



# PUBLIC NOTICE

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## **Revised Telecommunications Slamming Complaint Reporting Form, FCC Form 478-Feb, Now Available**

The revised Telecommunications Slamming Complaint Form, FCC Form 478-Feb, is now available. Section 64.1180 of the Federal Communications Commission's rules requires all telecommunications carriers providing telephone exchange service and/or telephone toll service to file the Telecommunications Slamming Complaint Reporting Form (FCC Form 478). The next filing is due February 15, 2002.

Parts of the FCC Form 478's instructions have been clarified. Specifically, carriers are asked to report complaints on a per-consumer basis. If carriers use another methodology, they must attach an explanation of the methodology and why such methodology was used. Also, the instructions clarify that if a consumer has invoked the slamming complaint process detailed in the Commission's rules and has forwarded his/her complaint to the relevant governmental agency *and* the governmental agency has acted, the complaint will not be considered resolved until the carrier has notified the relevant governmental agency and provided evidence that the carrier has fulfilled its obligations under the rules. Finally, carriers can now find their Filer 499 ID numbers on-line at <http://gullfoss2.fcc.gov/cib/form499/499a.cfm>.

Copies of FCC Form 478-Feb are available by calling (800) 418-3676 and on-line at <http://www.fcc.gov/formpage.html>.

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