

Momentum's Anti-Slamming Policy

Momentum is committed to establishing and implementing a strict anti-slamming policy. "Slamming" is the illegal practice of changing a consumer's telephone service, local, intra-LATA (also known as "local toll") service, or inter-LATA (also known as "long distance") service, without the customer's consent or authorization.

Momentum believes that you have the right to select any phone carrier you want and the right to choose the calling plan and features offered by your carrier. Often you are billed a higher rate for services and lose features when you are switched without your authorization.

Here at Momentum we are dedicated to creating a culture that is built on the highest ethical standards. Slamming is against the law and the federal government has laws to protect you as a consumer and prevent slammers from profiting at your expense. **If you feel that you have been converted without your authorization, do not hesitate to call Momentum's customer care at 1-877-271-0236.**

We have taken steps to prevent slamming from occurring, protecting customers from any unnecessary inconvenience. Upon the request of the customer Momentum will protect your account with an account freeze, which is free account protection against slamming. This allows you to be notified by your current provider before your service is changed.

Protect Yourself from Slamming

- Do not sign anything without completely reading it. Read the fine print carefully. Some companies may send endorsements, which may initiate a change in your phone service carrier upon endorsement.
- Read your phone bills and statements carefully. If you have any questions call your local phone company.
- Listen to telemarketers carefully.
- Ask your phone service carrier to put a "freeze" on your phone. A freeze allows you to be notified by your current provider before your service is changed.

What to do if You have been Slammed

Slamming is illegal. Federal law gives you the right to convert back to your preferred provider. To take immediate action:

- Call your local phone company and ask to be switched back to your preferred phone carrier. Explain that you did not authorize the switch and have them remove any fees associated with transferring your service back. Have them reinstate the rates you originally had before you were switched.
- Call the phone company that slammed you and have them remove the charges incurred within the 30 days of the slam.
- Keep records of the employees' names at each company you dealt with to resolve your complaint.
- Notify your state public service or public utility commission.