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I agree. This needs to be implemented to protect consumers. I have T-Mobile for my phone/internet service and every single month since I started service I have been subjected to random charges that I was NOT informed of when I signed up for service. Yet I don't know how or where to dispute these fees and charges. Consumers need MORE protections from predatory practices like these and, I believe, that it is the FCC's job to help protect consumers. So do your damn job.