Oct 28, 2010 9:24:37 PM
Ande
Montgomery, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I go for months and never exceed my limit basically turning back thousands of minutes to the carrier and then one month when I have an emergency and exceed my limits I get raped by my phone company. We need to end the madness. I spend more on my cell phone than I do on my natural gas and electricity combined. The very least the phone company could do is warn me and let me make the decision to use or not to use my phone. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 12:19:11 PM
Frank
Brookhaven, PA

This is a simple solution that puts me in control.

Oct 19, 2010 10:08:18 AM
Mary
Saint Petersburg, FL

I've had enough of cell phone companies gouging me and ruining my budget! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:02:55 PM
Kathryn
Johnson City, TN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I was even charged for checking my own voice mail as it is routed through a 1-800 number. Checking usage on the website or on the bills is very confusing and usually several days behind in dates. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Because of this I am planning on changing to a prepaid plan that tells me every time I place a call exactly how much time I have left. But first I must wait until my current contract expires due to I only have about a week left I would have to pay $50 per phone (I have 3) to cancel. Which I find extremely high as I never even received rebates

on my phones and ending up paying full price for them as the rules for receiving rebates I did not follow correctly. I thought the penalties for canceling contracts early was to help cover the cost of phones, which I can understand. I have also found many discrepancies in coverage areas that are stated on their websites with dropped calls and no signals or roaming fees. I was even told by one customer representative that on his computer it showed that I should not be receiving any signal in my area but on their website their coverage map showed my area with the "best" signal. It is time we stood up for people and stop the greed that is running companies. There is no reason a business cannot be honest, offer a quality product and still make profits. But until that time I will and many of my friends and family will stop buying their products even if that means going back to the "ice age" and living without their expensive gadgets.

Oct 19, 2010 11:58:51 AM
Edward
Port Saint Lucie, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Having only a cellphone for communication, several times I've been put in the position of having to choose which to do.... Pay my cell bill or buy food!! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:14:35 PM
Jim
Mashpee, MA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:25:20 AM
Julia
Waco, TX

This is a simple solution that puts me in control.

Oct 28, 2010 3:41:23 PM
Letitia
Lafayette, CA

This is a simple solution that puts me in control. I've gotten bills for much more than I anticipated based on what I thought I had used in data and minutes. It seems that the problem was that I had gone over my allowed time etc, based upon my current plan. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:09:48 AM

Shirley
Berkeley, CA

We should not have to ask for this. It should be offered already but since the companies think their revenue is more important than treating customers well, we must ask you to intervene. I've gotten bills for hundreds of dollars, They know I am out of minutes. Please make them tell me. I'm tired of bill shock, and ready for some real control. And fair treatment. Shirley adams

Oct 20, 2010 8:35:10 PM
William
Silver Spring, MD

This is a simple solution that puts me in control. I've gotten unexpected high bills, spent too long on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits.. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 2:28:57 PM
Jamie
Arvada, CO

This is a simple solution that puts me in control and costs the provider nothing (except unjust enrichment). I work in telecom and understand wireless carriers elaborate backoffice systems that make this capability a no-brainer for them. This should have been part of their customer service years ago. Since they haven't offered it voluntarily, go ahead and do your job and regulate it. While you're at it, ask them to justify the price of text messaging (plans and per message) - another case of 1000% margins....

Oct 21, 2010 8:17:47 PM
Mary
Norfolk, VA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars that I did not expect because it was not always clear when we were incurring 'roaming' charges. Of course, it is to the company's advantage NOT to give fair warning, but I'm tired of bill shock, and ready for some real control.

Jan 25, 2011 2:29:00 PM
Esther
Getzville, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. In fact, the entire customer service system is simply frustrating. It seems that the problem was always my fault. I've been told I didn't understand my plan limits and didn't realize how much each extra minute

would cost me. Actually, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 7:16:05 AM
Earle
Rowley, MA

This is a simple solution that puts me in control. These companies find it easy to text me about ways to increase by bills, but I have never received a warning that I will be exceeding by plan limits! The law should require these messages from the providers!

Oct 28, 2010 6:21:25 PM
Percenia
Los Angeles, CA

This is a simple solution that puts me in control. I've gotten bills for overages that I never expected. When you call on the phone you spend a lot of time waiting for someone to pick up when all you want is to communicate with a customer service representative. I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help me in your decision making

Oct 19, 2010 9:55:50 AM
Gregory
Woodbridge, VA

I think it's a win-win solution for the company. Such bills increase calls to their Customer Service Rep which in turn increase their costs. Victims of high bill will end-up leaving the company altogether. Some telecom companies may no9t agree with it but to most, it's a good solution to a rather frustrating problem. And the consumer benefit as well.

Oct 19, 2010 11:01:57 AM
Janet
Winchester, MA

This is a simple solution that puts me in control. I've gotten bills for thousands of dollars, spent hours on the phone with customer service, escalated as far as I was allowed to, and in the end received no consideration or satisfaction. I was forced to pay $8,000 in data usage (FOR CHARGES ACCRUED ON ONE PHONE FOR ONE MONTH!) in order to continue my service. It seems that the problem was always my fault. I've been told I was notified in advance about my plan limits and the charges associated with data usage. But significantly, I was not aware that I had run over allowable minutes when it happened, or better, notified before it happened so I could modify my usage to control costs. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:07:34 PM
Margaret
Grand Coulee, WA

I hate surprises, especially when they are monetary. I have received bills with exhorbataant amounts due to "roaming" charges, and "taxes," which I was not advised of in advance. When I call to verify these surprise charges, I'm given an apology that I wasn't advised in advance, but no reversal of charges. "Buyer beware" seems to be the company policy. I do not feel that this fair. I'm tired of feeling like I have be on guard every time I do something with my cell phone.

Oct 29, 2010 8:28:11 AM
Charles
Cross Hill, SC

I am in support of notification by the cell phone company when I am close to my usage limits prior to going over. This would help me control some unnessary expenses that I may wish not to occur.

Oct 28, 2010 6:52:29 PM
Clifford
Gadsden, AL

What a great idea!! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:47:34 PM
Jean
Berea, OH

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I have asked specifically for a service taht would notify me, or simply shut off my phone when my minutes were up - but that service is not available! I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:16:42 PM
Kent
Valrico, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:33:23 AM
James
Macon, GA

I want to control my bill. This allows me to do that before anythign happens.

Oct 19, 2010 12:05:45 PM
Keith
Dexter, NY

I haven't been in this position, but I keep track of usage myself. How hard would it be to have the companies computers send a notice when you reach say 80% of allowances. How much time, expense does the co. expend on each caller? Parents need to use those controls and monitor the account too.

Oct 28, 2010 7:44:13 PM
Rosemary
Arlington, VA

Not extending that courtesy to cell phone customers is opportunistic exploitation and should not be supported.

Oct 28, 2010 4:31:19 PM
Vince J
Wilsonville, OR

Not just for me...for everyone. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 6:49:06 PM
Sharon
South Setauket, NY

It will also benefit the telecommunications companies as most people who consciously exceed the plan limits after notification will not call in with complaints. The notification is important to consumers particularly in the current tight economy.

Oct 19, 2010 10:38:35 AM
TC
Denver, CO

This is a simple solution that puts me in control. I've had large bills for unexpecetd overages and other charges without warning. I seek relief and have spent hours on the phone with customer service, to obtain only marginal relief. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, and don't understand the charges associated with a download or an online service. Generally I just didn't know when I ran out of minutes or was using a service that wasn't inculded in my plan. I'm tired of bill shock, and ready for some real control. Please do something so that cell phone compaines stop billing me for services I had no idea I was purchasing.

Oct 31, 2010 4:29:14 PM
Jay
Glendale, AZ

This is a simple solution that puts me in control.

Oct 20, 2010 8:04:15 PM
Kathleen
Norcross, GA

This is a simple solution that puts me in control. I've gotten bills for expenses I could have avoided, spent far too long on hold waiting for customer service, and I rarely end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my family plan, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for proactive control.

Oct 29, 2010 9:01:08 AM
Bonnie
Hartland, WI

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. So, in fairness, phone company, why don't you let me know when I'm getting close to my limits and tell me how much each text or call costs. I'm tired of bill shock, and ready for some real control. I hope you will pass your changes to the cell phone companies that will put billing fairness back in charge.

Oct 19, 2010 1:55:23 PM
Bronwyn
Charlotte, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. But the real problem is that the industry doesn't use the many tools it has to keep its customers updated BEFORE the big

bill arrives. And if we want information on our kids' phones, we're supposed to pay extra for the privilege. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 9:05:59 PM
Daryl
Lynbrook, NY

I pay a fortune for cell phone service for my family, and I have to pay EXTRA for this parental control service. Still, the notifications are not timely--I usually get the notification long after my kids have inadvertently run up high bills. And there is no way to check to see if we're close to going over limits, because the online data is AT LEAST 24 HOURS DELAYED! Verizon tells me that they just don't get the data on time. Does that even sound believable to you? I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls. But the reality is, there's no way to find out exactly when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:50:24 PM
Abigail
Ann Arbor, MI

I support the idea that cell-phone companies should send a text message to clients as they approach their allotted minutes. I also support a measure that would require cell phone companies to have a universal system for leaving messages on voice mail. That way ,we do not have to listen to the recording of the company explaining their system on that particular phone, and racking up minutes in the process.

Nov 2, 2010 2:13:27 PM
Mark
Los Angeles, CA

These Cell companies have been getting away with unfair business practices. Stop Them -- Now. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:28:01 PM
Liz
Los Angeles, CA

This is a simple solution that puts me in control. And also gives me a heads up when the cell phone company "accidentally" puts me on the wrong plan like pay-as-you-go online instead of the $15 flat rate - LOTS of aggravation to fix and they kept trying to tell me I should have

checked my usage. On line. Hah! Make these companies be responsible to their customers. Put the onus on them, not us

Oct 28, 2010 7:09:06 PM
Ellen
Poulsbo, WA

This is a simple solution that puts me in control. I've gotten unexpected bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes or text message limits. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 10:24:13 AM
Larry
Flagstaff, AZ

I'm ready for some real control.

Oct 28, 2010 3:19:42 PM
Patrick
Jersey City, NJ

This is a simple solution that puts me in control, and doesn't depend on me slavishly checking my usage on a regular basis via an inconvenient carrier web page. Carriers should allow me to set alarms not only for when I've almost reached my monthly limit, but also when I've reached particular percentages of my allotment. If I got an email telling me I'd used half my minutes 10 days into my billing cycle, I could attempt to change my family's behavior for the remaining 20 days so our remaining minutes would last. Or, at the very least, I'd KNOW that the bill was going to be large because we couldn't avoid using more than our allotment. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 8:30:00 PM
Philip
Barrington, RI

This is a simple solution that puts me in control. I've shut off many of my cell phone services (texting, etc.) because these are hidden costs that can easily run away It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:22:24 AM
Ross

Anacortes, WA

The short and sweet of it is a simple solution that puts me in control.

Oct 29, 2010 6:21:14 AM
Sarah
Wallingford, CT

This is a simple solution that puts me in control.

Oct 19, 2010 10:05:48 AM
Dan
Dexter, MI

This is a simple solution that puts me in control.

Oct 20, 2010 12:57:32 PM
Timothy
Olympia, WA

Since most cell phones don't allow you to track your minute usage it is only fair that they notify the consumer of an impending overage.

Oct 19, 2010 3:42:39 PM
De Felice
Framingham, MA

This is a simple solution that puts me in control. I just want to know when I will run out of minutes so that I can decide whether or not to incur additional charges. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:27:34 PM
Deborah
Mecosta, MI

And there needs to be an end to the high cost of termination of a cell phone contract. Especially when one moves and no longer has cell reception with the original company.

Oct 19, 2010 2:03:27 PM
Dave
Upper Marlboro, MD

This is a simple solution that puts me in control. I have received bills for amounts beyond my expected monthly bill, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault for not being completely aware of the plan that I selected. I have been told I did not understand my plan limits, did not understand my

parental controls, did not understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 3:01:32 PM
Matt
Ellicott City, MD

Over usage notification is the fair thing to do.

Oct 28, 2010 3:41:50 PM
Mimi
Roseville, MN

As a regulatory agency, the FCC has the duty to protect the public from communications companies that play hide-the-ball-and-keep-the-money. Please promulgate a rule that requires notice to consumers when their accounts near their limit. Given the business that they are in, it is not technologically difficult for such companies to create such a system and use it. Thanks, Mimi C. Anzel

Oct 19, 2010 2:31:08 PM
Jeff
Denver, CO

http://vimeo.com/7761485 Expertly shot & edited. Done with so much insight & attention to detail that most women who see it can't believe it was created by a man. http://www.imdb.com/name/nm0033811/ jeff, great job on your short. > very clean. i am impressed > peace http://www.imdb.com/name/nm1843310/ This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:33:17 PM
Donald
Seattle, WA

This sort of "gotcha" capitalism - where profits are bloated through hidden fees imposed on customers unaware - is not fair to the consumer. Americans need the FCC to level the playing field for consumers relative to big communications corporations, by strengthening common-sense regulations such as this.

Oct 19, 2010 3:14:05 PM
Frank
Long Beach, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. I want ot be notified as quickly and as efficiently as possible whenever my limits are reached or exceeded as per my billing plan. This would be very much appreciated. Sincerely, Frank R. Armada

Oct 19, 2010 9:47:38 PM
Jane
Poplar Bluff, MO

This is a simple solution that puts me in control. Why should I have to fight the phone company? They keep track of everything, why not let me know before I go over the limit? I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:30:54 PM
Ina
New Rochelle, NY

I used my cell phone a lot when I was hospitalized. I was shocked to find I went over my 500 minute limit (I usually use about 100 minutes) and my bill was for hundred's of dollars. It is unfair not to notify me. I don't text message and would have appreciated a recorded message.

