



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. Cir. 1974).

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STATEMENT FROM FCC CHAIRMAN TOM WHEELER ON T-MOBILE SETTLEMENT

“Cramming is a significant problem. For too long, millions of consumers have been scammed -- billed for bogus charges on their phone bills for services they didn’t request. This is unacceptable. Today’s settlement is a win for consumers who have been victimized by cramming. It means compensation for T-Mobile customers who were fraudulently billed for third-party services that they did not want or authorize. And it goes one step further. Today’s action will also help protect all of T-Mobile’s customers from bogus third-party charges in the future.”

“The FCC remains committed to protecting consumers from cramming as well as any unjust and unreasonable business practices committed by the nation’s carriers. Protecting consumers from unauthorized fees on their phone bills is a team effort. The FCC, FTC, CFPB and state Attorney Generals have critical roles in protecting consumers from cramming. Earlier this year the FCC along with the FTC and state partners announced a historic settlement with AT&T for similar mobile cramming violations. I look forward to working with our federal and state partners in to crack down on cramming and protect America’s consumers.”

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