YOUR CONSUMER RIGHTS

Help protect against unsolicited telephone marketing calls and faxes!

Siskiyou Telephone is providing the following information to all customers, in compliance with State Law AB2134, effective 1-1-99. There are various governmental agencies, which publish information that generally describe telephone subscribers' rights under these state and federal laws. This information is available to you by contacting the agencies listed below.

As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls and faxes. The laws apply to live calls, prerecorded voice calls and artificial (computerized) voice calls.

The Federal Communications Commission (FCC) has adopted rules and regulations, effective December 20, 1992 implementing The Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses.

The Federal Trade Commission (FTC) also has Telemarketing Sales Rules, which have been enacted to help protect you as a consumer.

State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. Your state Attorney General, along with the Telemarketing Sales Rules, has the power to investigate and prosecute fraudulent telemarketers who operate across state lines.

California State Attorney General's Office – Public Inquiry Unit

Telephone: 1-(800) 952-5225

The Federal Trade Commission (FTC)

Write to them at: Consumer Response Center
Federal Trade Commission
Washington, D.C. 20580

Telephone: 1-(202) 326-2222

Internet address: http://www.ftc.gov/bcp/conline/pubs/tmarkg/straight.htm
"Straight Talk About Telemarketing" - Brochure

National Fraud Information Center (NFIC):

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NFIC also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database.

Telephone: 1-(800) 876-7060, 9 a.m. - 5:30 p.m. EST, Monday through Friday

Federal Communications Commission (FCC)

Write to them at: Federal Communications Commission
Common Carrier Bureau
Consumer Complaints
Mail Stop 1600A2
Washington, D.C. 20554

Telephone: 1-(202) 632-7553

Internet address: http://www.fcc.gov/ccb/consumer news/unsolici.html
"What You Can Do About Unsolicited Telephone Marketing Calls and Faxes"

Direct Marketing Association/Telephone Preference Service:

Write to them at: Telephone Preference Service
Direct Marketing Association
P.O. Box 9014
Farmingdale, NY 11735-9014

Your name can be added to DMA's list by sending your name, telephone number (include your area code) and address (include your ZIP code). Please remember that with the DMA registration, the number of unsolicited calls should be reduced to your home but may not stop all unwanted calls.