

SLAMMING and CRAMMING

Hang Up on Slamming

Slamming

Slamming is a deceptive practice in which your long distance service is switched without your knowledge or permission. If you have been slammed, call Hinton Telephone Co at 542-3262 and a representative will help to switch you back to your preferred provider.

Cramming

Cramming has emerged as a growing problem. Cramming occurs when charges are added to your telephone bill for products or services you did not order or may not have received. Hinton Telephone Co can remove the disputed charge but the customer should also call the service provider to ensure charges do not recur on future bills.

Prevention Tips

Read your telephone bill carefully. If your long distance provider has been changed, a switching charge will appear on your bill, along with the name of your new long distance company.

Ask Questions. If you receive a call, make sure you understand the offer. Ask for their name, address, and phone number. Know what you will have to pay and ask what you will receive.

Educate family members and office staff. Let everyone in your household or office who is likely to answer the phone know who is authorized to make decisions about your telephone service. Slammers often target children, babysitters, housekeepers, and receptionists.

Read the fine print. Slammers often distribute contest or sweepstakes forms which contain fine print switching your telephone service. Never fill out entry forms without reading them carefully.

What You Need To Do

If you think you have been slammed or crammed, report the incident to:

Oklahoma Corporation Commission
Consumer Services Division
Jim Thorpe Building
Oklahoma City, OK 73105
800-522-8154
405-521-3513 (TDD)

Federal Communications Commission
Consumer Protection Branch
888-225-5322
Options: 1 (for English, 4 (other) and
2 (slamming/cramming)
TTY 888-835-5322 or <http://www.fcc.gov/slamming>
or email Slamming complaints to slamming@fcc.gov

Visit our website at: www.xstreamservices.com
