



NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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FCC CHAIRMAN MICHAEL POWELL STATEMENT ON WIRELESS INDUSTRY VOLUNTARY CONSUMER CODE

Today, the Cellular Telecommunications and Internet Association (CTIA) issued a voluntary consumer code for wireless service, articulating key principles concerning marketing, sales, billing, privacy, customer service, and contract termination.

I commend CTIA and its members on their efforts to standardize industry practices of providing consumers information about wireless service plans. The proper functioning of a highly competitive market – which the wireless market has proven to be – depends on consumers having accurate and meaningful information at all stages of the customer relationship with the provider.

Ultimately, voluntary efforts, like the code, are not only good for consumers; they are good for business too by improving the customer experience and encouraging subscription. I look forward to continuing to work with the wireless industry and consumers to ensure spectrum-based services deliver value for the American people.

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