

**STATEMENT OF
COMMISSIONER MIGNON L. CLYBURN**

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

In recent years, the FCC has doled out millions of dollars in fines to deter unscrupulous carriers from scamming our citizens out of their hard-earned money. Fraudulent practices known as slamming and cramming, often prey on our nation's most vulnerable. And with the rise of robocalling and the ease of splicing together purported customer consent for third-party verifications, we have actually seen a resurgence in unauthorized carrier charges and changes made to customers' bills and services. What is now crystal clear is that more needs to be done to protect consumers.

That is why I am pleased that today we propose to codify rules that could dramatically decrease these predatory schemes. We seek comment on adopting more consumer protections for third-party billing and third-party verification, two practices that have been subject to gaming from companies out to defraud consumers. We also seek comment on a variety of other safeguards that would make it more difficult for another carrier to slam or cram.

I am grateful that we are also seeking comment on issues beyond just post-paid legacy telephone service. In an increasingly converged world, it only makes sense to seek comment on how these rules would and should apply to prepaid wireless and interconnected voice-over-IP services.

I would also like to see a record develop on whether our existing approach without these additional rules strikes the right balance. To be clear, I think we have sufficient authority to address slamming and cramming on a case-by-case basis under sections 201 and 202 of the Communications Act. But I am open to adopting rules that would clearly articulate the standards of conduct we are expecting from carriers.

Thanks to the Consumer and Governmental Affairs Bureau for your work on an item that charts a clear path forward for greater protections for the American consumer.