

## CONSUMER ALERT: SLAMMING & CRAMMING

"**Slamming**" occurs when a phone company illegally switches your phone service without your permission. If you notice a different company name on your bill or see phone charges that are higher than normal, take action:

- Contact the company that slammed you and ask to be switched back to your original company. Tell them you are exercising your right to refuse to pay any charges.
- Report the problem to Sacred Wind and ask to be enrolled in your previous calling plan.

"**Cramming**" occurs when companies add charges to your telephone bill without your permission. These charges may be for services such as voice-mail, ringtones, or club memberships. You may not notice these monthly charges because they are relatively small, \$5 to \$30, and look like your regular phone charges.

### TAKE THESE STEPS TO AVOID SLAMMERS AND CRAMMERS:

- **Put a block on changes to your phone service.** Ask your telephone service provider if they offer a blocking service, which usually requires the company to notify you before making any changes to your service.
- **Read the fine print** on contest entry forms and coupons. You could be agreeing to switch your phone service or buy optional services.
- **Watch out for impostors.** Companies could falsely claim to be your regular phone company and offer some type of discount plan or change in billing. They might also say they are taking a survey or pretend to be a government agency.
- **Beware of "negative option notices."** You can be switched or signed up for optional services unless you say no.
- **Examine your telephone bill carefully,** including pages that show the details, and look for suspicious charges.

Your phone service cannot be shut off for refusal to pay for unauthorized services. **If you suspect Slamming or Cramming, please contact us immediately at 1-877-722-3393 .**

If you're unable to resolve your complaint, contact your local or state consumer protection agency, New Mexico Public Regulatory Commission, or the FCC.