

A red book cover with a black outline, tilted slightly to the right. The title 'Slamming' is written in large, bold, white sans-serif font. Below it, the publisher's name 'California Public Utilities Commission' is written in a smaller, white sans-serif font, split across two lines. The book's spine is visible on the left side, showing some dark red or black decorative elements.

# Slamming

California Public  
Utilities Commission



## **What Is Slamming?**

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

# Slamming

- 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.



# What to Do if You've Been Slammed



**Your Phone Company**

Keep track of who you talked to.

Follow 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.
- 2.) Keep a list of everyone you have spoken to about the issue.
- 3.) File a complaint with the **California Public Utilities Commission**. Call 1(800) 649-7570 or visit [www.calphoneinfo.com](http://www.calphoneinfo.com). This will help protect from being slammed.

# Prevent Slammed

To prevent slamming, take these steps:

- **Don't** 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 accounts.
- **Read** everything before you sign.
- You **do not** need to talk to telemarketers. You may register your phone with the “Do Not Call” register to avoid some telemarketer.
- **Do not** say yes to anything a telemarketers if you do not want to change companies



# 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, 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.*



# Questions?



**For any questions contact your local CHANGES  
organization for assistance:**

**(714)481-9600**

**Thank you !**

**Created by: Intern Jonathan Lucas 2018**