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For Immediate Release**FCC FINES TELECOM PROVIDER \$1.6 MILLION FOR ADDING UNAUTHORIZED CHARGES AND FEES TO CONSUMER BILLS**

WASHINGTON, March 9, 2016 – The Federal Communications Commission today announced a \$1.6 million fine against Net One International, a Florida-based long distance carrier, for billing consumers for unauthorized charges and fees, a practice known as “cramming.” The Commission is committed to combating cramming because this unjust, unreasonable, and illegal practice results in consumers paying for services they never requested or received, forcing them to expend significant time and effort to request refunds or cancel these unauthorized charges.

“No consumer should be charged for phone services that they canceled or never requested in the first place,” said Enforcement Bureau Chief Travis LeBlanc. “We encourage all consumers who have been charged by their phone company for services that they did not authorize to contact the Commission.”

The FCC’s Enforcement Bureau reviewed over 100 consumer complaints filed with the agency as well as the Better Business Bureau against Net One. Consumers complained that Net One continued to charge them for services and “late fees” after they cancelled service and paid all final bills. Net One then refused to let consumers close their accounts until they paid these unauthorized charges and fees. In many cases, consumers contacted Net One repeatedly about the unauthorized billings, but were unable to resolve the issue until after they filed a complaint. Net One continued to engage in cramming despite repeated warnings from the FCC that such actions violated the law.

Today’s Forfeiture Order affirms a Notice of Apparent Liability for Forfeiture issued by the Commission in July 2014 against Net One proposing a \$1.6 million forfeiture for the same unlawful practices.

For more information about the FCC’s rules protecting consumers from unauthorized charges on telephone bills, see the FCC consumer guides regarding cramming at <http://go.usa.gov/cyvH>.

To file a complaint with the FCC, go to <https://consumercomplaints.fcc.gov> or contact the FCC’s Consumer Center by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or by writing to:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW

Washington, DC 20554

The fine, formally known as a Forfeiture Order, is available at:
https://apps.fcc.gov/edocs_public/attachmatch/FCC-16-27A1.pdf

Action by the Commission March 8, 2016 by Forfeiture Order (FCC 16-27). Chairman Wheeler and Commissioners Clyburn, Rosenworcel, and Pai approving. Commissioner O’Rielly concurring in part, dissenting in part and issuing a statement.

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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. Cir. 1974).