



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 RELEASES AGENDA FOR 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 9:00 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, for cramming, a policy discussion.

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

- **Workshop: Bill Shock and Cramming**
- **Date: April 17, 2013**
- **Time: 9:00 a.m. – 12:15 p.m.**
- **Location: Commission Meeting Room, FCC Headquarters, 445 12th Street SW, Washington, D.C. 20554.**

The event is free and open to the public. The workshop will be streamed live at www.fcc.gov/live, and viewers may submit questions by e-mail to livequestions@fcc.gov.

AGENDA

9:00 a.m.-9:05 a.m.—Welcoming Remarks

- **Kris Monteith**, Acting Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

9:05 a.m.-9:15 a.m.—Define Bill Shock and How It Occurs

- **Michael Carowitz**, Acting Deputy Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

9:15 a.m.-9-25 a.m.—Voluntary Industry Code

- **Michael Carowitz**, Acting Deputy Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission
- **Chris Guttman-McCabe**, Vice President of Regulatory Affairs, CTIA: The Wireless Association

9:25 a.m.-10:05 a.m.—Panel: Bill Shock—What Consumers Can Do To Protect Themselves, Industry Efforts

- Moderator: **Michael Carowitz**, Acting Deputy Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission
 - Panelists:
 - **Dave Charles**, Director of Legal Affairs, T-Mobile
 - **Kimberly N. Darrin**, Director, Public Policy, AT&T Services, Inc.
 - **Delara Derakhshani**, Policy Counsel, Consumers Union
 - **Marti Doneghy**, Senior Legislative Representative, Financial Security and Consumer Affairs Team, AARP
 - **Jerry Karnick**, Staff Vice President/Deputy General Counsel, Verizon Wireless
 - **Charles W. McKee**, Vice-President, Government Affairs, Federal & State Regulatory, Sprint Nextel Corporation

10:05 a.m.-10:15 a.m.—Break

10:15 a.m.-10:25 a.m.—Define Cramming/Describe FCC Requirements

- **Mark Stone**, Deputy Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

10:25 a.m.-11:05 a.m.—Panel: How Cramming Occurs and What Consumers Can Do To Protect Themselves, Industry Efforts

- Moderator: **Mark Stone**, Deputy Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission
 - Panelists:
 - **Delara Derakhshani**, Policy Counsel, Consumers Union
 - **Coralette Hannon**, Senior Legislative Representative, Government Relations and Advocacy, AARP
 - **Malini Mithal**, Assistant Director, Division of Financial Practices, Federal Trade Commission (FTC), Bureau of Consumer Protection
 - **Chris Paulen**, Vice President, Communications Lifecycle Management and Telecom Expense Management, Dimension Data
 - **Glenn Reynolds**, Vice President for Policy, US Telecom Association

11:05 a.m.-11:15 a.m.—Break

11:15 a.m.-12:05 p.m.—Panel: Wireless Cramming Issues and Cramming Further Notice of Proposed Rulemaking

- Moderator: **Mark Stone**, Deputy Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission
 - Panelists
 - **Jim Chilsen**, Director of Communications, Illinois Citizens Utility Board
 - **Delara Derakhshani**, Policy Counsel, Consumers Union
 - **Craig F. Graziano**, Chair, Consumer Protection Committee, National Association of State Utility Consumer Advocates (NASUCA)
 - **CTIA: The Wireless Association**
 - **Chris Guttman-McCabe**, Vice-President, Regulatory Affairs, CTIA
 - **Anna Henningsgard**, Vice President of Operations, WMC Global
 - **Greg Van Allen**, Vice President of Operations, Aegis Mobile
 - **Kate Whelley McCabe**, Vermont Assistant Attorney General
 - **Malini Mithal**, Assistant Director, Division of Financial Practices, FTC Bureau of Consumer Protection

12:05 p.m.-12:15 p.m.—Closing Remarks

- **Kris Monteith**, Acting Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

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