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Telecommunications Education and Assistance in Multiple Languages

Does someone need help understanding their phone bills or resolving a complaint with their phone company?

ACC Senior Services Center provides:

-  **FREE** educational workshops for groups or one-on-one
-  **FREE** educational materials in seventeen languages
-  **FREE** phone bill review clinics
-  **FREE** dispute resolution and assistance with account changes

Contact:

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7334 Park City Drive ■ Sacramento CA 95831 ■ 916.393.9026
www.accsv.org



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Workshop Topics

California LifeLine (Discounted phone service)
Collection Agencies
Consumer Guide to Telephone Service
Don't Use Cell Phone While Driving—**New!**
Late Payment Fees, Disconnects and Deposits
National Do Not Call Registry (Preventing sales calls)
Pre-Paid Calling Cards—**New!**
Slamming (Switching your phone service without permission)
Take Charge of Your Phone Service
Telephone Use in Emergencies—**New!**
Tips for Choosing Cell Phone Service
Unauthorized "Third Party Charges"—**New!**
Understanding Your Bill

Workshop Materials Available in the Following Languages

Arabic	French	Korean	Spanish
Armenian	Hmong	Laotian	Tagalog
Chinese	Japanese	Portuguese	Thai
English	Khmer	Russian	Vietnamese
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