

## **PREFERRED CARRIER FREEZE AUTHORIZATION**

In today's competitive telecommunications environment, a significant problem known as "slamming" has developed in which the telecommunications companies chosen by subscribers are changed without their consent. Previously, PTCI attempted to verify all changes received before executing them. The Federal Communications Commission has now prohibited us from performing this service.

In order to minimize the expense and inconvenience which may result from "slamming", PTCI offers its subscribers the additional protection of a "freeze" of their accounts. Subscribers may freeze the carrier providing any or all services, however, Federal Communications Commission Rules require a separate authorization for each service.

If you choose to order a Preferred Carrier Freeze, PTCI will not change the carrier providing service without your direct authorization. This means that before changes can be made to your specified carrier, one of the following must occur:

- a. You authorize PTCI in writing to lift the freeze for the particular service
- b. You orally request PTCI to lift the freeze from the telephone for which the change is to be made. This telephone call may be on a three-way conference call with the carrier to which you are changing the service. We will ask for identifying information during this call.

These actions are in addition to the verification procedures which are required by the Federal Communications Commission for changing a preferred carrier.

In some circumstances, a long distance carrier may change your preferred carrier to or from another long distance company which resells the services of that carrier. PTCI has no way of preventing these changes under the current FCC rules.

There is no charge for establishing a Preferred Carrier Freeze or for lifting the freeze. The charge for changing carriers is \$7.75 per telephone number.

To place a Preferred Carrier Freeze on your account, complete this form and return it to:

Customer Service  
PTCI  
PO Box 1188  
Guymon, OK 73942

---

## PREFERRED CARRIER FREEZE AUTHORIZATION

### **THIS FORM MUST BE COMPLETED BY THE RESPONSIBLE PARTY ON THE PTCI RESIDENTIAL ACCOUNT**

I, \_\_\_\_\_ (print name as shown on account), hereby request and authorize PTCI to freeze the Preferred Carrier on my account on the following service as of this date, \_\_\_\_\_. I understand that no changes can be made to my carrier selection unless I lift the freeze. I understand there is not a charge to initiate and terminate this service, and that there **will be a charge to change carriers.**

InterLATA Toll Service: \_\_\_\_\_  
(Authorized Signature)

IntraLATA Toll Service: \_\_\_\_\_  
(Authorized Signature)

ACCOUNT NAME: \_\_\_\_\_  
(Please Print)

BILLING ADDRESS: \_\_\_\_\_

PHONE No.(s): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Month/Year of Birth \_\_\_\_\_

Last 4 Digits of Social Security #: \_\_\_\_\_ or Mother's Maiden Name \_\_\_\_\_

DATE: \_\_\_\_\_

*RETURN THIS FORM TO: CUSTOMER SERVICE, PTCI, PO BOX 1188, GUYMON, OK 73942*