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Consumer Advisory

Commission Investigating Complaints against Buzz Telecom

Atlanta, December 7, 2006 – The Georgia Public Service Commission is investigating complaints of slamming and fraud against Buzz Telecom, a Merrillville, Indiana based long distance service provider. Buzz Telecom received a permanent resale certificate to operate in Georgia in March 2004.

Slamming is the changing of consumers' local or long distance service provider without their approval. Slamming is a violation of both state law and Commission rules. Several other states, including Ohio and Kentucky, are also investigating complaints against Buzz Telecom.

Consumers who believe they have been slammed should take the following steps:

- Contact your local exchange carrier to determine if your long distance service has been switched without your authorization. If it has, ask to be switched back to your preferred long distance service provider.
- Ask your local exchange carrier to place a PIC freeze on your long distance service to assure that your service cannot be switched without your explicit consent.
- Call the Public Service Commission to file a slamming complaint.

If your service has not been switched, but you are receiving bills from this company, call the Public Service Commission to file a complaint. Disputing the charges releases the consumer from any obligation to pay the charges until the dispute has been resolved.

Consumers may contact the Commission by e-mail, fax, letter or telephone as listed below.

E-mail: Gapsc@psc.state.ga.us

Fax: 404-656-2341

Telephone: 404-656-4501 (metro Atlanta) or 1-800-282-5813 (outside metro Atlanta)

Mail: Georgia Public Service Commission

Consumer Affairs

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