



Identity Theft Worksheet

Developed to assist victim recovery, enhance investigation/prosecution, and inform community.

Identity Theft Involving Telephone or Cell Phone Services

If an unauthorized account was established in your name, contact the service provider and close the account. Follow the guidelines for disputing new accounts opened in your name. Refer to the Identity Theft Worksheet *Credit Bureau Reports: Disputing New Accounts Opened in Your Name*, located at:

http://www.cj.msu.edu/~outreach/identity/rpt_dispute_new_acct_open_your_name.pdf

If you are being billed for calls you did not make, contact your cell or telephone company and request that the charges be removed from your account. Follow the guidelines for disputing fraudulent charges. Refer to the Identity Theft Worksheet, *Credit Bureau Reports: Disputing Fraudulent Charges on an Existing Account* located at:

http://www.cj.msu.edu/~outreach/identity/rpt_dispute_fraud_charge_exist_acct.pdf

If the problems are not resolved through the dispute process, you will need to take further action.

Contact the Public Utility Commission in your state if you continue to be billed for services by your local phone service provider. If a service provider in another state is billing you for local service your imposter received, contact the Public Utility Commission in that state.

For long distance and cell phone billing disputes, file a complaint with the Federal Communications Commission (FCC). A complaint may be filed:

- Online by completing and submitting FCC Form 475 available at: <http://svartifoss2.fcc.gov/cib/fcc475.cfm>
- By printing Form 475 available at: <http://www.fcc.gov/cgb/consumerfacts/FORM475.PDF>

Complete and mail the form to: Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

- By faxing your complaint to: 1-866-418-0232
- By emailing your complaint to: fccinfo@fcc.gov

For questions or assistance in filing a complaint, call 1-888-225-5322 or visit the FCC website at:

<http://www.fcc.gov/cgb/complaints.html>

Michigan

If you are unable to resolve a billing or service dispute with a Michigan service provider, file a complaint with the Michigan Public Service Commission.

You may file a complaint by:

- Completing and submitting the *Online Complaint Form for Telephone Service* form available at: <http://www.dleg.state.mi.us/mpsc/comm/sqsquery.html>
- Calling the MPSC Customer Intake Center:
1-800-292-9555 (Within Michigan)
1-517-241-6180 (Outside Michigan)
- Writing a complaint letter and mailing it to:
Michigan Public Service Commission
Customer Intake Center
P. O. Box 30221
Lansing, MI 48909

For more information, refer to the MPSC website at:

http://www.michigan.gov/mpsc/0,1607,7-159-16368_16415--,00.html

- My imposter:** _____ Opened a telephone account in my name
_____ Opened a cell phone account in my name
_____ Charged long distance calls to my telephone account
_____ Charged long distance calls to my cell phone account
_____ Purchased cell phone or telephone equipment in my name
_____ Other Explain: _____

On _____ **I filed a complaint with the Public Service**
(Date)

Commission in the State of _____.

On _____ **I filed a complaint with the FCC.**
(Date)

Write down the instructions you received from the Public Service Commission and the FCC. Record the actions you took and the dates completed. Keep copies of all written correspondence and a log of all telephone calls.
