



NEWS

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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).

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STATEMENT OF COMMISSIONER MIGNON L. CLYBURN
ON FCC'S STRONG ENFORCEMENT ACTIONS AGAINST CRAMMING

I applaud Chairman Tom Wheeler and Enforcement Bureau Chief Travis LeBlanc for sending a powerful message that we will not tolerate cramming of wireless consumers. Cramming, which occurs when a carrier charges consumers for services they did not authorize, is an unjust and unreasonable practice which warrants a swift and strong response. Since January 2014, the Commission has taken 19 enforcement actions totaling \$391 million for cramming violations. In addition to paying tens of millions of dollars to the U.S. Treasury, the carriers structured these settlements so that \$267.5 million of the total will be returned to customers who were impacted by these unwanted and unjustified charges. This latest victory for consumers involved coordination with the Consumer Financial Protection Bureau, the Federal Trade Commission, and the attorneys general for all 50 states. I also commend those agencies for their pro-consumer efforts.

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