

# Slamming and What to do About It



## California Public Utilities Commission – Consumer Facts

Slamming is when your local, local toll, or long distance toll phone service has been switched from one phone company to another without your permission. It's illegal and there are remedies available that take the profit out of slamming.

The California Public Utilities Commission enforces the Federal Communications Commission rules on slamming which make it simpler for you to pursue resolution of these complaints. Here's what you do:

- You do not have to pay anyone for service up to 30 days after you have been slammed (if a long distance phone company slammed you, that means you do not have to pay the long distance portion of the bill). But after the 30 days, you must pay your authorized company and at that company's rates – not the rates of the company that slammed you.
- If you have paid the bill, the company that slammed you pays your authorized company 150 percent of what you paid and then your authorized company will reimburse you 50 percent.
- Call your authorized company and tell the company that you have been slammed. Tell the company that you want to be changed back to the same service you had before and to remove all charges associated with restoring your service.
- File a complaint with the CPUC:
  - Write: CPUC Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102
  - On the web: use the complaint form on the CPUC website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Telecommunications

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Want someone to speak at your community group meeting? Call the CPUC Outreach Program –in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in San Francisco: 415-703-2074. [Jan 06]