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United States Senate

WASHINGTON, DC 20510-3205

September 30, 2010

Mr. Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Chairman Genachowski,

I write to request that the Federal Communications Commission work with cellular service providers to put an end to international roaming charges faced by residents along the New York-Canadian border. For too long, New York residents along the Canadian border have experienced roaming charges because their cell signal bounces to Canadian towers that have higher signal strength. Although most cellular service providers remove these charges upon the customer's request, this situation presents an unfair burden to New York border residents and can sometimes result in remaining charges.

Cell phone users along the border frequently experience roaming to Canadian cell towers, particularly in more rural areas like New York's North Country region where cell signal strength may be weak because of fewer towers in more sparsely populated communities. When customers dispute these charges with cell service providers, they can often spend hours explaining to the company that the roaming charges, which can sometimes add up to over \$1,000 in a given month, are a result of bouncing to Canadian towers and not actual international phone calls. This is a major inconvenience brought about by no fault of the customer. Since cellular companies have the ability to track a customer's typical tower and position to that tower, any undue roaming charges should be automatically dealt with by the service provider and not require a user's explanation.

I look forward to working with you and your staff on this critical situation. I request that you update my office on the status of all available options, the steps needed to move this forward, and how I can assist. Please follow up with Jon Cardinal in my Washington, DC office, 202-224-7074, with additional information.

Sincerely,

Kirsten E. Gillibrand

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