

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.

Dear Commissioners:

Many of us feel like we are living in cell hell – enduring misleading advertisements, billing errors, and unexpected fees or charges on our cell phone bills.

In California, a bill moving through the legislature seeks to prevent false or deceptive advertising, and institute new rules requiring simplified billing and better disclosure of contract trial periods. Similar measures have been introduced in Massachusetts and Wisconsin.

But cell phone companies are not taking this sitting down; they're urging regulators at the Federal Communications Commission (FCC) to prevent states from passing legislation that protects consumers. If the FCC sides with cell phone companies and adopts weak, industry-approved national standards, then state initiatives aimed at safeguarding consumers' rights will be stopped dead in their tracks!

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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,
Mauricio J. Solórzano.

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