

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've spent a cumulative 5-6 hours trying to correct BellSouth and Cingular's mistakes, and I'm locked into a two-year contract. Moreover, regardless of when I activated my phone, the trial period started immediately -- despite the fact my cell phone was mailed to me and I didn't activate it for several weeks because of travel and a move. And THEN I can't even use the phone because even though I ported an existing cell phone number they gave me a temporary number and the wrong SIM card -- and then bill me for two cell phone numbers for the first several months. Every call averages thirty minutes of hold music and being shuffled through departments -- I often get sent to the wrong department by someone I speak with, and even when I called that department's number, I got routed to another department. The CSR said it could have been due to heavy call volume, wasn't sure. One CSR even told me it would probably be easier for me to go to a physical Cingular store location to correct their SIM card mistake! You could say "Buyer beware," but cell phones have become pervasive in American culture, and not limited to a certain segment of the population.

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,
Anne Tamaroff