

Primary Inter-Exchange Carrier (PIC)

Due to a Federal Communications Commission (FCC) order on “slamming,” Monitor Telephone has instituted the following procedure (“slamming” is a term used when your preferred long distance carrier is changed without your authorization). FCC rules refer to your preferred long distance carrier as your “primary inter-exchange carrier,” or “PIC.”

PIC FREEZES

A way to protect your account from unauthorized PIC changes is called a “PIC freeze.” A PIC freeze prohibits anyone, except yourself, from implementing a PIC change to your account. Monitor Cooperative Telephone Company will not change your long distance carrier unless you personally give us written or oral authorization to remove the PIC freeze prior to any change in your long distance company. You may provide oral authorization for us to remove a PIC freeze either by calling us directly or as part of a three-way conference call, initiated by your new long distance company, with a Monitor Cooperative Telephone Company representative. For your protection, when you orally authorize us to remove the PIC freeze we will verify your identification. Even though you call us to remove a PIC freeze, any long distance company directing us to change your PIC will have to first verify with you that you have authorized the change.

While PIC freezes should protect against most slamming attempts, there is, unfortunately, one type of slamming against which PIC freezes cannot protect. This type of slamming can occur when your current long distance company resells the services of another carrier. The FCC is still studying ways to protect you from this type of slamming. In the meantime, severe new penalties established by the FCC should discourage this activity.

HOW TO REQUEST A PIC FREEZE

If you would like to have a PIC freeze placed on either your IntraLATA service, InterLATA service or both, please complete the form below, and return it to Monitor Cooperative Telephone Company. There is no charge associated with Monitor Cooperative Telephone Company’s PIC freeze service (although MCTC does charge for PIC changes). If you are unsure either of who your InterLATA or IntraLATA long distance company's are, you may call our business office to verify your current InterLATA and/or IntraLATA long distance provider.

As we mentioned above, FCC rules prohibit Monitor Cooperative Telephone Company from calling you to verify PIC change requests for your account that we receive from long distance companies. If we do not receive a PIC freeze request from you, your account may be vulnerable to an unauthorized PIC change in the future without your prior knowledge or authorization.

Should you have any questions, please do not hesitate to call our business office at 503-634-2266.

Monitor Cooperative Telephone Company
PIC Freeze Authorization Form

Account Name: _____

Telephone Number: _____

Address: _____

Effective immediately, I hereby authorize Monitor Cooperative Telephone Company to implement a freeze of my provider for the services indicated by my signature or signatures below. I understand that I will be unable to make a change in provider for any of the services on which I place a freeze, unless I first instruct Monitor Cooperative Telephone Company to remove the freeze.

Freeze my IntraLATA long distance carrier.

Signature

Date

Freeze my InterLATA long distance carrier.

Signature

Date