

# What is the FCC?

The Federal Communications Commission (FCC) is an independent regulatory agency. It oversees communications by radio, television, telephone, satellite and cable in all 50 states, the District of Columbia and U.S. territories.

## Did you know that the FCC is committed to consumers?

Protecting and educating consumers through information, complaint mediation, and regulatory policy is a top priority at the FCC.

## examples of how the FCC is looking out for you:



In US major cities, 40% of all robberies involve cell phones. To help take a bite out of crime, the FCC has partnered with others to develop a new shared database which will prevent the reuse of stolen cell phones.

The fine print on prepaid calling cards can be confusing and misleading. The FCC recently fined five prepaid calling card companies a total of \$25 million dollars for marketing practices that were unfair and deceptive.



Ever wonder about all of those confusing charges on your telephone bill? Illegal and unauthorized charges placed on your monthly landline phone bill by other parties is called “cramming.” Millions of Americans have been “crammed,” but most consumers don’t even notice these charges because they are small, as little as \$1.99 per month, and because they are described in vague and deceptive ways, such as “service fee,” “monthly fee” or “minimum monthly usage fee.” The FCC has cracked down on cramming and adopted new rules that require telephone companies to notify their customers when they have the option to block third-party charges. Also, the FCC requires that third-party charges be listed in a separate section on phone bills.



No more cell phone bill shock! Now wireless carriers will notify their customers when they approach and reach monthly cell phone plan limits. They will also send alerts when customers are about to incur international roaming charges.

During 2011, the FCC’s consumer call center responded to and processed approximately 500,000 consumer complaints and inquiries! If you have a question, would like to file a complaint, or simply want to learn more about the FCC, please call 888-225-5322 or visit: [www.FCC.gov](http://www.FCC.gov)



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