

**STATEMENT OF  
COMMISSIONER JESSICA ROSENWORCEL**

Re: *Protecting Consumers from Unauthorized Carrier Changes and Related Unauthorized Charges*, CG Docket No. 17-169.

Scam artists are artful at finding ways to cheat us on our phone bills. Slamming takes place when these fraudsters switch the carriers on our wired lines without our permission. Cramming occurs when consumers find line items on their bills for special services they did not order, do not want, and do not need. This is digital age pickpocketing and it needs to stop.

In recent years, the FCC has used its enforcement powers to go after scam artists who try to rip consumers off with slamming and cramming schemes. We've levied millions of dollars in fines. We've also worked with carriers to secure millions of dollars in customer refunds for those who have been the victims of these swindles and cheats.

This is good. But instead of fixing these problems after they occur—with fines and refunds—we need to stop them before they happen. That's why this decision is important. We codify our prohibition on cramming and we improve our rules involving slamming. In other words, we seek to stop these scams before they happen. This effort has my full support.