reader agrees that use of this information is entirely at the customer's own risk. The Public Service Commission's services are provided "as is," without warranty of any kind, either expressed or implied, including without limitation any warranty for information provided through or in connection with this service.

Slamming

*You've been slammed if your telephone provider
--local or long distance--is switched without your consent.*

SLAMMING IS ILLEGAL

North Dakota law prohibits slamming. North Dakota law also provides that all telephone companies must follow Federal Communication Commission rules regarding switching of service and authorizes the Public Service Commission to enforce those rules. **A slammed customer may be entitled to 30 days credit or a refund of 50% of amounts paid to the slamming company if the customer promptly contacts the company(s) involved.** For more information about the FCC slamming rules, see <http://www.fcc.gov/cib/consumerfacts/slamming.html>.

IF YOU HAVE BEEN SLAMMED:

-  First, contact the company(s) involved. Tell the unauthorized carrier that you do not want their service.
-  Call your preferred long distance carrier and ask to be reconnected.
-  Tell your local phone company that you did not request a change in your long distance service. Ask to be reconnected to your previous carrier and have unauthorized long distance charges removed from your bill.
-  If the problem is not resolved by contacting the companies, report it to the Public Service Commission (PSC)

at 701-328-2400.

WHAT TO WATCH FOR:

-  Contests promising big prizes. Your signature may be represented as an agreement to switch telephone carriers.
-  Slammers may promise children, housekeepers and other persons who answer your phone lower rates and better service if they switch.
-  Sometimes service is changed without any customer contact.

HOW TO PREVENT SLAMMING:

-  Never sign anything without reading it thoroughly.
-  If you receive a call or notice "verifying" a change in service that you did not authorize, notify the company that you do not want to change.
-  Contact your local telephone company to confirm your preferred long distance carrier or dial 1-700-555-4141 free from your home telephone to check.
-  Be sure others in your home understand who is authorized to change service.
-  Read your phone bill carefully each month and investigate questionable charges immediately!
-  You can ask your local phone company for a PIC (Primary Interexchange Carrier, your preferred long distance company) freeze. (You can have separate PIC freezes intraLATA long distance and interLATA long distance.) This will prevent a change in long distance service without a written request.