98-170

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From: steve larson
To: Mike Powell
Date: Mon, Apr 14, 2003 11:29 AM
Subject: FCC should do more re: wireless

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April 14, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.

- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.

- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.

- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.

- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.

- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

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steve larson