

## **Policies Regarding Slamming**

### **“VERSAPLANET L.L.C.’S POLICIES AND PROCEDURES REGARDING SLAMMING PREVENTION” ADVISORY TO ALL REPRESENTATIVES SELLING VERSACOM SERVICES:**

**All Representatives/Distributors selling VersaPlanet L.L.C. long distance service must carefully read the contents of this document. It will explain VersaPlanet's policies and procedures for the sale of VersaPlanet L.L.C. long distance services. The purpose of this document is to explain what can cause unauthorized switching of a customer, the importance of preventing such switching, and the seriousness of the matter to VersaPlanet L.L.C., its authorized Representatives, and their independent distributors. This document includes an “Acknowledgement” that must be read, signed, and returned to the Representative/Distributor by each individual selling VersaPlanet L.L.C. services. Representatives/Distributors must make a signed copy of this document available to VersaPlanet L.L.C., upon request.**

#### **A. COMMON CAUSES OF SLAMMING**

- Incorrect telephone number on submitted LOAs-means that incorrect telephone number is switched without the customer’s written consent.
- The submitted LOA is illegible and directly causes the person that keys the order into the system to enter the wrong name and/or phone number.
- The person who “authorized” switching carriers really didn’t have the authority to make the switch. Sometimes receptionists, secretaries or assistants authorize a switch to qualify for some sort of premium or other inducement.
- A simple misunderstanding when one partner doesn’t tell the other partner or accounts payable personnel about selecting a new long distance service. This is especially true when it is the other person, which reviews or pays the bills. The bill-paying partner or accounts payable representative sees a new long distance carrier name and thinks something is wrong. Please ask your customers to inform the appropriate person within the company about changing long distance carrier.
- Signing someone up just to “get the sale” or reach a qualification or commission level.
- Signing someone up, without the customer’s knowledge, as a result of spending a lot of time with a company decision-maker and assuming that the person would be satisfied with VersaPlanet service for the company.

#### **B. EFFECTS OF SLAMMING**

- It is illegal and will not be tolerated by VersaPlanet L.L.C.!
- Creates a bad image and adversely affects VersaPlanet L.L.C.’s and the Sales Agent/Distributor’s reputation.
- If we can get information verified (correct), it will save on:
  1. Order rejects
  2. Returned mail
  3. Time to process valid and accurate orders.
- Frustrating experience for the company that was slammed.
- Usually the local telephone company levies a charge to make the initial switch to VersaPlanet L.L.C. and then charges again to switch the affected customer back to the original long distance company. VersaPlanet L.L.C. and then the distributor and its sales agents are billed for these costs. These VersaPlanet L.L.C. charges will probably be

billed by distributors to their sales agent. This leads to serious consequences for the agent, including termination of the sales agent relationship with VersaPlanet.

**VERSAPLANET L.L.C. AS WELL AS FEDERAL, STATE, AND LOCAL REGULATORY AGENCIES VIEW “SLAMMING” AS A VERY SERIOUS PROBLEM. THE FCC CAN IMPOSE SIGNIFICANT FINES ON A PER VIOLATION BASIS.**

**C. HOW CAN A REPRESENTATIVE/DISTRIBUTOR PROTECT AGAINST SLAMMING:**

- You are strongly encouraged to verify information against each new customer’s actual telephone bill for each LOA.
- The person signing the LOA should be a person with authority to act on behalf of the company. It is essential that the person signing the LOA has authority to change long distance carriers. *Note that receptionists, secretaries and assistants typically do not have the authority to change long distance carriers for the company.* If the person signing the LOA is different from the person with the actual authority to do so, you should attempt to contact the other person. While this policy might jeopardize some sales orders, it should give you a chance to retain sales by demonstrating your concern and professionalism.
- Take your time. Review the LOA for accuracy and legibility, especially the telephone number. Confirm the person’s telephone number.
- Never sign someone else’s name on an LOA or any other document!
- Don’t force a sale that is not there.

**ACKNOWLEDGEMENT BY REPRESENTATIVES/DISTRIBUTORS**

This will verify that, on behalf

Of \_\_\_\_\_

\_\_\_\_\_, I have received, read, understand, the document entitled “VersaPlanet L.L.C.’s Policies and Procedures Regarding Slamming Prevention” (VersaPlanet L.L.C.’s Document).

Furthermore, I agree to distribute the VersaPlanet L.L.C. Document to the individuals responsible for selling VersaPlanet L.L.C. long distance service. We fully understand and appreciate our obligations as a VersaPlanet L.L.C. Representative/Distributor not to engage in or facilitate the practice of “slamming” customers. We understand that VersaPlanet L.L.C. will not tolerate further occurrences of slamming, and that VersaPlanet L.L.C. will take whatever actions are necessary to protect against slamming including, without limitation, termination of the Representative/Distributor relationship and enforcement of all applicable legal rights and remedies.

\_\_\_\_\_  
Signature of Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Business Phone Number

\_\_\_\_\_  
Print Name of Company