



# CUSTOMER FACTS



## My Rights As a Telecommunications Customer

### What are my rights as a telecommunications customer?

You have the right to choose a telecommunications provider. No matter which telecommunications provider you choose, the Public Utility Commission (PUC) will protect your rights.

If you feel that your rights have been violated, call the PUC's toll-free Consumer Hotline at 1-888-782-8477.

Your rights include:

- **Non-Discrimination:** In addition to standard discrimination prohibitions, a telecommunications provider may not deny service or discriminate in the marketing of telecommunications service based on a customer's income level or location in an economically distressed area.
- **Slamming and Cramming:** Slamming is switching your telecommunications service provider without your permission. Cramming is adding charges to your telephone bill for optional services without your permission. Both slamming and cramming are illegal.

- **Dispute Resolution:** Telecommunications providers must promptly investigate customer complaints, and customers have the right to make complaints about a telecommunications provider to the Public Utility Commission.
- **Privacy of Information:** Telecommunications providers cannot release any customer-specific information to other telecommunications providers or any other companies without your permission.

In Addition, all telecommunications providers must follow a new set of customer protections, by providing:

- **A Terms of Service Agreement.** This is your contract. It informs you of a telecommunications provider's contract terms and conditions.
- **A "Your Rights as a Customer" disclosure.** This informs you of your standard customer protections as mandated by the PUC.

### Let Us Assist You

#### QUESTIONS:

**Call:** 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136)

**Visit:** [www.puc.state.tx.us](http://www.puc.state.tx.us)

**Email:** [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)

#### COMPLAINTS:

**Call:** 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136)

**Write:** PUC - Customer Protection, P.O. Box 13326, Austin, TX 78711-3326

**Fax:** 1-512-936-7003 **Online:** [www.puc.state.tx.us/ocp](http://www.puc.state.tx.us/ocp)