



## Slamming and Cramming



### What is slamming?

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

### What is cramming?

Cramming is when unauthorized charges are added to your phone bill without your permission.

### Slamming

Read your phone bill carefully each month to verify information and charges. If, for example, your 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.

### Cramming

If you find charges for services you didn't sign up for like ringtones, subscriptions, or voicemail add-ons, you may have been crammed. You're not responsible for paying these charges and can request a refund. You can also ask your phone company to block all third-party charges to prevent this from happening again.

### What to Do

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 phone 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. Have your TEAM organization file a complaint on your behalf. This will help protect other people from being slammed.

*continued on back*



## Slamming & Cramming

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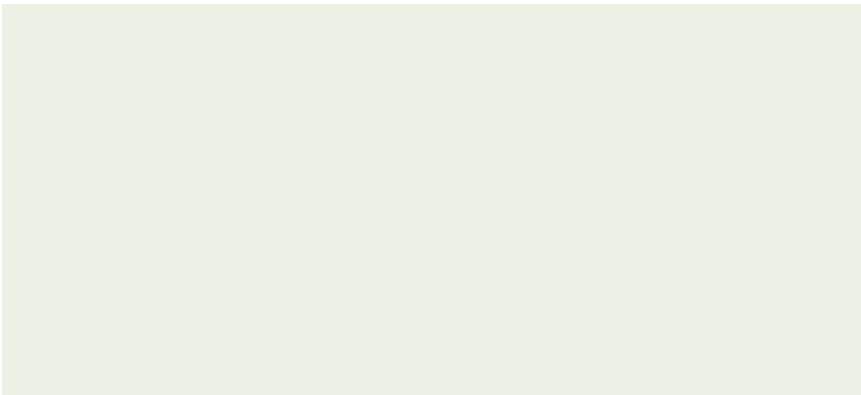


### Prevent Slamming/Cramming

To prevent slamming and cramming, 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.

#### CBO Contact Info:



### 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)

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

If you are not able to resolve your  
dispute with your service provider,  
Contact your TEAM CBO.