

BUNDLED SERVICES

Residential consumers are seeing more advertising of so-called “**bundled services.**” Telephone and cable companies now offer packages of services. A telephone company may include local, long distance service and Internet service. A **cable company** may bundle local and long distance service, Internet service and cable service. These companies may also offer premium services and enhancements to these services.

Basic telephone service, whether alone or in a service package, remains regulated by the Maryland Public Service Commission.

Long distance and broadband service (but not the price) is subject to oversight by the Federal Communication Commission (FCC) (www.fcc.gov). The FCC has established rules on “slamming” and “cramming” of customers by long distance companies, and billing and advertising rules called “Truth-in-Billing” and “Truth-in-Advertising.

Broadband service providers also must comply with Maryland’s consumer protection laws, which are enforced by the Office of Attorney General (www.oag.state.md.us).