

What numbers are toll free?

A toll free number is a telephone number that can be called at no cost to the caller because the recipient pays for the cost of the call. Telephone numbers beginning with 800, 888, 877, and 866 are currently toll free.

Area codes 855, 844, 833 and 822 have been reserved for future toll free services.

Aren't toll free numbers always free?

Unless you agree to accept charges, toll free numbers are toll free. However, under certain circumstances, audio entertainment or information services may ask you to pay for their services.

The Federal Trade Commission requires a company to ask you to pay for their service with a credit card or billing arrangements **before** the service is provided.



South Dakota Public Utilities Commission

State Capitol Building
500 E Capitol
Pierre SD 57501

Call: 800-332-1782

Website: www.state.sd.us/puc/



Be careful
with
toll free
numbers

Toll free area codes: 800, 888, 877,
866, 855, 844, 833 822

**South
Dakota
Public Utilities
Commission**

Presubscription Agreements

In order for a company to charge for a call to a toll free telephone number, it must have your approval to charge any costs to your credit card or telephone bill. The company must disclose their name and charges before providing the service.

For your protection, you should receive a personal identification number (PIN) from the company so that other people cannot charge to your account.

- A company cannot charge you for dialing a toll free number unless you have an agreement.



- A company cannot automatically connect you to a 900 number service.
- A company cannot call you back collect without your agreement.
- When calling a toll free number, a company cannot ask you to “Press 1” to authorize charges.
- Some companies advertise free service through toll free numbers such as psychic advice. The advice may be free but you may be charged monthly membership fees.

Tips to Remember

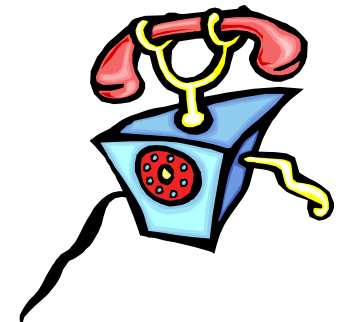
- Not all numbers beginning with 8 are toll free. Some international area codes begin with 8 resulting in high charges.
- Presubscription agreements allow companies to charge for services. If you have presubscribed to a service, be sure to get a PIN code or other security to limit access to your account.
- If you call your telephone company to dispute these charges, the telephone company may remove them from your telephone billing, but the company using the toll free number may pursue collection activity.
- Always check your monthly telephone billing carefully. Question any charges if you are uncertain why you were assessed a charge.



Need Help?

If you find charges relating to toll free numbers which you are disputing, first contact the company through telephone numbers listed on your billing.

If you have unresolved issues after talking to the company, you may contact the **Federal Trade Commission (FTC)** by calling 1-877-382-4357 toll free.



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