



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).

FOR IMMEDIATE RELEASE:
October 3, 2010

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FCC CONFIRMS INVESTIGATION INTO VERIZON WIRELESS' MYSTERY FEE

Washington, D.C. -- The following statement can be attributed to Michele Ellison, FCC Enforcement Bureau Chief:

"We can confirm reports of an FCC investigation into mystery fees that appeared on Verizon Wireless bills costing over 15 million Americans tens of millions of dollars. Reportedly, Verizon itself has put the amount of overcharges at more than fifty million dollars dating back two years.

"The FCC Enforcement Bureau began looking into this matter ten months ago after reports from consumers about these mystery fees. Our role is to protect American consumers and give them a voice. Consumers have a right to receive straight bills and to get straight answers when they question them.

"We're gratified to see Verizon agree to finally repay its customers. But questions remain as to why it took Verizon two years to reimburse its customers and why greater disclosure and other corrective actions did not come much, much sooner. The Enforcement Bureau will continue to explore these issues, including the possibility of additional penalties, to ensure that all companies prioritize the interests of consumers when billing problems occur."

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