



NEWS

Federal Communications Commission
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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:
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CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU ANNOUNCES WORKSHOP ON BILL SHOCK AND CRAMMING

Washington, D.C. – The Federal Communications Commission’s Consumer and Governmental Affairs Bureau will host a workshop on two important consumer issues -- bill shock and cramming -- on Wednesday, April 17, 2013, from 9 a.m. to 12:15 p.m.

Bill shock is the sudden and unexpected appearance of overage charges on wireless bills. Cramming is the practice of placing unauthorized, misleading or deceptive charges on telephone bills. The workshop will educate consumers about how to protect themselves from both of these problems, and include a discussion of policies addressing these issues.

Panel discussions will include experts from industry, consumer organizations, and the states. Topics will include usage alerts, specific consumer experiences, differences between the wireline and wireless consumer experience, and potential regulatory fixes. The program will conclude with a discussion on industry measures to help consumers, and include an opportunity for consumers to ask questions.

- **Workshop: Bill Shock and Cramming**
- **Date: April 17, 2013**
- **Time: 9 a.m. – 12:15 p.m.**
- **Location: Commission Meeting Room, FCC Headquarters, Washington, D.C.**

The event is free and open to the public and will be held in the Commission Meeting Room at FCC’s headquarters located at 445 12th Street SW, Washington D.C. 20554. The workshop will also be streamed live at www.fcc.gov/live.

A finalized agenda and list of panelists will be released closer to the event date.

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