Oct 28, 2010 4:48:24 PM
Kathy
Tujunga, CA

This is a simple solution that is already used by many other countries. It will not cost the providers any significant costs and that will be their only excuse in not wanting to abide by this plan. There is no need for extra paperwork or more labor costs, it's all automated. Of coarse they don't want to do this as it would cut into their excessive profits by having to provide clear and concise information to their customers. I'm tired of hearing that corporations can't make enough profit if they have to be honest about their services. I'm tired of bill shock, and ready for honest information. What possible excuse could you have for not wanting the public to be dealt with honestly?

Oct 19, 2010 10:43:08 AM
Mark
Bainbridge Island, WA

This is a simple solution that puts me in control. I don't want bills for hundreds of dollars, and then spend hours on the phone with customer service and never end up satisfied. It seems that the problem is always my fault. I don't want to be told I don't understand my plan limits, don't

understand my parental controls, don't understand the charges associated with a download or an online service. But most of all, I just want to know when I run out of minutes before I'm responsible for a lot of extra cost. I want to avoid bill shock and am ready for some real control.

Oct 20, 2010 9:08:31 AM
David
Boulder, CO

This is a simple solution that puts me in control. European phone companies successfully use this approach, and so should we. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up completely satisfied. We don't always remember to check our account before it's too late. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:54:41 PM
Michael
McKinney, TX

This is a simple solution that puts me in control and insures that my agreement with the phone company stays within the expected financial parameters. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:31:39 AM
Irene
Brooklyn, NY

l.

Oct 30, 2010 11:48:58 AM
Terry
Jamestown, NC

This is a simple solution that puts me in control.

Oct 19, 2010 10:59:00 AM
Gerald M.
Ft Lauderdale, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:12:23 PM

George
Amherst, MA

As a professional software engineer, I know that it would be easy to implement this. The only significant cost to the wireless providers would be in lost fees for customers unknowingly exceeding their limits. I regularly hear about people whose phones used data plans without their knowledge or intent and who then received large bills from the companies. Indeed Verizon has recently agreed to pay what may be nearly $100M in refunds for this. Notification is necessary to give customers control over their bills.

Oct 29, 2010 4:42:26 PM
David
Deerfield, IL

We had a family bill twice as high as normal once because the caller didn't realize a number being frequently dialed was out-of-network. We had another with a ton of text messaging charges one month. In both cases, the problem involved our children sharing the family account. It is a relatively easy thing for a wireless company to program its computers to automatically send out voice mail and e-mail messages when the limit is being approached. Of course, they resist doing that only because it's very profitable for them when a customer doesn't realize what's happening until weeks later, when it's too late to adjust their behavior. Please...

Oct 19, 2010 11:30:04 AM
CHARLES
Jacksonville, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, . It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Knowing is better than not knowing.!

Oct 28, 2010 12:10:00 PM
VICTOR
Davis, CA

This is a simple solution that puts me in control. My daughter simply throws away her phone and takes another offer (she is an adult). What a rotten system. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 11:46:18 AM
Don

Portland, OR

This is a simple solution that puts me in control. My Cell Phone provider, CONSUMER CELLULAR, DOES ALREADY PROVIDE ME WITH NOTIFICATION OF WHEN I AM GETTING LOW ON MINUTES OF MY PLAN AND GIVES ME THE OPPORTUNITY TO INCREASE THE LIMITS ON THE PLAN IF I DESIRE. THIS IS EASILY DONE AND VERY MUCH APPRECIATED. DON BAACK PORTLAND OR

Oct 29, 2010 8:01:49 AM
Thomas
Kenmore, NY

There's a simple solution that gives the consumer some control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and rarely end up satisfied. It seems that the problem is always my fault. They say I don't understand my plan limits, my parental controls, or didn't understand the charges for a download or an online service. The phone companies are taking an unfair advantage over the public and it needs to stop. I'm tired of bill shock. Something needs to be done.

Oct 19, 2010 10:13:54 AM
Ann-Marie
Colorado Springs, CO

This is a simple solution that puts me in control. I've had friends and family that have gotten bills for hundreds of dollars then have had to spent hours on the phone with customer service and always ending up satisfied. It seems that the problem was always the customers fault. Luckily I don't use my phone as much as others, but when I travel on family emergencies, the last thing I need is a bill shocker for going over minutes, etc! Tired of bill shock, and ready for some real control.

Oct 19, 2010 10:04:22 AM
Uwe
Austin, TX

These companies should definitely be required to do this. They should also be required to roll over unused minutes or purchased data. I buy 2.5GB/month of data for my iPad, but at the end of the 30 days, it just goes *poof*. If I paid for 2.5GB, I should be able to use 2.5GB regardless of how long it takes. If they charge us for going over our limits, we should get some benefit for staying under our limits. Thank you for doing something about these abuses.

Oct 28, 2010 8:08:37 PM
Joe
Cleveland, TN

This is a simple solution that puts me in control. I've gotten bills that I disagree with AT&T about, and I never end up satisfied. It seems that the problem was always my fault. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 3:04:15 PM
L.
Albuquerque, NM

This is a simple solution that puts me in control. It is the only moral and fair thing to do for all of us!!!!! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:23:37 PM
John
Torrance, CA

This is a simple solution that puts me in control. Customers of cell phone companies are at their mercy. It is very difficult for elderly people without internet access to determine when they exceed their limits. In the day and age of computers, this should be a reality. God help those soldiers in the Middle East who have experienced the problem of going over the limits and finding out after the fact. It is a horritble way to treat those men and women defending our country. Regards,

Oct 28, 2010 3:34:44 PM
Tom
Concord, MA

This is a simple solution that puts me in control.

Oct 28, 2010 10:59:09 PM
Darlene
La Canada, CA

This is an exceptionally effective way of keeping the relations between consumer and provider running smoothly. With the notices, people will have to take responsibility for their own mistakes. Right now, people are complaining and wanting money back any time they get unusually high bills, even if it is their fault. This rule with protect both consumers and providers alike. I hope you see the benefits of this rule as well, and help us put it into action!

Oct 19, 2010 10:49:24 PM
Leonard
Red Banks, MS

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars due to my stepson being hard headed,but have had a very understanding AT&T the few times it has happened, thank God. But the communications companies truly need to let consumers know before they zap you with a high bill. In addition, they also need to be taken to task for the exorbitant prices of data overages, especially on data cards (currently 5GB on my AT&T air card, which is nothing in this day and age, that is 2-3 nights of Netflix and YouTube streaming video). They need to have tiered plans for customers, such as myself, who's only means of fast access internet is the air card (AT&T DSL and Uverse are not available in my area). I'd gladly pay more for a larger data cap, but $60 a month for 5GB is pretty insane to begin with, but I've come to rely on the internet for banking, paying bills and shopping, as well as research. But again, I'd be willing to pay $85-$100 for a 150-200GB per month data plan, a more than reasonable amount of data expected for a heavy internet user such as myself and which AT&T's own commercials tout.

Oct 28, 2010 3:53:45 PM
Richard
Cranberry Township, PA

This is a simple solution that puts me in control. Instead of large charges for talkin overtime I want to know when my time is close to running our. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:39:13 AM
Susan
Camp Lejeune, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I couldn't even get a straight answer on where the charges came from. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 6:20:17 PM
Terry
Norman, OK

We've all been there...ripped off by the phone company. Cell phones aren't any different. Whenever there's been questionable billing, I've always came out on the short end of "what's good for me." The lying, thieving swine always concoct some sort of story. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Truth is, the deck they stacked against me was in place just waiting for that time when they could take advantage of me. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 10:31:20 AM
John
Winchester, MA

Although I am a firm believer in the capitalistic system, I also am aware that some cell phone companies, unintentionally or otherwise, reap huge profits when phone users exceed their plan limits. By passing legislation that will require these companies to provide notification to users when limits are approached, users will then have some control in being able to avoid exorbitant telephone bills.

Oct 19, 2010 1:18:26 PM
Ruth
Seattle, WA

My cell phone provider does give me a message before I hit my limit. Everyone should have that provided.

Jan 3, 2011 10:23:09 AM
Joe
Calumet City, IL

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 26, 2010 7:08:25 PM
Bruce
Oak Bluffs, MA

This is a simple solution that puts me in control. I've gotten bills beyond my understanding, and I end up dissatisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know what the charges are for, I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:15:41 AM
James
Tulsa, OK

This is a simple solution that puts me in control. It ought to be very cheap for the suppliers to implement. Very cheap! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:35:14 PM
Rubio
Sunland, CA

This is a simple solution that puts me in control. I have been shocked with bills in the past, as I was not kept abreast of the fact that we were reaching our plan limit. I'm don't like bill shock, and ready for some real control.

Oct 28, 2010 7:40:54 PM
Thomas
Saratoga, CA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:55:37 PM
Jonathan
Cambridge, NY

There is absolutely no reason why the computers that record every action taken with my cell-phone can't send an automated call or notice that says, "You are almost out of minutes/messages/whatever in your plan. You have ____left." Anything less than this measure is inadequate, and allows companies to receive sums that are tainted---without a willing buyer and a willing seller, these transactions become coercive.

Oct 28, 2010 4:10:38 PM
Marilyn
Redington Beach, FL

This is a simple solution that puts me in control.

Oct 28, 2010 3:33:51 PM
Gale
San Jose, CA

This is a simple solution that puts me in control.

Nov 5, 2010 10:21:25 AM
David
Dallas, TX

I was given an IPhone a couple of years ago as a Christmas present from a friend. I had a Razor at the time and like I usually did when I changed phones, I just took the SIM card out of my Razor and put it inside my IPHONE and started using my IPHONE just as if it were my Razor. I

have been stuck with data charges before so I thought I was being extra careful not to use those services on this phone. Nothing in the small booklet that came with the phone mentioned anything about a special Iphone internet data package nor did I ever receive any messages over my cell informing me that data charges were being accessed to my account. After two or three weeks of using my Iphone, mostly as a telephone and texting tool, I went online to pay my monthly bill. My usual monthly charge rarely went over 100.00 and most the time it was below that. But this time when I looked at my monthly billing statement the total was over 6000.00 and just two weeks later it had mushroomed to over 7500.00. I called my service provider as soon as I saw the 6000.00 bill and the lady I talked with was very nice and understanding and said that she could not take those charges off my account but she said she could certainly understand my problem and agreed that I was not really liable for that bill. Still, the amount would remain on my account until a special review board had looked at and they would decide. She quickly put me on the special 30.00 a month Iphone plan so those charges would not continue to accrue and told me that someone from the reveiw board would be contacting me within 7-10 days about the enormous bill that loomed. It's a long story to the end but ,in brief, noone contacted me for a month from the reveiw board. I had to initiate the contact. Meahwhile my phone service was threatened with interruption unless I paid the past due balance of over 7000.00. This went on for about three months before things were finally sorted out. I believe my service was stopped once or twice in this period (my cell phone is my lifeline to work) and the provider somehow managed to deduct 3500.00 from my checking account without my authorization. I had my bank return that money back to my checking account , and noone at the cell provider end would say that they were responsible for deducting that money. They totally denied having anything to do with it. But I know I did not authorize a 3500.00 deduction at any time whatsoever. 3500.00 was about all there was in my account at that time.

Oct 28, 2010 9:51:36 PM
Lee
New York, NY

What a great idea! Finally a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told that I didn't: 1. understand my plan limits; 2. understand my parental controls; 3. understand the charges associated with a download or an online service; and 4. know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thanks for your time and consideration.

Oct 28, 2010 11:12:39 PM
Richard
Hoffman Estates, IL

This is a simple solution that puts me in control.

Oct 29, 2010 9:43:12 AM
Mark
Bay Shore, NY

This is a simple solution that puts me in control. Worse still when this is caused by my cell phone company's provided phone automatically dialing when it is in my pocket! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:02:55 PM
Diana
Lees Summit, MO

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I know the technology is out there, so use it.

Nov 2, 2010 7:18:01 AM
Jo Ellen
Fort Lauderdale, FL

For many of us, a cell phone is a lifeline. Personally, I don't think I've ever exceeded my limit, except the first time my son started using my phone. After that, he was only allowed to hold the phone during "free" hours. But courtesy notification should be just that, a courtesy from a service provider of what might be a lifesaving device. The only reason NOT to do it is greed.

Oct 19, 2010 12:13:20 PM
Steven
Waukesha, WI

This is a simple solution that puts me in control. I'm tired of getting surprises in my cell phone bill. I believe some cellular companies already provide this service. Why can't all of them do it? I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:12:53 PM
Donald
Worthington, OH

This is a simple solution that puts me in control. Customers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the "customers" fault. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Give consumers a right to make an informed choice!

Oct 19, 2010 11:11:29 AM

Elizabeth
Albuquerque, NM

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, wasted hours with customer service, and then realized that I don't have any alternative but to pay my bill to keep phone service. I have also had my phone company bill me hundreds of dollars for a new plan I never authorized, and decrease my actual bandwidth for internet to force me to upgrade for my business. I'm tired of being victim to phone company scams to make more money off individuals and small businesses, and feeling like I have no recourse because there are few regulations to keep the companies in check. This rule is a step in the right direction.

Oct 28, 2010 8:05:49 PM
John
Indianapolis, IN

There is no justification for companies to deliberately try to mislead their customers into paying more for services. Basic fairness requires that buyers are informed PRIOR to committing to a purchase.

