

AMY KLOBUCHAR  
MINNESOTA

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

United States Senate  
WASHINGTON, DC 20510

March 30, 2012

0440

The Honorable Julius Genachowski  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Dear Chairman Genachowski:

I write you today regarding deceptive and fraudulent consumer billing practices that are hurting consumer pocketbooks around the country. As you know, cramming is the practice where a third-party adds unauthorized, misleading or deceptive charges to a consumer's phone bill. These "mystery charges" typically end up buried in the details of a consumer's phone bill, where they can be difficult to find. The Senate Commerce Committee, of which I am a member, conducted an exhaustive investigation of cramming and I strongly supported your subsequent efforts at the FCC to put rules in place to protect consumers in this area. I have also called on major national phone companies to put an end to cramming. AT&T and Verizon recently did just that by changing their third party billing practices for landline phone bills.

AT&T and Verizon's actions are a win for consumers but I remain concerned about deceptive or fraudulent billing practices on wireless consumers. More and more households are cutting the cord on their landline phones and recent statistics show that almost one third of Americans rely exclusively on a wireless device. I urge the FCC to take action to ensure that the same tactics that we've seen for landline phone bills don't simply migrate over to wireless bills.

Sincerely,



Amy Klobuchar  
United States Senator