



# Protect Your Phone Bill From "Slamming"

## What is Slamming?

The Kansas Slamming Law prohibits local or long distance companies from switching a consumer's telephone service without their express authorization. The law also prohibits these companies from using deceptive tactics.

## How to protect yourself from Slamming:

- Carefully listen to any new or discounted long distance telephone service offered over the phone
  - If the caller implies they are a major carrier, ask whether they are reselling time on a major carrier's lines or if they are actually a representative of a major carrier.
  - Take notes on what you are told or ask for the information in writing.
- Examine your phone bills to make sure your long distance carrier has not been switched without your authorization.
- If you would like complete protection from slamming, call your local phone company and request that your long distance telephone service be blocked from switching without your written approval.
- If your local or long distance telephone service is switched without your authorization, contact the Kansas Corporation Commission at 1-800-662-0027 to register a complaint.
- If you believe you have been switched, you can verify your long distance provider by calling 1-700-555-4141 or your local toll service by calling 1-(your area code)-700-4141. These calls are free.



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