Oct 28, 2010 11:31:10 AM
Allen
Petaluma, CA

Actually when this happened, I switched my plan to the unlimited calls and texts and my problem disappeared. Had I known I was approaching this limit, I would have switched earlier to the unlimited, and I had swtiched the previous month to a higher limit, but it was not enough, but Verizon was very happy to bill me several times my usual bill for that one month. Additionally, I am getting a lot of late messaging of calls made to my number, sometimes 2-3 days later and their explanation is that their service sometimes gets overwhelmed, but they should have the 10 pm to 7 am time to catch up, but I don't think they care. Too much money to be made for the company. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:58:35 PM
Lisa
Ephrata, PA

This is a simple solution that puts me in control. We recently received a bill for an amount that was much higher than usual. We just didn't realize taht we had run out of minutes. In this economy, we can't affor this bill shock, and are ready for some real control.

Oct 19, 2010 11:05:05 AM

Gary
Moody, AL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. When I got my Nextel phone years ago, I understood that my plan had unlimited (free) Incoming calls. It was a surprise to later find out that my plan had changes and I was now being charged for incoming calls. It has cost me a lot of extra $$$ when this happens, but you never give me any credit when I only use half of my alloted minutes in a month. Seems really unfair. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:50:05 PM
Michael
Los Alamos, NM

Although I and other cell phone customers bear responsibility for what we use on ours plans, in today's social world of cramming more activities into the same span of time and the immediacy and expectations that we all need to today, having a stop-gap measure for making responsible choices in usage would be helpful. Given technology that provides us ways to manage and get new results in just about any area of life, this solution is simple and supports customers partnering with their cell phone providers and vice versa not only for cost awareness but also for responsible choice-making. I do not want to live in a remedial world any longer and face the expectation that consumers should be blind, deaf, and dumb in order for the economy to work or for a cell phone company to profit. I hope you share my desire to provide for creating results that work for everyone and that you will support encouraging or incentivize cell phone providers to offer this service as a standard. Thank you.

Oct 19, 2010 10:17:19 AM
William
Hollis, NH

This is a simple solution for cell phone providers to implement that puts parents in control of their children's cell phone usage.

Oct 28, 2010 3:13:18 PM
Tim
Fort Collins, CO

I only recently bought my first cell phone, so have not had this problem yet. (I did encounter this problem in another country when I rented a phone while on a trip, though.) I certainly do not want to be faced with unexpected charges on my phone in my own country. So please pass the proposed law to notify consumers when we near our monthly usage limits. Thank you.

Nov 2, 2010 9:45:24 PM
Lynda
Bolinas, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Changed from AT & T and discovered they did not have to refund uncontracted advance payments! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes or how minutes were counted. I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 1:29:11 PM
Mary
Mission, KS

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:15:33 PM
Ross
Laton, CA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you for your attention to this matter, Ross Browning

Oct 19, 2010 11:07:39 AM
Britt
Kingston, RI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up very satisfied.

Oct 28, 2010 10:06:06 AM
Charles
Maryknoll, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I recently went to Montreal and ran up $80 in roaming charges with no notice from my carrier. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online

service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:04:54 AM
V. Marie
Bowie, MD

I experienced this problem many years ago. Where were you then? I learned that you can't trust these companies. Its all about the money, greed is in charge. I had to shut off my phone to pay the bills - I mean I had to close my account because they kept coming up with sneaky little ways to steal your money. Their fees were and are exorbitant. Oversight has been required for some time. They even charge you for calling to check the minutes used on your own account. They charge you when you call to talk to them about account. Americans are exhausted with the many different ways they devise to sneakily steal money from us. Their wealth is ill gotten gain. We know we can't stop them completely, so we prioritize our fights. Its about time we took the phone industry to task, as well as other rip off artists. These companies and their creative theft tactics and legal teams should go to jail. They force the everyday American to go without food or other comforts because of their greed! We need and overall law that makes it illegal to devise the creation of sneaky, illogical ways to take our money. We need a law that keeps me in control. They also give you terms of pages to read - we need to stop that too. Thats another reason why we get bill shock. They should be made to keep it "Simple Stupid". If we sent these people to jail more, we might be better off. Stealing is stealing!

Oct 28, 2010 3:11:31 PM
Suzanne F.
Chagrin Falls, OH

Cell phone companies have been given too many special priviledges aimed at gouging the consumer. It's time to reverse that trend, and a requirement like this is a step in the right direction.

Oct 28, 2010 10:54:34 PM
Pauline
Alameda, CA

This is a simple solution that puts me in control. Last month we went over our text limit. I called customer service today and had to increase the number of texts we're allowed to avoid overcharge fees. In fact, the 55 texts over the limit cost $6.00, while increasing the texts to 1000 texts cost $5.00 more dollars. So I paid more for 55 vs. paying $5.00 for 500 more texts. If we had known, we could have increased the # of texts needed and saved money OR stopped texting. Other times, we just didn't know when we ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:34:36 AM
Dwight
Beverly Hills, MI

This is a simple solution that puts ME in control, rather than some greedy profit oriented non-human corporation. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 11:16:44 AM
David
Lilburn, GA

This is a simple solution that puts me in control. I've gotten bills for njumerous overages, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:26:26 PM
David
Waynesville, OH

This is a simple solution that puts me in control. I keep a closer watch on our total minutes now, but this would entail virtually no expense for the provider and benefit many consumers. David Bennett .

Oct 19, 2010 7:45:36 PM
Kim
Chaska, MN

This is a simple solution that puts me in control. I've gotten bills for way more than expected. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:02:17 PM
Alan
Greybull, WY

This is the right thing to do. It's a simple protection for parents. Thanks, Alan Bentley

Oct 22, 2010 9:04:56 AM
Joan
Central Valley, NY

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:04:26 PM

Gretchen
New York, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. This was from Sprint and Verizon. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 4:00:06 PM
Jack
College Place, WA

This is a simple solution that puts me in control. I've gotten large bills for overages in the past because of family members unaware that they have used up our contract limits. I feel that today's technology can easily and inexpensively provide me with timely warnings .I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:57:45 PM
Harvey
Marietta, GA

When my daughgter was in college I had a $60.00 monthly plan. I also had a family add on of $10 per month on a 69.95 AT & T plan. My daughter went over a couple of times & my charges were over $600.00. On the At & T plan my son-in-law went over & the charges were over $400.00. If I had been made aware of this I would have not done these plans. I no longer have or will have this type of plan. Some type of system to notify customers that they are exceeding their limit is a fair way to deal with this. These surprise charges aren't fair, regardless of what the small print in the contract might read. Harvey Berkowitz

Oct 19, 2010 4:30:32 PM
Albert
Temple Terrace, FL

This is a simple solution that puts me in control. There is no reason why my cell phone company can't let me know when I am about to reach a limit on my service. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:55:30 AM
John
South Portland, ME

This is a simple solution that puts each of us in control. I know people who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always our fault. We've been told we didn't understand my plan

limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most of all, folks just don't know when they run out of minutes. We're tired of bill shock, and ready for some real control.

Oct 19, 2010 2:07:54 PM
Robyn
Ely, MN

This is a simple solution that puts us, the consumers, in control...instead of the corporation. While I have not had any horrible experiences with my cell phone, I do remember a couple of shocking bills when my daughter was a teenager, before we made her entirely responsible for the payment of the bill. I did recently have to negotiate with my service provider when, because of a change in my life circumstances, I was suddenly and grossly over count on my allowable text messages. Verizon was helpful and accommodating, but it would have been so much MORE appropriate if I had known ahead of time and I could have been proactive instead of ameliorating. This is probably one of the best ideas for regulation I have ever heard. Please! Do what you can to forward this idea.

Oct 19, 2010 9:49:09 AM
Ted
Vanceburg, KY

I use pre-paid cell service, so I'm less likely to incurr these charges, but I have in the past, and probably in the future will use cell phone service on a billable monthly basis. And, YES: I DEFINITELY WANT TO KNOW WHEN I'M INCURRING CHARGES ABOVE AND BEYOND MY BUDGETED MONTHLY PLAN. How about making this provision a little more pro-active? Have services that would cause extra charges in a billing period automatically rejected unless specifically approved by the customer before each overage occurs? We really need to clamp down on these money-hungry cell phone providers.

Oct 28, 2010 8:17:10 PM
Irma J.M.
Encino, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:37:39 AM
Allan
Newton, MA

This is a simple solution that puts me in control. I've recently gotten a texting phone for my daughter and want to be sure I'm not surprised by extra charges. Please make it necessary for the cell phone companies to warn me before I go over the limits I have set.

Oct 20, 2010 12:25:42 AM
Vicki
Atlanta, GA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. According to the phone company the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. And the rules governing the plans were intentionally confusing. Also, on a family plan I had no way of knowing how many minutes my other family members had used.

Oct 29, 2010 8:16:25 AM
Vincent
Boca Raton, FL

PLEASE PLEASE PLEASE supoort this bill as this let's me control my phone usage. I've gotten huge surprise bills, spent hours on the phone with customer service, all for nothing. I've been told I didn't understand my plan limits--not true, didn't understand my parental controls--try controling your spouse. The simple solution is to let me know when I am about to run out of minutes. I'm tired of utilities controlling me and I really want some control back!

Oct 19, 2010 1:00:11 PM
William
Paris, AR

This is a simple solution that puts me in control. No suprises! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:31:52 PM
Annette O.
Lexington, KY

I'm tired of bill shock, and ready for some real control. This is a simple solution that puts me in control It seems that the problem was always my fault. So what if I don't understand my bill and charges. Customer service should explain patiently. I just didn't know when I ran out of minutes. . I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. They didn't want to work with me, they wanted money! So, I owe them money and have no service. I repeat, "I'm tired of bill shock, and ready for some real control."

Oct 31, 2010 12:09:10 PM

Andrea
Madison, WI

I recently received a charge for a service I hadn't requested. I asked to have that service removed from my cell phone options. Not possible, I was told. I asked how I would know if I was accidentally activating a special-fee service. "Oh, you'll only be charged if you REALLY USE it; you'll know." "How?" "You'll just know." I should warned about any charges above and beyond my basic contract, and I should be able to opt out. That's just basic fairness.

Oct 19, 2010 11:16:38 AM
Victoria
Oklahoma City, OK

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. It should be mandatory that cell phone companies notify us before we go over our limits. It isn't like we aren't already spending a ton of money for our phone and even more when we add lines for a family plan. PLEASE, especially in this day and age, and for those of us on a fixed income and who are not getting cost of living raises to even afford the cost of escalating prices. Thank you!

Oct 21, 2010 8:13:45 PM
Timothy
Winston Salem, NC

It's just common business courtesy that a company give you a head's up before you get in deep--unless the company is, or acts like, the mafia. Seriously, if you received similar high bills based upon technicalities from other vendors like your doctor, auto mechanic, utility power company, or cable TV provider, you would riot. Good work requiring banks to offer their customers a courtesy notification before allowing an over draft of checking accounts with debit cards. Now, offer your electorate the same protection from predatory charges from the cell phone companies.

Oct 19, 2010 11:09:30 AM
James
Weaverville, NC

This is a simple solution that puts me in control.

Oct 20, 2010 7:01:45 AM
Sharon
Upper Chichester, PA

This is a simple solution. I've spent hours on the phone with customer service, and I never end up satisfied. The cell companies have too much control and stick it to us whenever possible. Help! Thank you!!

Oct 29, 2010 11:47:11 AM

Paula
Asheville, NC

This is a simple solution that puts me in control. Just last month, my bill was nearly double normal, all because I went over minutes. This RARELY happens, as I usually don't go over 150 minutes, so to find suddenly that I'd gone over 450 minutes in a month was a shock, and even more shocking was the whopping 45ó per minute price tag--all because I didn't know when my limit was approaching. I spoke with my phone company (Verizon), asking them if they would send me a message when I was approaching my limit, as some other cell companies (ie US Cellular) were doing, and their response was that they wouldn't do that, but that I could call occasionally and go through voicemail prompts to find out how many minutes I'd used so far that month. Wow. That's customer service, huh? I got married in that month, so perhaps I was too preoccupied organizing a wedding with over 200 people to call periodically and check with my phone compnay--so it's all my fault, of course. And I have to pay for it. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with texting or with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:58:37 AM
B. R.
Mountainburg, AR

This is a simple solution that puts me in control. Last year while my wife and I were on vacation in Florida, some unknown individual (or a Verizon computer program glitch) was adding data charges to my cell phone bill from locations in western Arkansas and Oklahoma. My next bill contained double it's normal monthly charges. While I was eventually able to correct the problem after many phone calls and a visit to the Verizon office, it still took many hours of research and aggravation to finally correct the problem. If fact, I was so aggravated that I removed text and data services from my "so-called" national plan. It seems that the problem is almost always the customer's fault. I was initially told that the contract held me responsible for any and all charges for services - even those I did not initiate nor use. The problem could have been easily addressed had Verizon's computer program triggered a simple voice message that the plan limits were about to be reached. That call or text would have in turn prompted a return call and possibly saved both Verizon and myself the time and effort necessary to make the correction the hard way! Working together, we might have even caught the criminal who was using my account. I don't ever want to experience that kind of bill shock again and ready for some real control. I also worry about neighbors, particularly the elderly in our community, who lack the computer training, time and resources to research and effectively protest unwarranted charges. How many just give in and pay the erroneous bill.

Oct 28, 2010 9:14:49 PM
Christina
West Palm Beach, FL

After a very costly and ugly experience with Verizon, I switched to a consumer-friendly cell phone company when my contract expired. Verizon customer service had an arrogant attitude and the company's policy was cavalier in modifying the terms of agreement to suit its profit margin. Verizon changed calling plan features without notice and billed me for charges I never agreed to. They tried to hold me to a current version of the service agreement rather than the one I signed at contract. During my dispute, I asked them to produce a copy of the original contract that I signed and they said the current one prevailed (the language of the contract gives Verizon all rights). Mobile phones have become an indispensable part of our lives. Not only adding convenience to our daily activities but also, more importantly, access to aid which provides safety for our persons wherever we may be. So, while I am grateful for having a device that I can use to call for help if I am stranded on the road at night, I don't want to feel that paying for the ability to get help is highway robbery in itself. Please stop the gouging and the price fixing in the telecommunications industry.

