

V I C T O R Z A M O R A

May 12, 2010

Commission's Secretary
FCC Headquarters
445 12th St., SW, Room TW-A325
Washington, DC 20554

Dear Commission's Secretary:

The "Bill Shock" initiative is one that is very much welcome and already a necessity to protect consumers. With all the technology at hand, it will be very easy to alert consumers of onerous charges. Just yesterday, I received my AT&T Wireless bill with \$50 dollars extra of charges for one phone call.

On top of my regular plan ("AT&T 700 Anytime Minutes with Rollover" - \$69.99/month) I used to have an "extra" plan that included "preferred" rates for international calls (\$3.99 for the plan "AT&T WorldConnect"). I changed plans this last December ("AT&T 700 Anytime Minutes with Rollover U.S. + Mexico" or "Viva Mexico" for \$84.99; more info here <http://www.wireless.att.com/learn/international/viva-mexico.jsp>) and was advised to drop the "extra" plan ("AT&T WorldConnect") because my other international rates will be preferential.

This past month I made a call to Brazil. I was charged \$2.40 per minute when I used to be charged \$0.25; Therefore the extra \$50 in my bill:

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| 29 | TUE | 04/06/2010 | 8:26AM | 55xxxxxx | BRAZIL ** | 21 | RM70 | DT | 0.00 | 50.40 | 50.4 |
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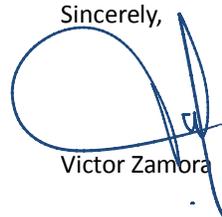
I think one idea will be to show the charge per minute as you dial your call. The systems "know" and can send the information before you press send. Even better: when you are about to access ANY of these services or make a call "outside" your current plan, you should press the <SEND> button TWICE, with the second click been a "warning message" explaining the charge.

Also, end-user should have the option to completely BLOCK calls outside the current plan and or when the allocated number of monthly minutes in the plan is depleted.

With "Rollover" minutes, end-user should receive a message telling them that they are using them. Screen or Text messages should be send to end-users when "regular" minutes are about to be depleted. I guess you will receive the same suggestions and more. So I will stop here.

Thank you for doing this and I hope these ideas are implemented soon. Please feel free to contact me with any comment and/or questions you may have.

Sincerely,



Victor Zamora