

Resolution Regarding "Slamming"

WHEREAS, *Local exchange carriers (LECs) as part of divestiture were required to provide equal access to interexchange carriers (IXCs) for use of local bottleneck facilities; and*

WHEREAS, *The provision of equal access allows customers, when making long distance calls, to choose which IXC will handle the call; and*

WHEREAS, *To facilitate implementation of equal access, customers had only to give verbal approval to allow an IXC to request the LEC to change the customer's primary interexchange carrier (PIC) of choice; and*

WHEREAS, *Some carriers have been requesting that customers' PIC of choice be changed without the customers' authorization; and*

WHEREAS, *AT&T petitioned the Federal Communications Commission (FCC), to establish a rule which would require IXCs to obtain written permission from the customer prior to requesting a LEC to change the customers PIC; and*

WHEREAS, *Written customer notification of any changes in service should be required; now, therefore, be it*

RESOLVED, *That the Executive Committee of the National Association of Regulatory Utility Commissioners (NARUC), assembled at its 1990 Winter Committee Meeting in Washington, D.C., urges the FCC to rule on this matter in a way which expedites the selection of IXCs and which imposes the cost and penalties of error or fraud upon the offending party; and be it further*

RESOLVED, *That a standard presubscription form be developed which has at least the following minimum information concerning the changes to be requested: the current primary interexchange carrier's name; the name of the requested PIC of choice; a complete listing of any terms, conditions or charges that will be incurred; the name of the person ordering the change; the name, address and telephone number of the customer and requested carrier of choice; and a copy of the form should be supplied to the customer by the IXC within three business days.*

*Sponsored by the Committee on Administration
Adopted March 1, 1990*