Oct 28, 2010 7:17:25 PM
Marilyn
Culleoka, TN

While I have not had problems, I know people who have. And it could happen to me in the future. This would be a great consumer protection, especially for families.

Oct 19, 2010 6:51:26 PM
Randy
Memphis, NY

Verizon charged me $64 a month for 900 minutes. Can you imagine the shock when I got a $185 bill because I went over by 200 minutes? You mean, 900 minutes costs 64 dollars but 200 more is not priced the same- say another 64 dollars for another 900? Nope. Verizon did not care when I called them, they said they were right, I was wrong. I agree. They make the rules and they are always right. I also believe being right does not mean the same thing as being honest, ethical, or of goodness in any way. Unfair contracts are just that- unfair. Thanks for hearing my story.

Oct 29, 2010 12:52:07 AM
Joseph
Oakland, CA

I want more regulation of those cell phone companies. This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 7:41:21 AM
Melinda
Indianapolis, IN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 6:53:58 PM
Diane
Tucker, GA

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:20:39 PM
Bill
Newport Beach, CA

My bank has provided me with the ability to specify a limit (for some time now) that alerts me when it has been reached. I am notified both by phone and PC. This would appear to be simple for cell phone service to provide.

Oct 19, 2010 3:39:24 PM
Marvin
Burnet, TX

With today's computerized systems this is something that is easy to do. It protects not only against using more than you intended but also against unauthorized usage by others.

Oct 19, 2010 8:36:06 PM
David
Saint Louis, MO

Notifying me is a simple solution that puts me in control. I would like to see my cell phone provider text me when I reach 90% of my available minutes. That I appreciate your attention to this problem.

Oct 19, 2010 10:01:50 AM
William
Cambridge, MA

This is a simple solution that puts me in control. It is impossible for me to keep track of when I'm roaming or know how many calls the other people on my family plan have made. If they can manage to keep track of usage on no-contract pre-pay phones, I see no reason that they can't do the same for contracts.

Oct 28, 2010 3:37:31 PM
Peter
Budd Lake, NJ

This has not happened to me yet, but it could in the future. I'm retired and on a fixed income. I budget carefully and cannot affort financial shocks.

Oct 20, 2010 7:48:54 AM
Peter
Blackstone, MA

Greetings, This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. P. Bond

Oct 29, 2010 12:36:35 AM
Barbara
La Verne, CA

This is a simple solution that puts me in control and would make me feel less like looking to see what another company would offer. .

Oct 28, 2010 6:27:22 PM
Gregory
San Diego, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and was just told "Too bad." It seems that the problem was my fault. I was told I didn't understand my calling plan, . But most of all, I just didn't know when I ran out of minutes and faced exorbitant extra minute charges. There's no reason cell phone service providers can't notify their customers when their limits are soon approaching.

Oct 19, 2010 9:49:51 AM
Paul
Olathe, KS

This is a simple solution that puts me in control. In fact, it would be helpful to have an automated message as I hit 25%, 50%, 75% and 95% of usage limits. Fair is fair. If I'm going to be charged for something I should be alerted to it. And quite frankly this is not somethings we consumers can "demand". If we want cell service we have to agree to draconian agreements in return. We need the FCC's help in making those agreements fair. Best Regards, Paul Borchardt

Oct 28, 2010 10:27:55 PM
Roberta
Alameda, CA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 7:37:01 AM
John
Lawton, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours (in person) with customer service, and I never end up satisfied. It seems that the problem was always my fault. THEY HAVE NO PROBLEM CALLING ME IF MY PAYMENT IS LATE, AND THEY ARE QUICK TO CHARGE ME LATE FEES. So, why can't they let me know when I run out of minutes? I'm tired of the bill shock, and ready for some real control.

Oct 19, 2010 12:18:55 PM
Roger
Issaquah, WA

I urge you to require cell phone companies to notify account holders when they are about to go over their data or minute plans.. This has not yet happened to me, however, I know many people who have been caught unaware and been forced to pay extremely high bills. Regards, Roger Boston

Oct 19, 2010 11:15:01 PM
Susan
Mims, FL

Really, are they truly about customer service or are they just wanting more money out of me. I am tired of bill shock, I want to be in control.

Oct 28, 2010 8:45:14 PM
Melanie
Fayetteville, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and have had to spend hours on the phone or at the store with customer service in order to resolve the issue. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service.But most of all, I just didn't know when I ran out of minutes. For example, based on my cell phone provider's recommendation on my previous three month's phone usage, I lowered our plan from 1400 to 700 minutes because my kids were using texting

(we have unlimited) instead of phone minutes. For the next two months my bill was over $300! The only one that benefitted was the phone company! Thankfully, they saw that they had not made a good recommendation and were willing to give me credit, and I changed the plan back again. But again, it took a lengthy phone call to straighten it all out. With five people using a family plan, it is very difficult to track the usage. But I really don't think it needs to be this hard. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:20:46 AM
Dane
Mint Hill, NC

Cell phone companies are predatory, just like banks. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:30:10 AM
Franklin
Leonardtown, MD

It is ridiculous that all the cell phone companies have conspired to make themselves more $ by not giving me any control over what action they take when I hit my limit. If at least one of them had implemented that, I would have switched to that carrier immediately! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:42:11 PM
D
Sherman, TX

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:04:48 PM
R.D.
Los Osos, CA

This is a simple solution that puts me in control. I've gotten bills for extra tens f dollars, but for families I can see how this could be a problem of terrible proportions. I think bill shock should be outlawed. Let's have some real control.

Nov 14, 2010 10:32:11 AM
David
Germantown, MD

This is a simple solution that puts me in control. The phone companies no doubt won't be pleased to provide this solution - I'm sure they make millions off of the mistakes/ignorance of consumers.

Nov 1, 2010 7:47:12 AM
Robert
Hackensack, NJ

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:52:51 AM
Roger
Cutler Bay, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I end up satisfied only some of the time. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:03:08 PM
Mary
Saint Paul, MN

My son always runs over his usage limit with text messages. Since we are on a family plan under my father's account, my father, as a senior citizen on a budget, can not really afford these overages. He can see from the bill break-down that it's my son's phone that is piling up the charges, but my son has an almost impossible time keeping track of his allotted minutes. A warning would be extremely helpful! Thank you

Nov 26, 2010 7:27:26 PM
Eric
Apple Valley, MN

It's a simple and realistic solution. Cell phone companies should stop profiting because customers are unaware of current charges.

Nov 5, 2010 8:10:11 AM
Anthony
Phoenix, AZ

This is a very easy solution to implement. The cell phone companies are already gouging us for the costs of text messages, which use data channels that are already present for any cell phone call. Let's restrict their ability to keep screwing us over. A simple notification is quite reasonable, and just plain good customer service!

Oct 19, 2010 10:47:40 AM
Boneva
Bismarck, ND

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I understand that in Europe they do not have this problem because the companies must alert the consumer when they are close to their limit/month. Please consider and implement this in the US. Thank you.

Oct 19, 2010 9:47:21 AM
Judy
Radford, VA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I live in a rural area and the data card is the only way I have internet access, the overage charges are ridiculous and with 2 teenagers in the house it is easy to go over my limit. I do check the usage status online, but there is a delay in the Verizon site updating to the current usage, which means I get surprised with unexpected overages- and the high cost. Because of these problems, if I had another choice for an internet provider, I would use it I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:37:16 PM
Heather
Ann Arbor, MI

These companies hide fees in confusing text that makes it difficult to know what charges exist for what action. But they say the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. In reality, they structure costs so that I inadvertently spend more than anticipated. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:15:37 AM
William
Bemidji, MN

This is a simple solution that puts me in control. I just do not know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:51:40 AM
Helen
New York, NY

In the past, I've gotten bills charging $.45 for each minute over my allotted monthly minutes. And being charged $.20 per minute for unsolicited text messages. Add all the taxes, some of which do not go to the government and do go to who knows what pool of money, where, and the bill can spiral out of control. The wireless phone providers, at this point in time, should have some kind of economies of scale. There are no carryover of unused minutes either. I have had to block all texting to prevent incurring excess charges. I believe the contract plans and allotted minutes, no matter the plan, are unfair to consumers. It would be helpful and fair business practice if providers did the following: 1. Lower their monthly charges; 2. Increase the number of minutes allowed; 3. Let their customers carry over minutes on a cumulative basis for a reasonable period of time; 4. Notify the contract holder and payee when minutes are nearly used up, or when texting limits are reached. 5. If someone is paying, as we each do, for internet service at home, why is it there is a double dip by the service provider to make me pay redundant charges for internet service, related fees and taxes? All of these would make wireless phone service, texting, accessing the internet, et.al., much more beneficial to the consumer vs. the service provider, who still will make a huge profit. Thank you for your consideration of the above.

Oct 19, 2010 11:23:50 AM
Robert
New Smyrna Beach, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:30:30 PM
Robert
New Smyrna Beach, FL

This is a simple solution that puts me in control. With the present systym, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:28:19 PM
Doug
Lake Oswego, OR

This solution should save everyone time, money, and aggravation. Please work to ensure the proposal is enacted.

Oct 19, 2010 10:33:47 AM
George
Highlands, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. One time, I even checked my minutes on the Sprint website, which showed that I was nearing my limit. From that day we did limit our use of the phone. The Sprint bill came in with $300 of extra usage charges, and their explanation was that the website minutes were only and "estimate" and that Sprint could not be responsible for providing inaccurate information. The website info was off by a multiple of 10. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 5:53:59 PM
Porter
Portland, OR

This is a simple solution that puts me in control. I've gotten bills for over one hundred dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I just didn't know when I ran out of minutes.

Oct 19, 2010 12:57:29 PM
Larry
Bellevue, WA

This is a simple solution that protects the consumer without inhibiting free enterprise, but keeps the phone companies from taking advantage of the individual. Somthing also need to be put in place to prevent 3rd parties from billing my phone co. resulting in the phone co. putting charges on a person's phone bill for services not requested nor used. That has happened to me a number of times. I'm tired of having to constantly checking my bill for overcharges.

Oct 19, 2010 10:19:07 AM
Theresa
Miami, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 7:35:07 PM
Tom
Wadsworth, OH

This is a simple solution that puts me in control. I've gotten a bill for a large amount, and had to pay it. Why couldn't I have been warned? It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when major extra charges were being added. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 6:04:50 PM
David

Arlington, VA

I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 10:11:06 AM
Mary
Brentwood, TN

Considering the numerous text and voice messages I've gotten trying to sell me services I don't want, this should be easy enough for the phone companies to do.

Oct 19, 2010 9:48:16 AM
Yolanda S
Indiana, PA

This is a simple solution that puts me in control. I have friends who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always their fault. People have been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of hearing about bill shock, and ready for some real control--before the same problem hits me!

Oct 28, 2010 3:36:09 PM
Michelle
Malibu, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and thousands, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 24, 2010 7:56:01 PM
Margaret E.
Lake Forest Park, WA

Please require cell phone companies to notify users before they hit their individual usage limits. This allows us as the consumer to be in direct control of whether or not we wish to pay for additional usage above our plan limits. We have been billed for going over our plan limits--unfortunately, we were not aware this had happened. I personally know of several cases where individuals have been billed for several hundreds of dollars over what they had budgeted for the bill. It is not just that additional charges can be racked up without a notice that you are nearing your plan limits. Please require cell phone companies to notify customers when they are within a few calls of going over their plan limits. Let the consumers be in charge of what they have to pay

for services. Put the brakes on cell phone overage charges without customer controls. Thank you for protecting customer rights.

Oct 31, 2010 9:55:37 PM
Bruce
San Anselmo, CA

This is a simple solution that puts me in control. I've gotten very high bills and spent hours on the phone with customer service, and I never end up satisfied. I fought ATT when they put on a very high surcharge for talking to my son a few blocks away in another state, while he was at college. Of course, they said they would forgive the charges if I "reuped" for two more years. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:59:40 PM
Robert
Mansfield, PA

This is a simple solution that puts me in control. I've gotten bills for well over a hundred dollars, and had no choice at that point but to pay them. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:59:56 AM
William
Casco, MI

This is a simple solution that puts me in control. I've gotten bills for text message overages, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:26:21 AM
Stanley
Burien, WA

Please help the American consumer contain the costs of cell phone usage with this simple solution. Force cell phone providers to alert me BEFORE I incur exorbitant fees for going over the plan limit on phone minutes or texts. This rule has been imposed by the European Union with favorable results, and can be successful here as well I'm tired of bill shock, and ready for some real control. I urge you to adopt this simple rule.

Oct 28, 2010 3:44:52 PM
William
Norwood, MA

This is a simple solution that puts me in control. The advantage has been with the comunications providers for far too long,. My water utility warns me when I'm about to receive a high bill, the telecoms shuold, too. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:35:46 AM
Brian
Chatsworth, CA

I've been personally affected by this practice of mobile companies. Finding out my current mobile usage is very difficult. The charges are hidden through layers of website links and pages by my mobile company, AT&T. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:00:20 PM
William
Chesapeake, VA

This is a simple solution that puts me in control. I've gotten unexpected bills, spent time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Furthermore, extra fee options are too easy to access on the phone with no clear indications that the services will cost more. Users should be required to go through some indicator page or process that clearly states that the features being accessed are at extra cost with a fee schedule included. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:24:37 AM
David
Tacoma, WA

This is a simple solution that puts me in control. The companies already text we with junk text's selling additional services. It would be easy and cheap for them to use these automated systems to notify when we near our limits. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. The phone

companies don't want us to know when we go over our limits. They make a ton of money off of it. They want to keep the system complicated and confusing so they can continue to reap rewards off it.

