

**STATEMENT OF
COMMISSIONER MIGNON L. CLYBURN**

Re: In the Matter of Empowering Consumers to Prevent and Detect Billing for Unauthorized Charges (“Cramming”) Consumer Information and Disclosure; Truth-in-Billing and Billing Format, CG Docket No. 11-116

This Notice proposes rules that will give consumers better tools to detect and prevent unauthorized charges or “mystery fees,” which may appear on their telephone bills. Evidence to date indicates that this action is necessary, because the Commission continues to receive between two and three thousand complaints a year from consumers about unwanted and unrequested charges from their telephone companies. It is our responsibility at the FCC to protect telephone consumers when the marketplace is not functioning appropriately. Consumers should be informed of the choices they can make with respect to blocking third-party charges on their phone bills, and they need clear and conspicuous notice of third-party charges, and where they can call to request further information about those charges. As such, I support our inquiry into the appropriate rules that will better inform and notify consumers, and am particularly interested in whether these rules should apply across the board to both wireline and wireless companies. While the complaints about unauthorized charges on cell phone bills are not as prevalent as on wireline bills, I am interested in hearing about whether cell phone consumers should receive the same protections as wireline customers. In particular, do consumers expect that the Commission’s rules will help inform and protect them no matter the technology they use to complete their calls? And does the evidence warrant the implementation of rules for wireless at this time? I look forward to hearing from consumers and industry about these issues.

I wish to thank the Consumer and Governmental Affairs Bureau, along with the Enforcement Bureau for their work on this item.