

TRANSCRIPT PREPARED BY THE CLERK OF THE LEGISLATURE
Transcriber's Office

March 15, 1999 LB 150

toll-free call back authorization from the telephone number which is subject to the switch. In other words, if you're being switched, you have a toll-free number you can call to verify that you, in fact, want the switch. Or, thirdly, an oral authorization obtained by an independent third party. Then, within 30 days after the change is made, each of the authorized providers of the new service must send a written verification of the change to you which shall be a clear description of the change. It must be unattached to any other document. It can't be disguised in some other form with some other notice that you would be getting or a bill or something, and it must be unaccompanied by any promotions or offers or inducements, and it must be mailed to your billing address. Now that...that is in connection with the verification that I just talked about, either the written electronic call back or oral authorization, followed up by the verification in writing. Those, I think, are...I think that is a terribly important part of the bill, because in my experience from constituents or people, and I've known, and we all have, known a number of people who've been slammed, I think these...these precautions hopefully would have eliminated a good number of those slamming occurrences. Now, if a slam occurs despite those protections, Section 7 contains some provisions that I think are good measures that will help put you back into the spot you were before the slam occurred without costing you money, and hopefully minimizing your inconvenience and your damages, if any. Section 7 provides that if an unauthorized change is made, the company which initiated the slam must pay any charges that were used by you from the change until the time that the service was changed back, or 30 days, whichever is the lesser. If they get you switched back in 15 days, they only have to pay your charges for 15 days. If you let it go for 60 days, they only have to pay you 30 days of your charges. So you've got 30 days to get squared away. Secondly, they have to pay any charge associated with getting you back to your original company. Many times, when you go back to your original company, you have a fee to get reconnected to your original company that you didn't want to leave in the first place. They have to pay that. If...they have to provide you, they have to provide all billing records to the original company as well. The company that slammed you have to provide those records to your original company. The original telecommunications company that you were with must restore you