Oct 29, 2010 6:15:23 PM
Nick
Quinlan, TX

This is a simple solution that puts me in control. I've gotten large bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:55:29 PM
Allan
West Linn, OR

This is a simple solution that puts me in control. My October bill was $55.00 more because of text messages. I need to know when I'm going over. It seems that the problem was always my fault. I'm a retired employee of T-Mobile and should have known better, biut didn't. This can happen to anyone. It needs to be fixed. I'm tired of bill shock,

Oct 28, 2010 12:51:08 PM
Bill
Clovis, CA

This is a simple solution that puts the cell phone customer in control. Cell phone customers have received bills for hundreds of dollars, spent hours on the phone with customer service, but are left hanging. It seems that the problem was always the customers' fault. Customers have been told they did not understand their plan limits, did not understand parental controls, did not understand the charges associated with a download or an online service. But most of all, customers just did not know when they had ran out of minutes. Cell customers are fed up with monthly bill shocks and demand real control.

Oct 28, 2010 2:57:27 PM
James
Westport Island, ME

This is a simple solution that puts me in control. It seems like a courteous thing for the cell phone companies to do. Thank you,

Oct 28, 2010 12:34:51 PM
Jeffrey
St Louis Park, MN

This is a simple solution that puts me in control. American corporations seem to have forgotten about good customer service. Nowadays any trick or trap they can perpetrated on an unsuspecting customer is standard operating procedure. Tell the host of lobbyists who swarm around the FCC whining about how draconian a fair notice rule will be that yours truly has never had a cell phone precisely because I know what snakes the cell phone people are. I predict with confidence that a fair notice rule will benefit the cell phone providers through and expanded customer base, more satisfied customers and decrease customer service time necessary to battle back angry complaints. The only down side for them is that it won't be the ill-gotten gain they seem to prefer and love so much. I would like to have a cell phone if I don't have to risk the budget to get it.

Oct 29, 2010 12:05:22 PM
John
Easton, PA

This is a simple solution that puts me in control. I've gotten a bill for over a hundred dollars when I accidentally and unknowingly connected to the internet on my cell phone. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:44:14 PM
Margaret
Houston, TX

This is a simple solution that puts me in control. I am so fustrated, they bill only certain amounts, for a set price. You end up with roll/over mins.that the customer did need and then take them away after twelve months. This is force over billing at best. My husband and I are seniors on a fix income, Att continues to gouge their customers. (HELP US ALL) I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:53:54 PM
Paul
Grants Pass, OR

It is unethical to allow phone companies to run up huge cell phone bills. Please demand that they inform customers when they are close to their limits on voice, data and text messaging.

Oct 28, 2010 10:12:12 PM
Thomas
El Dorado Hills, CA

This is a simple solution that puts me in control. I've gotten bills for over texting limits based upon incoming texts I have no control over, never had a clue, and when i contacted customer service at AT&T for options to assist, I was told it was basically my problem. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:02:43 AM
Thomas
Williamstown, KY

This is a simple solution that puts the user in control.

Oct 28, 2010 11:32:37 PM
Edith
Cumberland, VA

This would be an undemanding solution that puts me the consumer back in control of my money and bills. I've gotten bills practically every 2 - e months for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Adding insult to the injury, is the matter that you have to pay them an exorbitant "discontinuance fee" when you terminate their lack of and bad service. This is pure robbery. In my attempts to the problems resolved, it was always the consumer's fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. When you attempt to check on your minutes, you have to be a lawyer to understand the difference in their types of call, i.e. peak, off peak, plan allow, etc. What happen to the consumer receiving simple, unambiguous services and bills? I'm tired of bill shock, and ready for some real control.

Nov 19, 2010 11:10:41 AM
Geoffrey
Arvada, CO

Whatever happened to simple understanable messages. If a corporation uses easlily misinepreted languge - they are at fault - not the consumer

Nov 1, 2010 7:49:21 PM
Madeleine
Lahaina, HI

This is a true story. My 90 year old uncle was dying with alzheimers. One month before he passed, his wife, my aunt, decided to get a cell phone for security and emergencies. Her first bill was to be expected because of the set up charges. Can you imagine her shock when her 2nd bill arrived - $475.00!!! She is on a limited income!!! Her bill states "no charge for calls from one cell phone to another." She was charged for every single call that I made to her from my cell phone. I repeat: And on her bill it states "unlimited calling for one cell phone to another cell

phone." If you search further on their web site you will then find out that the unlimited calls are for verizon customers only. This was not told to her when she purchased her phone and set up her contract. This is not clearly explained on her bill. She almost had a heart attack. Such a horrible experience for a woman who has just lost her husband of 60 years. Considering her circumstances she could have easily died from the shock. All this is because these companies are greedy, greedy, greedy. They need a lesson in how to make money the old fashioned way - with honesty, integrity and ethically. If she knew in advance this was going to happen to her she could have made the choice to change her phone plan, or use a land line. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 8:42:08 AM
David
Williamsburg, VA

This is a simple solution that puts me in control. I am avoiding many advanced phone services because in the past I was stung by infrequent and sometimes external sources of charges on my phone. If the provider had to notify a subscriber that he was near a limit, and if options to actually disallow use of a service until new resources were available , then we would have a predictable charge limit, which is not possible at the current time. Secondly having any plan that is one size fits all Pricing is unfair. A subscriber who has a consistantly very high usage and one with consitantly low usage should have a range of monthly payments, or an agreed upon amount of surcharge or reduction in future payments, based on something like previous 3 months usage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 5:00:23 PM
Danny
Dunedin, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:15:23 PM
M B
Apopka, FL

Great idea as well as simple! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my

plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:50:26 PM
Jim
Arkadelphia, AR

This simple solution will keep me from making a simple, expensive mistake. Thank you!

Oct 31, 2010 10:12:15 PM
Melinda
Naperville, IL

At 40.at I am approachingthat limit, would save me a significant amount on my cell phone bill.cents/minute for any minutes over my contracted minutes,. Fortunately, I hae not had this happen for a couple of years, but the charges mount up very quickly, and I could avoid these excessive fees with notification ahead of time by my cell phone company. These companies should have the technology to text or voice mail customers to provide this information.

Oct 20, 2010 3:51:26 PM
Steve
Las Vegas, NV

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:09:27 AM
Carmen
Dover, NH

This is a simple solution that puts the customer in control. My daughter has gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I ended up very unsatisfied. It seems that the problem was always the customer's fault. She's been told she didn't understand her plan limits, didn't understand her parental controls, didn't understand the charges associated with a download or an online service. But most of all, she just didn't know when she ran out of minutes. She's tired of bill shock, and ready for some real control. I do not use my cell phone much just because of these problems. Only when there are real controls will I use my cell phone for other than emergency use. I like the convenience, but cannot abide the unexpected shock when the bill comes. I am on a fixed income as a retiree, and must budget for all of my expenses.

Oct 20, 2010 2:40:01 PM
Philip
Charlotte, NC

This is a simple solution that allows me to be in control of my phone service. I received a bill for hundreds of dollars, and spent hours on the phone with customer service to find out how it happened, without satisfaction. My company told me that the problem was my fault - I didn't understand my plan limits or the charges associated with texts or online services. Basically, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:21:54 PM
Robert
Denison, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Even when the problem was not my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. After many phone calls to the carrier, I have had my problem attended to in a few days. If I had hd the early warning, I could have contacted the carrier before it reached my bill. I'm tired of bill shock, and ready for some real control. Thanking you in advance, Robert H. Bunting, USAF, retired

Oct 28, 2010 7:51:53 PM
Connie
Lake City, MI

This is a simple solution that puts me in control. I've known of individuals who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always their fault. They were told they didn't understand there plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, that they just didn't know when they ran out of minutes. These plans can be very difficult to understand. I believe we are all ready for some real control.

Oct 23, 2010 1:36:42 AM
Henry S.
Havre De Grace, MD

This is a simple solution that puts the user in control. I am an older person who has gotten along without all the bells and whistles and have had them disabled on my phone. But I watch younger people whom, I know, are hard-put to make ends meet using them and I don't like to see greedy phone companies put all this high-priced temptation before them AND hide excessive charges from them. I come from an era in which Democracy flourished because people took pride in service to others; I do not believe Democracy can survive in the environment of deception and greed that exists today.

Oct 19, 2010 10:15:52 AM
M Madonna

Saint Louis, MO

This is a simple solution that puts me in control. I worked in Customer Service at Verizon Wireless ten years ago. Some of the calls I received about overages were absolutely heartbreaking. Now, with the economy in such bad shape, I can't imagine how much more people are feeling the weight of this unnecessary hardship.

Oct 29, 2010 10:09:27 AM
Jeanne
Wichita, KS

This is a simple solution that puts me in control. While I have never personally gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied, I am aware of several friends and acquaintances who have had to deal with these frustrations. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:09:58 AM
Suzanne
San Diego, CA

This is a simple solution that puts me in control. I've heard of many people receiving bills for hundreds of dollars, and I myself have spent hours on the phone with customer service without adequate resolution to the problem. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:50:29 AM
Lois
Fort Worth, TX

This is a simple solution that puts me in control and can be implemented with very little cost to the service provider. A simple programming flag can cause the system to phone or text me with an alert if I am in danger of exceeding my contract limits. Continuing to permit huge "over limit" bills is a travesty in this day and age. Thank you for your support on this issue.

Oct 19, 2010 3:26:28 PM
Charles
Louisville, KY

If you feel that the phone companies should NOT be required to add auto-notification to consumers who are exceeding their plan, than at least give consumers the option to have their cell phone STOP working instead of exceeding their allotted minutes. Either option would serve

as notification and would prevent the worst abuses from the phone companies. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Jan 8, 2011 8:00:30 PM
Nancy
Colts Neck, NJ

This is a simple solution that puts me in control. Its too confusing! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:08:41 PM
Kathleen
Corvallis, OR

This is a simple solution that puts me in control. Also, I think it should be possible to buy extra minutes, or change my plan as my needs change, at any time without needing to sign a new contract. That's the way it used to be when I was a Cellular One customer, and it should be required of all cell phone companies. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:26:51 PM
Martha W D
Boulder, CO

This is a simple solution that puts me in control. I have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I have been told I did not understand my plan limits, did not understand my parental controls, did not understand the charges associated with a download or an online service. But most of all, I just did not know when I ran out of minutes. I am tired of bill shock, and ready for some real control.

Oct 20, 2010 4:56:09 AM
George
Houston, TX

I actually was a CSR on behalf of Sprint for a while, and it is not even believable how many people get taken to the cleaners by their cell phone bills. There was never a "meeting of the minds" with most of those customers: most of them had no idea how the texts, or downloads, or things they buy via the phone worked, and most of them, when they went way over their minutes, had no idea of where they were on their plans, and there has never been a convenient way of keeping track of it as you go--although that would be extremely simple to implement. Since most people give up and pay, the companies end up incredibly richer at the expense of regular people. This has got to be changed.

Oct 19, 2010 10:02:17 AM
Raymond
Bastrop, TX

It is simply not right to charge as much as is being charged to begin with, but the greed factor must be harnessed. We the working class are this country, We make your money, pay your salary and pay for what little freedom is left to us with our very lives. Please leave us enough money to not starve to death. This is not a threat, but if things do not become more equal the possibility of war in our own country is very high. I am one who has fought in your wars and I do not want to see war again, so quit padding your pocket and pad the country. DO YOUR JOB, I DID MINE. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 27, 2010 11:21:18 AM
Rob and Jay
Seattle, WA

This is a simple solution that puts me in control.

Oct 19, 2010 10:18:20 AM
Bridget
Newport, RI

I hope that the FCC will help consumers by passing a law that requires companies, which provide cell phone services, to notify users of the status of their usage limit. This is a simple solution that puts the user in control. It is almost impossible to get compensation after the fact. It seems that the over- usage is often the user's fault. But the major problem for the user, is that it is difficult to access one's usage-up-to-date information, when out of the home. Thank you for your time

Oct 28, 2010 7:17:27 PM
Brent
Loma Linda, CA

This is a simple solution that puts me in control.

Oct 28, 2010 3:09:42 PM
Rick
Kirkland, WA

Please add ROAMING (Domestic and International) to the items that must be disclosed to users before charges are incurred. Thank you!

Oct 19, 2010 11:08:21 AM
Ann
Newton, MA

I am a very careful cell phone user but have gotten stuck a couple of times because of unusually long calls that I would have curtailed IF I had known I was running out of minutes.

Oct 20, 2010 4:08:12 PM
Henry
Derby, KS

This is a simple solution that gives me better control of my expenditures without feeling I am being steamrolled by noncaring business entities. I'm tired of bill shock, and ready for some real control. And it would be great if the notification text did not come out of my allocation!

Oct 27, 2010 3:15:03 AM
Mike
Saint Louis, MO

Again, greed and deception are paramount in corporate America! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:14:56 PM
Alison
Los Angeles, CA

My bill recently has been much higher than usual and certainly higher than necessary. I feel price-gouged, and it's unfair. Customer service obviously is in place not to serve customers but to push them away and make sure they don't get any refund, lower prices or help. I'm tired of bill shock, and ready for some real control!

Oct 19, 2010 9:56:26 PM

Michael
Danvers, MA

This is a simple solution that puts me in control. I've been billed for data minutes used on plans that were not supposed to allow data use. It took me 90 days, many, many telephone calls and threats to call Senator Kennedy's office before I finally suceeded in having the charges eliminated. If I was not on a corporate account I'm not sure I would have been successful with all that effort. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. You shouldn't have to wade through pages and pages of fine print to understand how to control the possible ways you can incur charges to youe cell phone account. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:22:58 AM
Laurel
Comfort, TX

Over the years, cell phone companies have taken literally thousands of dollars from me because I am busy, lose track, have no access to real-time minute use information, can't plan economical usage. This practice continues to this day. It takes hours to sort out problems w/ them regarding unexpected and contestable charges. All the while, knowing better & equitable business practice is possible, is demoralizing & frustrating. Worse, knowing a better & equitable way is possible, I feel insulted, violated and powerless, Whew. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:04:10 PM
Ruth
Vandalia, MO

This is something that will be easily set up and should cost cell phone companies very little to implement, and could save consumers surprise bills.

