

Mahaska Communication Group

Request for Preferred Carrier Freeze

Phone: (641) 676-1000

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Many telephone customers have had their telephone service provider changed without their consent. This practice is known as "slamming." In order to prevent a service change without your authorization, we provide a service called preferred carrier freeze. This prevents a change in a subscriber's service without the consent of the subscriber. The preferred carrier freeze can be placed on your intrastate and/or interstate telecommunications carriers.

Once the preferred carrier freeze is in place, it can only be lifted by written or oral authorization. The authorization required for the lifting of the freeze is in addition to the regular verification process required to change to a different telephone service. The written authorization must be signed and state your intent to lift your current preferred carrier freeze. It should also include your billing name and address and each telephone number to be affected. If you have a freeze on more than one service, you will need to state which services are to be affected. The oral authorization may be initiated by the customer or can be a three-way conference call with you, the carrier to which you wish to switch, and one of our service representatives.

Request for Preferred Carrier Freeze

Subscriber's Billing Name _____

Address _____

Telephone Number(s) to be Covered by Freeze: ALL or specified numbers listed below

I would like to place a preferred carrier freeze on the following services:

(Please circle the Carrier which you wish to have frozen with respect to each of your telephone numbers.)

Interstate Carrier

or

Intrastate Carrier

Signature _____

Printed Name _____

Date _____