



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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Statement of Commissioner Kathleen Q. Abernathy In Response to CTIA Consumer Code for Wireless Service

I would like to applaud CTIA and the wireless industry for creating a Consumer Code for Wireless Service. The competitive nature of the wireless industry has prompted this action as a means of responding to consumer demands for increased information regarding rates and terms of service. For example, the new Code will allow customers to walk away from a service provider for any reason during the first fourteen days of service. In addition, coverage maps will be provided and pricing information, including rates and terms of service, will be publicly disclosed. This code exists because competition is driving wireless carriers to better serve consumers and increase customer loyalties.

At the end of the day, the industry's willingness to adopt a voluntary code of conduct avoids the need for costly regulatory oversight while delivering greater value to wireless customers. I believe the Code will ensure that consumers will understand wireless service and rate plan options thus allowing more informed choices when purchasing wireless services. This is a win-win for consumers.