

Slamming is the term used to describe the unauthorized changing of a consumer's long distance carrier. In the past, South Plains Telephone Cooperative dba Horizons Communications was able to verify a carrier change request with our customers BEFORE making the change. However, a revision of the FCC rules means **we can no longer perform this verification with the customer**, which subjects you to possible slamming.

To minimize the inconvenience and expense that can result from being slammed, Horizons offers, **AT NO CHARGE, a Preferred Carrier Freeze**. If you authorize a carrier freeze, Horizons will not allow a change of your long distance carrier without your direct authorization.

If, after you authorize a carrier freeze, you wish to make a change, **it must be received in writing** authorizing us to lift the freeze on your account and change your specified long distance carrier. We will require identifying information for verification.

For your protection and convenience, **please complete the following Preferred Carrier Freeze form and return it to our office as soon as possible** to avoid being slammed! Failure to complete the form and return to us could result in an unauthorized change from a long distance carrier. If you have questions concerning slamming or the Preferred Carrier Freeze, please contact our customer service department.

PO Box 1379 * Lubbock, Texas 79408 * (806)863-8006
 (800)692-4472 * Fax (806)863-9121

PREFERRED CARRIER FREEZE

I hereby request and authorize South Plains Telephone Cooperative to freeze the preferred long distance carrier on my account for the services listed below:

Account Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Telephone Number(s): _____

InterLATA section below should be completed

InterLATA Long Distance (L/D): _____

Your Preferred L/D Company

Authorized Signature _____

Date _____

Job Title _____

Mother's Maiden Name _____

Soc. Sec. # (last 4 digits) or Tax ID (last 6 digits) _____

Others authorized to lift freeze or make changes to the InterLATA service on the above number(s): _____

Print Name _____

Soc. Sec. # (last 4 digits) or Tax ID (last 6 digits) _____

IntraLATA Long Distance (L/D)

