

Following Up

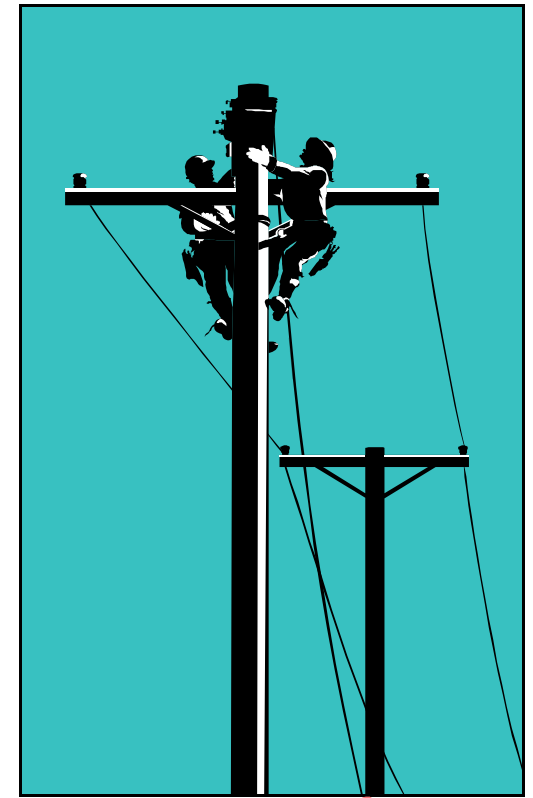


- ◆ After you have confirmed that your service has been switched, you should contact your previous long distance carrier to cancel services. If you don't cancel the previous service, you may get monthly service fees and surcharges assessed to the old account.
- ◆ You may want to place a PIC freeze back on your line by calling your local company.
- ◆ Watch your billings closely. Check to make sure that you are on the calling plan you selected and that the rates and fees are right.



- ◆ Check your phone bill carefully every month. Make sure you understand all of the charges on your billing. The contact numbers for the telephone companies will be on your billing. If you have further concerns, contact the Public Utilities Commission.

South Dakota Public Utilities Commission
● **State Capitol Building**
500 E Capitol
Pierre SD 57501
Call: 1-800-332-1782
Website: www.state.sd.us/puc



Changing Long Distance Companies

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Knowing The Process

Local telephone companies maintain the telephone lines running into homes and businesses. Their switches direct your calls to your presubscribed long distance carrier. Your presubscribed carrier is frequently called your “PIC” (**presubscribed interexchange carrier.**) If you decide to change your PIC, there are a few steps you need to take.

- ◆ South Dakota law requires that you either sign a letter of authority to change your service or have an independent company verify your telephone request for new service. Your service cannot be switched until the new carrier obtains your signature or a tape of your conversation authorizing the change.
- ◆ It is important to place an order for new service before canceling your current service. If you do not establish new service first, you may be disconnected from long distance service or be switched to “random rates” as a casual user of the old service.

Making A Change



- ◆ Each carrier and rate plan varies in the method used to create a new account. Such procedures may include web sign-ups, phone calls to customer service, signing a contract, etc.
- ◆ If you had your local company put a “PIC Freeze” on your old carrier, the local company must get your permission to lift the freeze before changing to your new carrier. PIC freezes are frequently used to prevent slamming, the unauthorized switching of service.
- ◆ After verifying your request to change your PIC, your new carrier should explain the next steps. Some carriers will give you a PIC code; others will contact the local phone company for you. Your service will not be changed until your local phone company updates its switch to redirect your calls to the new carrier.

- ◆ Typically, it may take from 1-10 business days for the change to take place. The new carrier needs time to set up an account and your local company needs time to update the switch.
- ◆ You can check to see if your carrier has been switched by dialing 1-700-555-4141. You must call from the phone line that is being switched. An automated system will tell you which carrier is handling your long distance service at that point in time.
- ◆ Many long distance companies are “resellers.” A reseller buys packages of services from other carriers and resells long distance using another carrier’s network. So, if you dial 1-700-555-4141 and the automated message indicates a carrier other than the carrier you’ve requested, your new carrier may be a reseller.
- ◆ Most local phone companies will charge a fee of \$5 – \$10 to change your carrier. Some long distance companies will refund this charge. You should ask if your new carrier will pay the PIC change fees.

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