



NM – Change in Service Provider

Customer authorization of any charge or change in provider on the customer's telephone bill shall not be valid unless: (1) Letter of Agency (2) such authorization is obtained pursuant to an oral agreement where the provider or seller originating the charge or change of provider records the entirety of any and all communications or conversations with the customer leading to such authorization, including all terms and conditions of any such charges or change in provider. Customer authorizations obtained pursuant to an oral agreement shall only be valid if the provider or seller originating the charge or change in provider provides the customer with a full and complete description of the rates, fees and charges associated with any new provider and any product or service on the customer's telephone bill. The customer's authorization pursuant to an oral agreement shall be obtained before any change may be made in a customer's provider, and before any charge for any product or service may be placed on a customer's bill.