

What is Slamming?

“Slamming” is the illegal practice of switching a consumer's traditional wireline telephone company for local, local toll, or long distance service without permission. The FCC and some states have slamming rules that also prohibit unreasonable delays in the execution of an authorized switch by your local telephone company. **tw telecom** complies with all federal and state rules and regulations designed to prevent slamming that apply to all telecommunications carriers.

What do I do if I've been slammed?

The FCC's rules provide a remedy if you've been slammed, discourage slamming by removing the profit and protect consumers from illegal switches. The FCC's Enforcement Bureau can also take action against slammers. Instructions for how to protect yourself against slamming and for filing a complaint at the FCC and/or the State commission can be found at <http://www.fcc.gov/encyclopedia/slamming/>.

What is Cramming?

Cramming is the practice of placing unauthorized, misleading or deceptive charges on a subscriber's telephone bill. Crammers rely on confusing telephone bills in an attempt to trick subscribers into paying for services they did not authorize or receive, or that cost more than the subscriber was led to believe. Cramming can also occur if a local or long distance company, or another type of service provider, does not clearly or accurately describe all of the relevant charges when marketing a service. **tw telecom** complies with all federal and state rules and regulations designed to prevent cramming that apply to all telecommunications carriers.

What do I do if I see a cramming charge on my bill?

The FCC's Truth in Billing rules and some state rules provide a remedy for cramming. Instructions for how to protect yourself from cramming, how to recognize cramming and how to file a complaint at the FCC and/or state commission can be found at <http://www.fcc.gov/guides/cramming-unauthorized-misleading-or-deceptive-charges-placed-your-telephone-bill>