



A Program with the  
Colorado Attorney General  
and the AARP Foundation



Colorado Attorney General  
John W. Suthers



Better Business Bureaus®  
Serving Colorado



## Have you noticed changes to your telephone bill without your permission?

### How to Protect Yourself from Slamming and Cramming

“Slamming” is when a phone company illegally switches your phone service without your permission.

Protect yourself from “slamming”:

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

“Cramming is when companies add charges to your phone bill without your permission. Examples of these charges may be voice-mail, ringtones, or club memberships.

Read your bill carefully because these charges are usually in-between \$5 and \$30 dollars, and typically look like your normal phone charges.

Protect yourself from “cramming”:

- Ask your telephone provider to block changes to your phone service;
- Read the fine print;
- Watch out for imposters;
- Beware of being switched or signed up for optional services unless you say “NO”; and
- Examine your bill.

If you are unable to resolve the complaint, contact the FCC at 1-888-225-5322.

# 1-800-222-4444

Denver Metro Area  
303-222-4444

[www.aarpelderwatch.org](http://www.aarpelderwatch.org)