

# CRAMMING WORKSHOP REVIEW

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# Cramming Workshop Review

- ▶ Held April 17, 2013
- ▶ Addressed Bill Shock and Cramming
- ▶ Video Available on FCC website
  - [www.fcc.gov/live](http://www.fcc.gov/live)
  - click on "Past Events"
  - click on "Workshop: Bill Shock and Cramming"

# Cramming Workshop Review

## ▶ State Input:

- Wireless cramming is concern to states
  - ▶ possibly migrating from wireline to wireless
  - ▶ consumer complaints are “tip of the iceberg”
- Illinois Citizens Utility Board Study
  - ▶ “suspicious charges” on wireless bills have doubled in last year
  - ▶ more than half of wireless bills have suspicious charges

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## ▶ State Input:

- Vermont AG/University of Vermont survey
  - ▶ 1,000 Vermont wireless consumers
  - ▶ half of consumers unaware that third-party charges could be placed on their wireless bills
  - ▶ half of bills had unauthorized charges
  - ▶ since 2006, fewer than 25 complaints of wireless cramming
  - ▶ Report available in ECFS, CG Docket 11-116