



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 ACTIONS RESULT IN \$7.8 MILLION IN REFUNDS AND CREDITS TO CONSUMERS THIS YEAR

Washington, DC -- Consumers got refunds and credits totaling \$7.8 million as a result of contacting the FCC during 2004. This figure includes more than \$7 million returned to consumers as a result of informal complaints about phone company billing and rates, and about \$800,000 returned to consumers who had been “slammed” – had their phone company changed without their permission.

K. Dane Snowden, chief of the FCC’s Consumer & Governmental Affairs Bureau (CGB), said, “These statistics demonstrate that the government stands ready to help. We at the FCC are proud of the success we have had in mediating on behalf of the American consumer to ensure that everyone can enjoy and benefit from the competitive telecommunications marketplace. We will continue to enforce the slamming rules vigorously and mediate consumers’ complaints about rates and billing.”

During 2004, CGB’s Consumer Inquiries and Complaints Division received more than one million inquiries and complaints and the \$7.8 million recovered was the result of the Division’s resolving informal consumer complaints involving more than 100 different phone companies. The bureau’s slamming team issued orders resolving about 3500 slamming complaints involving more than 300 carriers.

The Consumer Center is available, toll free, by phone (1-888-CALL-FCC); TTY (1-888-TELL-FCC); by e-mail (fccinfo@fcc.gov); via the Internet (www.fcc.gov); or by postal mail (445 12th St., SW, Washington, DC, 20554).

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