

FOR IMMEDIATE RELEASE

CONSUMER ALERT: CALL SPLASHING MAY SHOW UP ON CONSUMER BILLS

LINCOLN – Long distance users of public telephones may find problems with their billing statements, the Nebraska Public Service Commission (PSC) warned today.

Acting on an alert from the Federal Communications Commission (FCC), the Nebraska state agency charged with regulation of telecommunications said a call on pay telephones and those found in public places such as hotels and airports may be routed through a distant call center before being handed off to the customer's chosen long distance carrier.

The bill for the call might then reflect an origination point from the distant call center rather than from the actual location of the call. This could result in higher long distance rates for the call than the customer expected.

The FCC permits splashing only when the caller requests to be transferred to a different carrier's operator or when the customer is informed, before incurring any charges, that the call may be billed as if it originated somewhere other than where the caller is calling from and the customer consents to the transfer. "This is one more example of why consumers must review their bills for accuracy," stated Commissioner Anne Boyle of Omaha.

Persons who have been billed with a rate higher than anticipated due to call splashing may file an informal complaint with the Federal Communications Commission by telephone at 1-888-225-5322 or by mail at the FCC, Consumer and Governmental Affairs Bureau, Consumer Inquiries and Complaint Division, 445 Twelfth Street SW, Washington DC 20554.

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Send to: All

