Consumer corner Watch details of phone agreement

Dear Attorney General Kline: I purchased a cellular phone last month, signing up for a two-year contract. I wanted to use it in and around my home. My home, however, is in a rural area, and the phone will not pick up a tower and grant me reception there. I want

out of my contract, since my phone will not work at quest that all of your contacts with the retail store and home. Can I cancel my contract without having to pay an early termination fee?

Dear Kansas Consumer:

The rapid increase in the number of cell phones (and cell phone plans) in recent years has made your question one that a lot of people are asking.

Whether you can cancel your contract without paying the early termination fee will depend on the terms of your contract and what coverage was promised to you at the time of sale. If you did not tell the salesperson where you intended to use the phone (i.e. in a rural area), then you will likely have to pay the termination fee. But if you did tell her of your plan to use it at home, and where your home was located, then the salesperson should have told you that the coverage you wanted was not available. If you were told you would have coverage and it was not true, you may have protection under the Kansas Consumer Protection Act (KCPA).

The consumer protection act provides broad protections against what are known as "deceptive and unconscionable" business practices. Under the act, a salesperson may not misrepresent the characteristics or benefits of the service, including where you will be able to get reception. If you decide to cancel the plan, the plan provider may still try to enforce the termination fee. However, you have a very strong argument for cancellation without a termination fee, since you were not able to use the service as represented.

An ounce of prevention, however, is worth a pound of cure. In order to help others avoid such a predicament, we offer the following suggestions to better assist consumers shopping for cellular phones and service plans.

First, consumers must understand the difference between a service provider and the retail store. While it is the salesperson at the retail store making the representations, it is the service provider that will be providing the service and expecting payment of your bills. If you encounter trouble with your cellular phone or service, you should be certain to contact both the ser-



vice provider and the retail store. The service provider is probably located in another state and can be reached through a customer service 800 number. You should re-

the service provider be documented on your account, so you will have a "paper trail" for your protection.

Second, it is your responsibility to fully understand the terms and conditions of the contract before you sign it. Cellular service contracts contain complicated terms and should be carefully read over lunch, or over night, not simply signed when presented. Never sign a contract containing terms you do not understand.

And be sure to ask the salesperson to explain the contract's highlights and what problems others have had in the past with it. For example, cellular service providers often disclose in the "fine print" that they can't guarantee 100% service throughout the coverage area of the pricing plan. Consumers who see this in their contract should be tipped off to ask about coverage where they intend to use the phone, and to understand that there will be dropped calls and times when the phone will not have clear reception.

Finally, before signing any contract for a length of time, ask for a trial period. You wouldn't buy a new car without a test drive, or even new shoes without first trying them on. A trial period is the best method for determining if a particular phone and plan will meet your needs. If a trial period is not offered in the contract, negotiate one and write it on the contract or find a provider who offers one. Then try the service out and cancel before the trial period has ended if the plan does not meet your needs. Of course, you'll be expected to pay for any calls you make during the trial period, but if you cancel during the trial, you can walk away without being charged with a contract or termination fee.

Attorney General Phill Kline offers this public service to help you avoid becoming a victim of consumer fraud. Although some of the details have been changed, the cases appearing in this column are based on actual complaints. For further information or to file a complaint, please write Attorney General Phill Kline, Consumer Protection Division, 120 SW 10th Ave., 2nd Floor, Topeka, Kansas 66612, or call the toll-free Consumer Hotline, 1-800-432-2310.

The Unites States Department of Agriculture has newly implemented standards for organically grown products. Organic means there are no pesticide residues, artificial ingredients and preservatives, antibiotics and growth hormones in meat, dairy and chicken, and no chemicals used in processing. It may also prohibit irradiated and genetically engineered seeds and crops from being labeled organic.

op-edit

The following recipes are from 'Taste Life! Organic Recipes:" edited by Leslie Cerier. The book features simple, healthy recipes which require little preparation and clean up.

Cajun Fish Stew

lean and tender and mild. Pollack, monkfish or catfish may be substi-

- 1/4 teaspoon cayenne
- 2 cups water

Heat oil in a heavy stew pot on carrots are tender.

 $Rinse fish \,and \, lay \, fillets \, on \, top \, of$ vegetables. After two minutes gently turn fish and let cook for two minutes longer. Cut fish into site size pieces by stirring into the stew. Cover and cook for two minutes longer.



Uncover and stir for approxi- thirty minutes or until lentils are mately 5 minutes or until fish has soft. Add tomatoes and fresh herbs. turned white and flaky. Taste and Simmer for a moment or two. Add adjust seasonings to your taste. salt and pepper. Adjust seasonings Serves 4.

Lentil Fresh Herb Soup

- 2 tablespoons olive oil
- 2 cups onions, chopped
- 2 celery stalks, chopped
- 2 medium carrots, chopped 6 cloves garlic, chopped
- 1 bay leaf Tilapia (Saint Peter's fish) is very
 - 1/2 cup white wine
 - 6 cups water 1 pound dry lentils
 - 3 tomatoes, chopped
 - 1/4 cup fresh basil, chopped

2 tablespoons fresh thyme,

chopped 2 tablespoons fresh oregano,

- chopped 2 tablespoons fresh sage,
- chopped 2 tablespoons fresh flat leaf pars-
- ley, chopped
- 1 teaspoon salt
- 1/2 teaspoon black pepper

Heat oil over medium high heat. Sauté onions, celery and carrots



to taste.

Serves 4-6. To reheat add a little water.

No Bake Peach Cake

- 4 cups organic peach juice
- 2-3 cups sliced peaches (2 cups)
- pinch of sea salt
- 1 3/4 cups cous cous
- 1 teaspoon vanilla

Optional: garnish with fresh edible flower such as calendula or johnny jumpups.

Bring peaches, peach juice and salt to a boil. Add cous cous and simmer for 3 minutes till the cous cous absorbs the liquid. Turn off heat. Stir in the vanilla. Transfer cous cous to an unoiled cake pan and let it cool.

Optional garnish with edible flowers. Cut and serve. This can also be served as a breakfast cereal warm and what remains can be poured into a cake pan for a later snack or desert. Serves 6-8.







tuted. 2 tablespoons canola oil 1 large onion, sliced $(1 \ 1/2 \ \text{cups})$ 1 head cauliflower, cut into florets (4 cups) 2 carrots, sliced (1 1/2 cups) 2 1/2 teaspoons cumin powder

1 tablespoon + 2 teaspoons chili powder

- 1 pound Tilapia fillets

1/2 teaspoon sea salt or to taste

medium high. Add onions and sauté for five minutes. Add cauliflower, carrots and spices. Sauté for two minutes longer. Add water and stir to blend. Cover and simmer for 20 minutes or until cauliflower and

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What time is it? What time should it be?

Should Sherman County become part of the **Central Time zone?**

Every Sherman County citizen over 18 will have the chance to vote on this question on Tuesday, April 1, from 7 a.m. to 7 p.m. at the Sherman County courthouse. We encourage everyone to vote for the city and school board candidates at the VFW and then come to the courthouse to express their opinion on the time question. Results will be in the Friday, April 4 edition, and posted on our web site.

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