Oct 28, 2010 12:58:03 PM
L
North Wales, PA

In January, I received a cell phone bill for over $400 ($350 over my normal bill)! I was very ill and had been hospitalized three times in December and was using my cell phone to keep in touch with friends and family. I rarely use my allotted minutes and knew I would go over, but had no idea that I would be charged 45 cents per minute for every minute over my allotment! I received no warning from my cell phone company that my bill was getting so high; I wish I had. I'd been

with the same company (T-Mobile) for many years, well before they were called T-Mobile. I pointed out to them that I had never used my phone this much, that I had been a customer for a very long time and that the use was a result of being very ill, then asked if they would reduce the rate to something more manageable. They refused and told me that I should have been checking my minutes and should have changed plans when it was running that high. I again explained that I was very ill. They didn't care. I canceled my service. If the company had just told me how many minutes I had used and at what rate, I would have either limited my use or asked my husband to find a different provider, but I didn't know. I'm tired of bill shock, and ready for some real control. Please help stop cell phone companies from charging these exorbitant rates, especially when someone is in the situation that I was in.

Oct 28, 2010 5:28:36 PM
Margaret
Columbia, MD

This is a simple solution that puts me in control.Thank you!

Oct 28, 2010 5:40:12 PM
Leonardo
Doral, FL

This is a very simple and cost effective solution for what is a major problem. Put the consumer back in control, as it should be ...

Oct 28, 2010 3:40:56 PM
Dudley and Candace
Valley Glen, CA

This is a simple solution that puts me in control. We've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and we never end up satisfied. It seems that the problem was always my fault. We've been told we didn't understand our plan limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. We are tired of bill shock, and ready for some real control.

Oct 19, 2010 8:08:52 PM
Patricia
Sterling, MA

I am a college grad and over the 8 years I have been with ATT I have paid hundreds and hundreds of dollars in charges that were a surprise to me. These phones have become a matter of safety for my family, and the cost is high enough at the monthly charges I agreed to. I think the current situation is an abuse of power on the part of wireless phone services.

Oct 29, 2010 5:28:02 PM
Patricia

Tampa, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.
Patricia Campion

Oct 29, 2010 8:38:30 AM
Joe
Little Rock, AR

It's time to make them do the right thing since there not going to do it on there own.

Oct 29, 2010 9:13:58 PM
Joan
Hartsdale, NY

This is a simple solution that puts me in control. I've gotten bills for large sums simply because I didn't know my minutes ran out. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:30:41 PM
Bill
Sherman Oaks, CA

This is a simple solution that puts me in control.

Oct 29, 2010 1:21:10 PM
Christi
Parks, AZ

This is a simple solution for a very detrimental business practice. Please do what is right for the people. They are tired of bill shock, and ready for some real control.

Oct 19, 2010 12:32:25 PM
Robin
Daytona Beach, FL

An alert when I go over my plan limits, this is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:48:03 PM
Timothy W.
Flanders, NJ

Fair business dealing is not anti-business. All consumers deserve to be informed rather than manipulated by calculated anti-consumer business practices.

Oct 29, 2010 6:23:27 AM
Jackie
Woodstock, GA

This is a simple solution that puts consumers in control. I received a high bill during a time when a close family member was hospitalized. I had never incurred overages with the carrier before and had been with them for several years. Seems you can pay and NOT use as much as you'd like, but the second (literally) you go over, they hit you with massive overage charges without warning. I wonder what happens to all those prior unused minutes anyway... I find it impossible to believe that the cell phone companies can't develop simple text-notifying software to protect consumers.

Oct 19, 2010 9:25:53 PM
Joe
Auburn, AL

This is a simple solution that they are resisting because of the ridiculous amount of profit they are able to gouge from customers. I've gotten bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when my minutes, or data allowance was reaching the limit.. I'm tired of bill shock, and ready for some real control. It would cost the cell phone companies very little if any to notify customers before we incur overage charges.

Oct 19, 2010 10:17:06 AM
Michael
Bloomfield Hills, MI

I'm trying to save money and have combined my wife's phone with mine -- and now it's more than when she had her own service. This proposal is a good way to avoid problems at the end of a billing period. It also would be good to require a text message at the beginning of a billing cycle so that you had some idea of when your "new" and "rollover" minutes kicked in. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:23:35 PM
Greene
Naples, FL

This is a simple solution that puts me in control. I've spent hours on the phone with customer service to get explanations for usage billing that was not explained to me when I signed up for the service. Although I was issued a credit for the billing from initiation of the contract UNTIL

the date the customer service rep explained it to me, I had to pay the fees going forward. I would have signed up for a different program if I'd known about these fees from the start. I felt the provider took advantage of me. It seems that the problem was my fault for not asking the right questions -- questions I didn't know enough to ask -- and the provider counted on that. . I've been told I didn't understand the charges associated with a download or an online service. It's not a matter of whether I can afford the charges, as it's part of my budget. How can one live without a cell phone these days? I don't like feeling that a business purposely sets me up to yank more money out of my wallet than I know about.

Oct 31, 2010 1:04:48 AM
Dan
San Jose, CA

To Whom It May Concern, At one point in time we did get calls when "out of the ordinary calls" occured. Then the phone company's policy changed and we got no more phone calls and, without such calls, we were unaware of the policy change and received a bill for over $1,500.00! We thought our daughter (age 2) had misplaced the cell phone as she liked to play with it but it had been stolen and used to call people in the Middle East. We spent hours on the phone with customer service, and I never got a satisfactory resolution. We ended up having to pay the bill or have our credit rating compromised. So we paid the bill and changed carriers. They can threaten US when they don't get what THEY want, why don't WE have way to threaten THEM? I have occassionally had problems with minute limits too. It seems the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, or didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:23:53 PM
Pete
Roseville, MN

This is a simple solution that puts me in control. I've gotten unexpected bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, or didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I was reaching one of the many arbitrary limits created by the phone companies. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:40:01 AM
Chris
Savannah, GA

I have had surprise overages on two occasions, and spent hours with customer service trying to avoid a repeat. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an

online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:22:34 PM
Jose
Meridian, ID

I want notification of my account status as it approaches 80% of the plan limits for data, text and voice services. I understand this topic has arisen between cell phone services providers and the FCC.

Nov 28, 2010 2:56:56 AM
Helengael
Auburn, WA

This is a simple solution that puts me in control. I've gotten bills for more than I could afford and customer service persons only repeat what their policy is and think that should be enough for me to be satisfied. It seems that the problem was always my fault. I've been told I need to read my contract or call customer service and ask about my limits. It isn't that I'm unaware of the limits of the agreement with my phone company, only that I was close to going over the minutes allowed. The extremely high price on minutes over my monthly plan service are unreal. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:15:23 PM
Patrick
Arbor Vitae, WI

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:37:06 AM
Virginia
Fayetteville, NC

This is a simple solution that puts me in control. Customers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, They just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 9:48:05 PM
Chris
Salt Lake City, UT

This is a simple solution that the consumers in control and there is no excuse for cell phone companies not to implement it immediately.

Oct 29, 2010 10:57:21 AM
Marjorie
Kernersville, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. There is no reason I can't get a text or phone message letting me know my limit is approaching as well as a message that it has been reached. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:20:20 PM
Sharon
Rose Valley, PA

This is a simple solution that puts me in control. I just don't know when I run out of minutes, but the cell phone company does. I want to be able to control my phone usage knowledgeably.. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:27:43 AM
Carolina
Fairfax, VA

Cell/mobile phone companies have created complex charges that always work out in their favor. Quite frankly, I find this practice deceptive and dishonest. First of all, they are charging absurdly high rates for everything -- then they add insult to injury by charging outrageous fees, when you inadvertantly go over your preset limits. Phone bills need to be more transparent, easier to monitor, and fixed. These bills should be fair. There should be limits set on the profit extracted from phone users. Phone users, internet users, and TV users have lost all reasonable control over prices and charges. We need to stop these predatory practices.

Jan 22, 2011 9:54:47 PM
Donna
Pierce City, MO

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 2:26:22 PM
Eric
Atlanta, GA

We blame consumers for nearly every economic problem from the housing crisis to the impact of bank fees. But consumers need INFORMATION to make the right choices and take action at the right time. This rule will give us that information. In at least this one area, we consumers will be in control of the problem - before it hits.

Oct 19, 2010 10:54:23 PM
PJ
Corvallis, OR

This is a simple -- and FAIR! -- solution that allows the consumers to make INFORMED decision about their cell phone use. I haven't experienced this problem... I pre-pay because several of my friends got hit by this. I also have a family member who does customer support for cell users. Some of HIS stories have made me very aware: People frequently are unaware of 'fine print' in their contracts and unusual usage can create an bills beyond belief!! This will be an excellent law!! Please pass this rule asap!!

Oct 19, 2010 11:33:22 AM
Juanita
Gainesville, FL

This is a simple solution that puts me in control. With a family plan that has several phones, control is difficult. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:00:11 PM
Vicki
Rochester, NY

This is a simple solution that puts the customer in control. Many people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem is always the customer's fault. We are told we didn't understand our plan limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. We are tired of bill shock, and ready for some real control.

Oct 28, 2010 5:11:54 PM
Carolyn D.
Winchester, TN

This is a simple solution that puts me in control. I've gotten bills for texting that I never did, and been texed by people that I did not know. Finally I had to block texting with Verizon to stop the texting. I also got voice mails from unknown persons. I finally had to have my phone number changed to stop this problem. I have never run out of minutes. In fact I was paying way too much for my cell phone and was locked into a contract. I had to wait out the contract time and then dropped Verizon. They offered less time, but even with that I was paying $2.00+ for each minute used, because I never used the full minutes per month. I'm tired of contracts and high pricing. Cell phone companies need limits to their charging too high prices.

Oct 28, 2010 11:35:57 PM
Randall
Herndon, VA

This is a simple solution that puts me in control. From time to time, I've gotten big bills, spent too much time on the phone with customer service, and I rarely end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:18:30 AM
Robert J
Staten Island, NY

This is a simple solution that puts customers in control. They have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the customers fault.They have been told they didn't understand the plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes.

Nov 1, 2010 5:01:31 PM
Daniel
Loxahatchee, FL

This is a simple solution that puts me in control.

Oct 28, 2010 2:40:37 PM
Julie
Los Angeles, CA

There are two types of cell phone charges that cost each consumer hundreds or thousands of dollars per year. The first is exorbitant charges for overages. The second is the luxury tax. I've received bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits and it was my responsibility to monitor usage on a daily basis. The economic downturn affects all of us: consumers, industry, and government. I realize there is great income derived from taxation of cell phones. I subscribe to a basic plan. My monthly TAXES for service add an extra 50% to my bill! The majority of Americans own cell phones. Many use this technology as their primary source of communication, having discontinued home landline service. Cellphones have become necessities and therefore are no longer luxuries. This tax should be repealed. I'm tired of bill shock and ready for some real control over a basic need..

Oct 28, 2010 5:21:59 PM

Brenda
Twinsburg, OH

This is a simple solution that puts me in control. I've gotten bills for overages, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:06:27 AM
Walls-Thumma
Manchester, MD

This seems a common-sense approach and minimal courtesy to extend to consumers. If companies reserve the right to charge outrageous amounts for overages, than consumers should have the right to basic information that allows them to avoid these penalties. Unfortunately, at the moment, it seems that telecommunications companies seem to favor profits based on snookering people into committing expensive mistakes. This shouldn't be. Let them compete based on products and services, not tricking people into costly errors.

Oct 19, 2010 10:45:45 AM
Damaris
College Point, NY

This is a simple solution that puts me and my family in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:48:44 AM
Rachel
Somerville, MA

In these tough economic times, it's more important than ever to give families control over their bills.

Oct 19, 2010 10:07:16 AM
Martin
Hagerstown, MD

This is a simple solution that puts me in control. I am looking for true customer service.

Oct 19, 2010 11:18:16 AM

John
Carthage, MO

For years, I had an unlimited data line with AT they terminated the plan without due notice and charged me a big overage fee for the excess. They claimed to have sent an email, butIcouldn't access my computer to receive it because I had been suspended for "excessive" usage on my "unlimited" plan! I think written notice and a grace period of thirty days ought to be the rule for that reason, just delivering the message electronically is insufficient notice.

Oct 19, 2010 10:16:35 AM
Joleen
Dallas, TX

Cell phone companies should not be allowed to entice customers into a "world of hurt" when overages and surcharges cripple their household budgets for months.

Oct 28, 2010 12:19:30 PM
Donald
Montgomery, AL

Cell phone companies profit from exorbitant overcharge fees in the same way that credit cards companies do. This should not be allowed to continue: we need cell phone provider reform just as we needed credit card reform. Please act to require cell phone companies to notify their customers whenever those customers are approaching the limits at which overcharge fees are instituted.

Oct 28, 2010 1:44:52 PM
Mary
Hastings On Hudson, NY

I have asked several times for my phone company to do this for me. They say that they will, but they do not do it. If I go over, I find out about it when I receive my bill. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. One time it went as high as one thousand dollars, and T-Mobile never informed me of what was going on. I did not know about it until I got the bill! It was during a time when I was working overseas and did not realize that I was charged three dollars per minute for calls that I received as well as calls that I sent out. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.Please ask cell phone companies to notify us before we go over our limits. It is not that big of a request. They just need to be told to do it. And they need to be fined if they don't do it.

