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Rather than putting responsibility on the consumer to watch for cramming and other ill acts by corporations, the burden needs to be shifted to those who perpetrate such acts. The Government "appears" to do a good job of negotiating for reimbursement. However, IMO, they are lacking in two major areas:

- 1) The prevention (deterrence) of such acts in the first place, and
- 2) Notification of consumers on how to file claims for reimbursement once those acts are discovered.

The first -- prevention -- could be easily resolved by making the CEO, CFO, Board and Corporate Attorney criminally responsible for any acts committed by the corporation. If they want the responsibility, and the pay associated with accepting that responsibility, then they need to assume it. The current civil method of recovery does Nothing to deter bad acts, and in fact encourages them, as the penalty is factored in as part of the cost of doing business.

The second -- where to file claims - should again be put on the corporation that did the bad acts. Why should the consumer have to monitor the media, or miss the filing date altogether.

The corporation, through their records knows whom they over-billed. An automatic adjustment should be made for current customers and a check issued and sent to the last know address for former customers. For checks Not cashed, a general notice can then be initiated which includes both an 800 telephone and an email address.