

**STATEMENT OF COMMISSIONER MIGNON L. CLYBURN**  
**Update about Voluntary Industry Efforts to Alert Customers about Potential Service Overages**

**April 18, 2013**

It was great to learn, yesterday, that ten nationwide and regional wireless service providers, who together serve approximately 97 percent of the nation's wireless customers, met the voluntary goal of providing four types of service overage alerts, to their users. Steve Largent of CTIA, is to be commended for his continued leadership, on this issue.

But I remain concerned about the remaining three percent of wireless customers, for they represent millions of customers who currently are not benefiting from overage alerts. If there are significant numbers of consumers still harmed by bill shock, I am confident and expect that the Commission will continue to encourage providers to close that gap and take appropriate actions and protect consumers when necessary. Mark Stone, Deborah Broderson, and Kris Monteith -- thank you all for presenting this morning's report.