Oct 19, 2010 11:27:33 AM
Corey
Fort Myers, FL

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:44:33 PM
Mr. & Mrs. W.
Torrance, CA

This is a simple solution that puts me in control. We've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and we never end up satisfied. It seems that the problem was always our fault. We've been told we didn't understand our plan limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. We are tired of bill shock, and ready for some real control.

Oct 28, 2010 11:34:45 AM
David
Woodbury, MN

While I've never gotten bills for hundreds of dollars, I fear this as my kids start getting phones in the near future. I don't want to be told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. I just want to know when I run out of minutes. I'm scared of bill shock, and wish for some real control.

Oct 28, 2010 12:36:31 PM
Robert
Roseville, MN

This is a simple solution that puts me in control. Especially with the 'Family Plans' and 'Shared Minutes Plans' it can be difficult, even when trying to be diligent, to stay informed of how close you are to tour plan's limits. It would be technologically fairly simple to add an automated notification. Neither would it be prohibitively expensive and could be pAid for with the savings they get from the unused minutes we pay for each month.

Oct 28, 2010 6:54:00 PM
Kenneth
Fairfax, VA

Cell phone companies' purchase of national resources (spectrum) does NOT give them the right to extort customers. It is high time for the FCC to require cell phone operators to keep customers continually informed as to their usage with respect to their contract, and also to prohibit such companies from charging usurious rates for time or data slightly over their contracts. Stop this abuse NOW! Such companies, among other things, should be required to allow customers to

carry over their unused time or data bandwidth for at least several months; any other policy is simply a sham.

Oct 19, 2010 5:21:55 PM
Hilary
Minneapolis, MN

I can speak from experience as this happened to me with AT&T. I find myself a savvy consumer, however it was impossible to understand my minute usage and "free" minutes. I was billed over $500. The fact that I was a perfect customer who always paid my bill wasn't even acknowledged by them. They didn't care if my credit was good. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:10:00 AM
Rick
Stillwater, MN

This is a simple solution that puts me in control. I've received bills that were beyond what I expected to receive. I've had to pay extra for things such as going over the number of minutes allowed, paying for inbound texts that were not wanted, or being hooked into a network when wifi was available. I normally would not ask for controls, but with the lack of true competition in the cell phone industry, I feel it is warranted. I'm tired of bill shock, and ready for some real control. Thank You for helping with this matter.

Oct 29, 2010 6:00:09 AM
Brian
Sturbridge, MA

As a father of 5 children, ages 12-19, I understand all TOO well just how insidious these cell plan charges are, and how quickly they add up. A simple "pocket dial" or unintentional logging on to the web can add up to hundreds of dollars! I would love to have the option of a text message to MY phone, warning me of these impending charges. What other store gets to charge you willy-nilly for items you don't even KNOW you are using??

Oct 28, 2010 10:32:42 AM
Nat
Miranda, CA

The only reason the companies don't want to notify us is that they make money that way.

Oct 28, 2010 1:42:03 PM
William

San Francisco, CA

This is a simple solution that puts me in control. The last time i got stung by a huge bill, I was out of town dealing with my mother's increasing dementia due to Alzheimer's disease. It was a time of great stress. Had I received a notice from my cell carrier that I was approaching limits, I could easily have changed plans or used a house phone more often. My cell carrier, T-Mobile, rudely told me that they did enough to prevent this problem by allowing me to view my minutes. Sorry but that is not enough. They have never responded well to any of my suggestions or complaints but exist solely to extract as much money from me as they legally can. They even had the audacity to demand $92 for 3 days of service in a month when I changed my carrier, stating that I had not given them 30 days notice of cancellation. It was in a contract I signed 2.5 years ago. That clause should have been illegal. They might well have phoned to remind me of that. You need to apply more regulation to these wireless vultures.

Oct 28, 2010 6:16:11 PM
James
Teaneck, NJ

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 10:23:20 PM
Ruth
Mill Creek, WA

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes so I don't make good use of my phone I'm tired of worrying about bill shock, and ready for some real control.

Oct 28, 2010 11:36:53 AM
Deborah
Durham, NC

I also want much more competition among wireless telephone options. No more mergers like Alltel and Verizon! Even more than voice, data charges are excessive. Charging for texting IN ADDITION to Internet access is excessive. Texting ought to be included for free in voice plans. All voice plans ought to carry over unused minutes to the next billing cycle.

Oct 28, 2010 4:06:23 PM
Steve
Rockledge, FL

They can automatically send me a message when the bill is due, Then they can set up limits that will either text/mail me as I reach a limit or pop up a message. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been

told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:50:58 PM
Bobbie
Bonne Terre, MO

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:39:00 PM
Peggi
San Marcos, CA

This is a simple solution that puts me in control. I still don't understand how my bill doubled when I used the phone as I always had? And the few minutes that I supposedly "went over" my limit, the tax wasn't just a little bit more; it was double! Last weekend I got lost and my cell phone wasn't working. I realized I couldn't even stop at a pay phone to call for directions because they don't exist anymore. If our culture is now dependent totally upon everyone using a cell phone, then the system needs to be more fair. Currently, it is not! Please institute this simple solution so consumers aren't being gouged. Thank you. Peggi Chute

Oct 19, 2010 10:30:45 AM
Claire
Bronx, NY

OPEN LETTER TO FCC Action needs to be taken to fix inequities in the cell phone industries. I've gotten bills for hundreds of dollars. Since I am trying to help my grandchildren go thru school, I cannot keep getting the bill surprises. I absolutely cannot be in the dark about my family's useage. He is in Albany, in college. I am retired, and on a small income. If I cannot pay those high bills, I will be charged a crazy fee.....which I can't pay. We all lose. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 6:52:09 AM
Karen
Glendale, AZ

This is a simple solution that puts me in control. Many people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 7:56:47 PM

Barbro
Tigard, OR

This is a simple solution that puts me in control. It only stands to reason that I should be forewarned when I go over my limits and, at the very least, when my monthly usage greatly exceeds my normal monthly usage, which should be in itself a red flag. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:08:44 PM
Patricia D.
St Petersburg, FL

It just happened this month. Over my text limit fees and trying to get to customer support is frustrating and time consuming. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:13:09 AM
Dewey
Little Rock, AR

This is a simple solution that puts me in control. . I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:52:51 PM
Dewey
Little Rock, AR

This is a simple solution that puts me in control.

Oct 30, 2010 8:00:39 AM
Roger
Milford, MI

This is a simple solution that puts me in control. I have only gone over my plan limit several times but the longer I have my cell phone the more minutes I seem to use every month and would like the peace of mind of knowing that I will be notified if I am close to exceeding my plan limit. Sprint is the only company I know of that actually has a customer friendly plan which does not charge and arm and leg for going over plan limits (their tiered plan). If cell phone companies really were thinking of the customer they would have instituted a warning notification a long time ago. I expect this would reduce a sneaky source of revenue for cell companies. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:26:25 PM
Robert
Danville, NH

This is a simple solution that puts me in control. Let your customers know when they are reaching their limits allowed them.

Oct 29, 2010 10:58:11 AM
Kay
Ann Arbor, MI

I need a cell phone company with real customer service. I have enough to do in my day without having to worry about going over my limits on another bill. An email to let me know would be easy enough. We consumers are getting tired of being nickeled and dimed. Let's have some thought for the consumer.

Oct 28, 2010 2:51:34 PM
Melanie
Whiting, IN

The cell phone companies are in possesion of the most sophisticated technologies in human history. The fact that they won't let us know where we stand regarding usage can ONLY mean that they are purposely following policies that will cause people to run up high bills, especially when it comes to multi-person plans that include children or families. Be responsible. Make them stop it.

Jan 25, 2011 6:21:08 PM
Dave
Indianapolis, IN

This is a simple solution that puts me in control. I've gotten bills that are higher than expected. This is deception and a cash cow for the cell companies that has to be stopped. As I understand it, this notification is a requirement in Europe. I'm tired of bill shock, and ready for some real control. Thank you for your help in this matter.

Oct 28, 2010 10:43:37 AM
Arthur E.
Grafton, VT

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:56:06 PM
David
Minneapolis, MN

I find it outrageous that cell phone companies can hit people with enormous bills without warning. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:02:33 AM
Martie
Grand Ronde, OR

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I had family members with 2 children living with me for 3 months. They were "borrowing" our service from time to time while looking for work. The first month was $250 over! If we had gotten notice- we would have curbed their usage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:10:46 AM
Humberto
Philadelphia, PA

This is a simple solution that puts me in control. I am thinking of getting cell phones for my kids and want to make sure I do not get hit with a pill I can not pay at the end of the month if they go over our plan limit.

Oct 28, 2010 11:00:28 PM
Gary
Troutdale, OR

Early notification is a simple solution that allows me to control my monthly usage and avoid costly overage fees. I

Oct 28, 2010 11:42:45 AM
Richard
Costa Mesa, CA

This is a simple solution that puts me in control. Just as there is credit limit on my credit card, there ought to be the equivalent on my cell phone bill and an email or text message that this limit is being approached. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't

understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:51:57 PM
Merrill
Macomb, IL

Please discontinue regulatory practices that privilege big media at the expense of ordinary consumers. Please stop granting unnecessary favors to corporate America.

Oct 19, 2010 5:48:26 PM
Mark
Orlando, FL

Please take this request seriously! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 8:07:26 PM
Heidi
Wenatchee, WA

I went into the Verizon Wireless and BEGGED to have my teen off my bill. Her overusage of the phone was costing us TOO much. I knew how to handle not going over limit. And sure she could check the amount of usage online too. I now have an unlimited usage plan. My daughter is responsible for her account and not a teen anymore. Who won? I'm sorry that everytime a for-profit company finds a great way to really great profits out of us consumers, we ask the GOVERNMENT for help. Somehow I guess I beleive that collectively - besides going without a cell phone - this may be the ONLY way we can get some help. And this is not a costly solution.

Nov 6, 2010 3:19:30 PM
Margaret
Scranton, PA

pLEASE DO THE NECESSARY, FIX PHONE SHOCK NOW! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:46:51 AM
Sandra

Bolton, MA

Your attention to this matter would be greatly appreciated.

Oct 19, 2010 10:13:31 AM
Sherron
Spring Lake, MI

This is a simple solution that puts the subcriber in control. Too many people have gotten bills for hundreds of dollars, spent hours on the phone with customer service. The cell phone companies know when each set of plan minutes runs out. Now is the time to require that each subscriber is also given that information, promptly and completely, with a time limit to change a service plan which is no longer working. Subscribers are tired of bill shock, and ready for some real control.

Oct 28, 2010 3:54:25 PM
Wendy
Rawlins, WY

Does this make perfect sense??? Course it does..that's why it probably won't happen, but it's worth a try!!! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:36:48 PM
Julia
Salem, NJ

Also, ending the huge, ridiculous "termination fee" on phone "contracts". 2 yr "contract" for a phone.....it's a phone, not a house!!

Oct 20, 2010 12:56:49 PM
Robert
Carbondale, CO

Turns out, an unusual personal crisis resulted in heavy usage one month - and $200 in charges. Verizon's solution? Pay the bill and increase minutes by 40% resulting in an additional fixed charge of $15/month...for ever! Rollover of minutes would have provided enough cushion even if offered for just one month. A SMS text would have alerted me to the situation before it actually occurred. How about getting the cell companies to play out in the open? phoning in for available minutes did not give a proper total for this shared account, only that on the one phone. BooHiss!

Oct 19, 2010 9:59:07 AM
William
Cheney, WA

This is a simple solution that puts me in control. It is simply a small programming issue and we should expect it.

Oct 28, 2010 4:14:52 PM
Miriam
Morristown, NJ

This is the ethical way for the phone companies to act, and it should be mandated by law so they will comply. This measure will greatly help subscribers to better manage their finances.

Oct 19, 2010 11:30:29 AM
Michael
Portland, OR

The phone companies can do; they always could. This is the equivalent of the exhorbitant late fees that credit companies used to charge. Let the phone companies compete on the basis of actual services and prices rather than this underhanded way. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. They sometimes settle but it's after hours of effort on my part. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:21:25 PM
Douglas
Rancho Palos Verdes, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I rarely end up satisfied. I'm also sick and tired of third-party content providers sending unsolicited "gotcha" texts to my kids' mobile phones, and ending up with unwanted "subscriptions" for useless, inane and/or outright obscene content. (One service started sending text "quizzes" to my 12 year old son, asking whether he'd ever done such things as masturbated in a movie theater, etc., etc.) I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 7:33:32 AM
Peter
Stoneham, MA

I'm tired of bill shock, and ready for some real control. If I can get unwanted spam then I can get a heads up re: overage alerts. If they don't like it pull their license Peter

Oct 28, 2010 11:54:56 PM
John
Maineville, OH

The technologies of their own systems can tell me what I need to know. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control, especially when it will not cost them anymore to have system messages sent to me.

Oct 28, 2010 3:19:55 PM
Patrick
Austin, TX

They do this in other countries. Why not in the U.S.? This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:58:23 PM
Nelly
Berkeley, CA

This is a simple solution that puts each owner in control. We deserve a text message indicating that you have reached your minute allowance.

Oct 19, 2010 12:08:03 PM
Caffrey-Dobosh
Rices Landing, PA

This is a simple solution that puts me in control. I've had family and friends who have received bills for hundreds of dollars, spent hours on the phone with customer service, and they never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:53:43 PM
Mark
Grosse Pointe Park, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service in the Phillipines, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:10:56 PM
Mary
Harrisville, NH

This is a simple solution that puts me in control. Although I don't use my cell phone enough to run over allotted minutes for phone or text, I surely have the right to be told were I to come close. It only makes sense. Companies should by law be obligated to notify users before lines are crossed and charges mount up. Act now to require notice before the line is crossed and excess charges begin.

