

## What is slamming?

Slamming is when your wireline phone service is switched to another company without your permission.



### California Public Utilities Commission

#### Telecommunications Education and Assistance in Multiple-Languages (TEAM) Program

[www.cpuc.ca.gov/team-and-changes](http://www.cpuc.ca.gov/team-and-changes)

[cabteamandchanges@cpuc.ca.gov](mailto:cabteamandchanges@cpuc.ca.gov)

If you are not able to resolve your dispute with your service provider, call the Consumer Affairs Branch (800) 649-7570

# Slamming

CALIFORNIA  
PUBLIC  
UTILITIES  
COMMISSION





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Read your phone bill carefully each month to verify information and charges. If, for example, your long distance service is not being provided by the company you selected, then you have been slammed. If you have been slammed, you do not have to pay for the first 30 days of the slammed company's service. Also, tell your authorized local telephone company that you want all carrier change charges (charges for switching companies) removed from your bill.

## Things to Know About Slamming

### What to Do if You've Been Slammed

If you have been slammed take these steps to get service back with the company you selected and to get your bill corrected:

- 1) Contact your local phone company or your preferred long distance company to report the slam and to be switched back to your preferred company. Be sure you are not charged to be switched back. You may be entitled to a credit, so ask about that when you call.
- 2) Keep a list of everyone you have spoken to about the issue. List dates, names, employee ID numbers, and what each person agreed to do for you.
- 3) File a complaint with the California Public Utilities Commission (CPUC). Call 1 (800) 649-7570 or visit [www.calphoneinfo.com](http://www.calphoneinfo.com). This will help protect other people from being slammed.

### Prevent Slammed

To prevent slamming, take these steps:

- Do not give personal information over the phone to any stranger who calls you.
- Ask your company to record who is authorized to make changes on your account.
- Read everything before you sign. Sweepstakes, contests, or checks can mislead you into authorizing changes.
- Report a lost or stolen cell phone to your wireless company right away to block your service so that someone cannot use it and run up your bill.
- You do not have to talk to telemarketers. Register your phone with the "Do Not Call" registry to avoid some telemarketer calls.
- If you do not want to change companies, do not say yes to anything a telemarketer tells you. The company may try to use that as proof that you agreed to the order.



You can find out which long distance company is serving you by calling 1-700-555-4141 from your home phone. The recording will tell you the name of your current long distance company.

### Need to File a Complaint?

Complaints may be mailed to:

Slamming Complaints  
Consumer Branch Affairs  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Please provide the following information: *name, address, telephone number, email address, names of all carriers involved in your complaint, statement of facts, copy of your bill, what you have paid and what you wish to be paid.*