

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I always thought someone should start to address on this issue. I totally agree that the cell phone company is blind with the faulty promotion. I had the bad experiences with AT/T wireless in 1989. They never send me bills and ignored my inquiring letters until they sold to Palisade Collection Agency, N.J. in July 2004. Then suddenly this Palisade collection appeared on my credit report which drastically effected my score and getting financial assistance.

Not

only that, why should the receiver has to pay while the caller already paid. It is Industrial monapoly, my point of view.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong

consumer protections.

Sincerely,
Bernadette Chen