

AMY KLOBUCHAR
MINNESOTA

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
COMMERCE, SCIENCE,
AND TRANSPORTATION
ENVIRONMENT AND PUBLIC WORKS
JOINT ECONOMIC COMMITTEE
JUDICIARY

United States Senate
WASHINGTON, DC 20510

November 10, 2010

1782

The Honorable Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20544

Dear Chairman Genachowski:

I write to you today about the practice of cell phone "cramming." As you know, cell phone cramming takes place when a company adds a phony and often recurring charge to an unsuspecting consumer's cell phone bill. Victims of cramming may have inadvertently signed up to receive a message – such as a horoscope or a joke – without realizing they would be billed each month. Or a victim may simply be an unlucky target of a scam. After a consumer from my state opened an indecipherable text message, the company that sent the message started charging him for a service that he never asked for, much less used. These charges, which may go unnoticed for months, appear to be legitimate and are often hidden in a bill. Once detected, cramming victims often find it difficult to stop the charges and get their money back.

As I have written to you before, wireless consumers are increasingly faced with confusion over wireless charges and uncertainty about their bills. Cell phone cramming and unauthorized third-party charges only add to this confusion. In light of this increasingly prevalent and anti-consumer practice, I urge the FCC to crackdown on cell phone cramming and consider rules that would add transparency and clarity to third party charges that appear on phone bills.

I look forward to working with you on this issue.

Sincerely,



Amy Klobuchar
United States Senator

[Faint handwritten marks]