



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

May 1, 2014

The Honorable Ben Ray Luján  
U.S. House of Representatives  
2446 Rayburn House Office Building  
Washington, D.C. 20515

Dear Congressman Luján:

Thank you for your letter regarding the use of below-the-line fees on wireless and wireline customer bills. Providing consumers with the information and tools they need to understand and control the costs associated with their telecommunications services is an issue that the Commission and I take seriously.

The Commission has twice adopted rules concerning Truth-in-Billing issues. Combined, these rules require customer bills to: (1) be clearly organized, clearly identify the service provider, and highlight any new providers; (2) contain full and non-misleading descriptions of charges that appear in the bill; and (3) contain clear and conspicuous disclosure of any information the consumer may need to make inquiries about, or to contest charges on the bill.

As you noted in your letter, in October 2011, the Commission coordinated a voluntary agreement under which the large US wireless service providers send free, automated usage-based alerts that allow subscribers to better monitor and manage the use of their devices and avoid unexpected charges, known as bill shock, both at home and abroad. On April 17, 2013, the Commission announced that 97% of all wireless consumers across the country are thus protected from bill shock. I have also asked staff to reassess the record from a 2009 *Notice of Inquiry* on consumer billing issues and evaluate the current state of consumer complaints and comments on below-the-line fees.

At this time, all options are on the table on next steps, which range from expanding consumer education efforts to refreshing the record and opening a new proceeding. I look forward to working with you and keeping you informed of the Commission's actions on this issue.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Wheeler".

Tom Wheeler



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THE CHAIRMAN

May 1, 2014

The Honorable Mike Doyle  
U.S. House of Representatives  
239 Cannon House Office Building  
Washington, D.C. 20515

Dear Congressman Doyle:

Thank you for your letter regarding the use of below-the-line fees on wireless and wireline customer bills. Providing consumers with the information and tools they need to understand and control the costs associated with their telecommunications services is an issue that the Commission and I take seriously.

The Commission has twice adopted rules concerning Truth-in-Billing issues. Combined, these rules require customer bills to: (1) be clearly organized, clearly identify the service provider, and highlight any new providers; (2) contain full and non-misleading descriptions of charges that appear in the bill; and (3) contain clear and conspicuous disclosure of any information the consumer may need to make inquiries about, or to contest charges on the bill.

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Tom Wheeler



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May 1, 2014

The Honorable Anna Eshoo  
Ranking Member  
Subcommittee on Communications and Technology  
Committee on Energy and Commerce  
U.S. House of Representatives  
2125 Rayburn House Office Building  
Washington, D.C. 20515

Dear Congresswoman Eshoo:

Thank you for your letter regarding the use of below-the-line fees on wireless and wireline customer bills. Providing consumers with the information and tools they need to understand and control the costs associated with their telecommunications services is an issue that the Commission and I take seriously.

The Commission has twice adopted rules concerning Truth-in-Billing issues. Combined, these rules require customer bills to: (1) be clearly organized, clearly identify the service provider, and highlight any new providers; (2) contain full and non-misleading descriptions of charges that appear in the bill; and (3) contain clear and conspicuous disclosure of any information the consumer may need to make inquiries about, or to contest charges on the bill.

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Tom Wheeler