

FCC Consumer Advisory

Five Things Consumers Should Know about Detariffing

If you receive long distance telephone service you will probably be getting, or have gotten, a notice from your long distance company explaining that some Federal Communications Commission (FCC) rules have changed. This change will affect how you and your long distance company interact. The notice may also include, or make reference to, an agreement that will now be in place between you and your long distance company. The reason for these notices is something called "detariffing."

Detariffing means that long distance companies may no longer file a document called a "tariff" to notify the FCC about the rates, terms and conditions concerning your long distance service. Beginning July 31, 2001, long distance companies must make that information available directly to you, the customer. As you review the information you receive from your long distance company, here are five things to look for or to ask your long distance company about:

- What is the price of the calling plan that you currently subscribe to?
- What is the duration of the plan?
- How do you, the consumer, accept or reject the terms of the plan?
- What are the notification procedures your long distance company intends to use regarding changes in the plan?
- How do you and the company resolve any disputes?

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To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, click on www.fcc.gov/cgb/emailservic.html.

This document is for consumer education purposes only and is not intended to affect any proceeding or cases involving this subject matter or related issues.

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