

**STATEMENT OF
COMMISSIONER ANNA M. GOMEZ**

Re: *Protecting Consumers from Unauthorized Carrier Changes and Related Unauthorized Charges; Truth-in-Billing and Billing Format*, Notice of Proposed Rulemaking, CG Docket No. 17-169, CC Docket No. 98-170 (July 24, 2025).

For decades, the Commission's truth-in-billing rules have protected consumers from hidden fees, misleading charges, and unauthorized carrier switches. They have also provided needed transparency to consumers. Our slamming rules have maintained provider choice and disincentivized deception. Today's Notice of Proposed Rulemaking (NPRM) asks whether these rules are still necessary and proposes to streamline them.

I support this NPRM because we should streamline the Commission's rules when it is beneficial to do so. However, reducing obligations for industry should not come at the expense of consumer protection. I look forward to reviewing the comments in this proceeding to learn more about how removing or streamlining rules related to truth-in-billing, cramming, and slamming will affect consumers.

The item also proposes to consolidate truth-in-billing, cramming, and slamming items into a single subpart of the Code of Federal Regulations titled "Protecting Consumers from Unauthorized Charges and Provider Switches." Ironically, the title of a rule about "truth" in billing happens to be misleading. While this title is a step up from the one we have now, truth-in-billing is about more than just protecting consumers from slamming and cramming; it is also about promoting transparency. That is why I asked to include "Promoting Transparency in Billing" to the title of this subpart and am disappointed that this reasonable request was not implemented.

Additionally, even if the Commission removes or streamlines some rules, I strongly believe we should retain the requirement that providers list a toll-free phone number and physical address on physical phone bills. Particularly for older communities, low-literacy populations, or low-income or rural communities without high-speed Internet access, it is crucial that we continue to allow for recourse when consumers face billing issues.

As more consumer resources become available only online, communities without broadband connectivity are disadvantaged further. We must ensure that any rules the Commission adopts continue to meet all consumers where they are.

I would like to thank the Chairman's office for collaborating with me to make some edits, and I would like to thank the Consumer and Governmental Affairs Bureau for their work on this item.