Oct 28, 2010 3:37:06 PM
Jeffrey
Stuart, FL

Notice to Collection Agency: Now they want over $400.00. October 28, 2010 Vantage Sourcing Post Office Box 6786 Dothan, AL 36302 Re: Vantage Sourcing 2538883 Verizon Wireless 0713609541-00001 Dear Sir or Madam: I am receipt of your latest correspondence. I also went through the copies of Verizon bills that were included. There is also hand written notations indicating that somehow a contract exists due to an upgrade with Alltel. The only contract that I signed was with Central Florida Cellular at least 17 years ago. Central Florida Cellular was bought out by Alltel and then Verizon took over Alltel. I guess that Verizon considers the purchase of a new phone an upgrade. Alltel sold me a phone prior to the phone in question and it was a piece of junk. After making several trips to the store to get it fixed. It kept having additional problems. So I returned to Alltel and purchased a phone that would work. I asked them for a phone, not an upgrade and not a new contract. I never accepted any terms and conditions, nor was I ever made aware of any. I didn't sign anything. I just purchased a phone. A contract only exists when both parties agree. I didn't agree to anything and I certainly don't agree with your settlement of $206.61. Sincerely, Jeffrey A. Corter

Oct 19, 2010 11:29:29 AM
Nick
Gambrills, MD

This is a simple solution that puts consumers - voters - in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 5:34:48 AM
MaryAnn
Shelton, CT

Cell phone companies have been outrageous in their billing practices. Many line items. for which I am charged. are not defined and are difficult to understand. Cell phone companies must notify customers before they go over the voice, data and text services (these services are expensive once the limit is exceeded). This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:54:59 AM
Ann
Pensacola, FL

I have received charges on phone bill from Sprint and AT&T that were completely false and easy to miss. I believe this is a scheme. If the mistakes were bing made in a way that COST them money, they'd soon fix it. This solution is simple and puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:52:01 AM
Eileen
Yonkers, NY

They offer these wonderful family plans but its impossible to keep up with all the usage on all the phones until you I the bill...or get on the computer and see what's already been used.....if they are not doing this on purpose then they should be more than happy to send the alerts to their customers to prevent these shocking charges...

Oct 29, 2010 3:43:46 PM
Donald
San Diego, CA

This is a simple solution that puts me in control. I've gotten bills for unknown charges, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online

service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:56:57 AM
John
New York, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:58:01 AM
Robert
Fresh Meadows, NY

I have had cases when members of my family, for whatever reasons, went way over their usual minutes of cell phone use. This has caused some monthly bills to soar! It seems more than reasonable to notify customers of impending doom!

Oct 28, 2010 2:10:26 PM
Ann
New Braunfels, TX

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:56:26 PM
Dick
Cincinnati, OH

This is so simple. Why hasn't this been done already? I have exceded my plan limits because there is no convenient way to track them. This would allow me the opportunity to modify my behavior before I exceded the limits. Please help me get control of this technology!

Oct 19, 2010 10:16:44 AM
Lara
Acton, MA

This is a NO Brainer. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:57:02 AM
Janet
Grand Blanc, MI

I don't know why this hasn't happened already, it is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:51:38 AM
Mary
Naples, FL

This is a simple solution that puts me in control. I've gotten several bills for hundreds of dollars in cell-phone usage with Verizon, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Regards, Mary Crawford 239-793-2210

Oct 29, 2010 8:52:51 AM
William
Merritt, NC

This is a simple solution that puts me in control. I've occasionally gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. In my case this has happened when family illness required my presence out of town. I was so consumed with dealing with my loved one, I paid no attention to my mounting phone charges. A simple alert providing me the status of my usage would have alerted me to the need to limit my phone time or call the phone company for more minutes. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. Most of all, I just didn't know when I ran out of minutes. I'm ready for some meaningful control. Thank you.

Oct 28, 2010 11:08:34 AM
Richard
Lakewood, CO

I like a solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 8:59:23 AM
Joan
Peoria, IL

This is a simple solution that puts me in control.

Oct 19, 2010 7:20:06 PM
Ramona
Beaverton, OR

This is a simple solution that puts the customer in control and that's where the control SHOULD be. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Per the phone company, the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and being ripped off. I request true control of my bill via advance notice on nearing minutes limits.

Oct 28, 2010 9:14:25 PM
David
Pittsburgh, PA

This is a simple solution that puts me in control. on a single screen (that can be my home page) it should tell me minutes/ month in each category, minutes used to date, and percent of prorated minutes/ month = (minutes used)*(30/days to date)/(minutes allowed/month); when it is greater than 100% I know to slow down to get to the end of the month under budget. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:42:08 AM
Brenda
Farmville, VA

This is a simple solution that puts me in control. I feel that it is only fair and appropriate for customers to have some idea when we're close to our limits on voice, data, and text service. We're on a family plan, and it is impossible to know when the other family members have used more than their share of the allocated minutes. Thank you. Sincerely, Brenda V. Cross

Nov 29, 2010 5:40:04 AM
Jenny
Princeton, NJ

Advance notice would put the customer first..

Nov 1, 2010 2:54:26 PM
Keri
Jackson Heights, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent so much wasted time on the phone with customer service, and I hardly ever end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits,

didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:46:53 AM
James
Cabin John, MD

if you want to help the consumer with a straightforward fix try this: This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please. thanks.

Oct 29, 2010 1:58:16 AM
Ernest
Albuquerque, NM

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, and have found Verizon very helpful, but I have had to eat the bill the second time exceeding the limit occured. To view the account on the Internet is time consuming and not alway easy to do. I have recommended to Verizon they should notify me whenever I approach my purchased minutes, dat or service limits. They tell me that they are not setup to do such a thing. With Computersized systems they have, they do have the ability to provide customers warnings. If they can show me on "MY VERIZON webpage that I am approaching a limit, they can send a text message and E-mail. The problem was my fault for not monitoring the system, but I thought that the service would stop or they would notify me. But with a teenager on a cell phone is dangerous, and hard to control without shutting down her phone via the Internet. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I do not like bill shock, and I am controlling it better, but I should not have to be so pro-active, when the cell company can provide some real control automatically. In the defense of Verizon, they have been very good in working the issue with me. Another issue I have is all of the fees, taxes State and Federal that is loaded onto the bill is unreasonable. However, an alert system to customers on their cell phones is an excellent solution to a real problem.

Oct 28, 2010 3:54:57 PM
Jean
Troy, MI

This is a simple solution that puts me in control. I've gotten bills far over my usual amount. It was a real eye opener. Just recently I was sick and in the hospital and using my cell phone a lot. I had to limit calls at a time I really needed them because I was afraid I would go over my

minutes. Had there been a plan to let me know when I was close, I wouldn't have had to worry so much. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:22:54 PM
Rick
Hillsboro, OR

This is a simple solution that puts me in control. I was shocked by a bill for $400 over my usual $110 monthly amount. I was told it was due to international data roaming charges. Since I had not left the country it was much more of a surprise. It seems the Canadian networks have a much stronger signal than the US based network in an area of the Washington/Canada border. Since there was no way to prove that I was not in Canada, I ended up having to pay the bill. A simple notification would have allowed me to fix the problem like allthe other local residents do by turning off International roaming on my phone!

Oct 19, 2010 1:08:02 PM
Les
Madison, WI

Simple fix for an annoying and potentially expense problem.

Oct 19, 2010 10:04:19 PM
Margaret
Parkland, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, numerous letters, etc, to adjust my plan. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:25:22 AM
Paul
Fallston, MD

This is a simple solution that puts me in control. I've not yet had the misfortune of getting cell phone bills for hundreds of dollars, or spending hours on the phone with customer service, and I hope it will not happen in the future. Most of all, I just want to be contacted when they know when I ran out of minutes. I am ready for some real control and I want notice BEFORE I hit my usage limits! Sincerely, Paul Czarnecki

Oct 28, 2010 3:32:36 PM
Barbara
Graham, NC

Please vote for bill to enforce cell phone companies to notify users prior to running up high bills where they are charged huge amounts of money they don't know is accumulating on their bills. People have gotten bills for hundreds of dollars, spend hours on the phone with customer service,

and never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand my plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, people just didn't know when I ran out of minutes, and I don't want it to happen to me. The public is tired of bill shock, and ready for some real control.

Oct 20, 2010 9:56:58 PM
Merrill
State College, PA

This is a simple solution that puts me in control!

Oct 28, 2010 4:12:37 PM
PALM
Milton, VT

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:17:42 PM
Monica
Woonsocket, RI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and am hit with fees that I never expected. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:22:17 AM
Colleen
Washington, DC

This is a simple and fair solution that protects consumers from racking up phone bills they can't afford during times of crises. I know because it happened to me when my first child was born and everyone called my cell phone to congratulate us. If I had gotten a warning text or email, I would have thought about it and asked people to call our land line. Instead, I got hit with $100+ in excess call charges. Please support this terrific consumer protection idea - it's the right thing to do!

Oct 28, 2010 3:26:20 PM
Thomas
Warrenton, VA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 8, 2010 10:54:48 PM
Gene
Orland, CA

This is a simple solution that will greatly enhance customer relations. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just have no way of knowing when I run out of minutes. I'm tired of bill shock, and would appreciate some sort of warning that I am approaching my minutes limit.

Oct 19, 2010 12:55:21 PM
Thomas
Prior Lake, MN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. in fact it was just the case yesterday. I was over cahrged for a service i was not provided, but I could only receive a 3 month credit! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. When i have compleained and CSR didn't want to deal with me they blind forwarded me to a new CSR and I had to start the conversation over again. I was told that this is what happenne3d to me after refusing to go forward with any conversation until I received an explanation of my transfer. Why did they tellme? mAYBE BECAUSE WE SPEND OVER $5,000 A YEAR ON 3 CELL PHONES! I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 9:32:26 AM
Robert
Bonaire, GA

This is a simple solution that puts me in control. I've gotten bills for lots of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I finally had to discontinue text service because I was being charged for messages being sent from the vendor that I did not want or need. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:07:21 PM
Hitt
Palo Alto, CA

This does sound like a good idea. The provider and/or subscriber should get some kind of choice (email, mail, voicemail, text), but the technology to do this is all here and has been for years.

Oct 29, 2010 1:44:54 PM
Mary Jo
Bethesda, MD

This is a fix that must be done - we consumers need a simple solution that puts us in control! I want to know when I'm approaching my limit and I don't want to be shocked with a big bill. Sometimes, when you switch plans or have unexpected usages, you just don't realize what the charges will be! This happens occasionally and then I must waste time, energy and money dealing with your customer service and dealing with the bill. A simple notice from you would have prevented that and made me a happier customer! We, the customer need to know what's going on with our phones - and the best way is for the phone co's. to let us know when we've exceeded our limits. I'm tired of bill shock, and I'm ready for some real control.

Oct 19, 2010 10:19:31 AM
Wayne
Atlanta, GA

Please support this simple solution to put me in control of my cell phone minutes and data usage. There is currently no way to keep track of the minutes I have used, text messages I've sent or data I've transmitted, and it is far too easy to exceed allowable limits and unknowingly rack up a huge bill. Even though I understand all the charges associated with using my plan, I still have no way to know exactly how my upcoming bill will be affected, ahead of time. I need to know, when I still have a chance to make a decision whether or not to make the call or send the data. I'm ready for some real control.

Oct 28, 2010 2:13:44 PM
William
Coeur D Alene, ID

This is a simple solution that puts me in control, even when my kids' cell phone habits can't be monitored 24-hours a day. It'd be easy for the providers to provide this basic service, and save them (a call to their service center) and us from having to deal w/unexpected bills.

Oct 22, 2010 11:01:53 AM
Donna
Fuquay Varina, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars for roaming, extra usage, etc. that I was not expecting. Before traveling I call to get an estimated cost, get vague answers, and every time, when I get my next bill, I am floored at the extra costs. For the last 3 trips, was a total over $500.00 - and I had tried to educate myself before even leaving for trip. It seems that the problem was always my fault. I've been told I there was miscommunication or I didn't understand my plan costs. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:08:25 AM
Leedy
Mount Kisco, NY

I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:43:51 PM
Michael C
Odenton, MD

This is a simple solution that puts me in control. I should not receive bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. Automated notification to customers when they excede 90% of their plan limits would cost companies practically nothing. I don't like bill shock, and am ready for some real control.

Oct 21, 2010 4:26:21 PM
Daniel
Arlington, VA

This should be easy to implement as soon as transactions are registered in billing systems. Most cell phone companies already provide a means of checking on usage.

Oct 28, 2010 10:26:55 AM
Debra
Milford, DE

This is a simple solution and courtesy to the customer. Most customers are strapped financially and the shock of getting a bill for overage is devastating. Please allow the customer to be in control. Ultimately, the customer will be happy and the service provider will be paid and happy.

Nov 30, 2010 7:15:21 PM
Elmer
Irvine, CA

This is a simple solution that puts me in control. I've received way over my average cell phone bill occasionally and I never end up satisfied with customer service. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and really need real control.

Oct 28, 2010 7:36:50 PM
Galen
Seattle, WA

This is a simple solution that puts me in control. While I consider myself lucky to have found a company (Credo Mobile) that *does* warn me when my next bill will have some larger charges on it, not all companies are so considerate. Notice via phone or text is an excellent idea that will help consumers avoid unpleasant surprises on their bills.

Oct 28, 2010 3:00:36 PM
Jim
Wenatchee, WA

This is a simple solution that puts me in control.

Oct 19, 2010 11:07:16 AM
Larry
Houston, TX

This is a simple solution that puts me in control.

Oct 19, 2010 11:32:57 AM
Mary
Albuquerque, NM

This is a simple solution to the problem that puts the consumer in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:56:28 PM
Sara
Santa Rosa, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:09:38 AM
Scott
Colorado Springs, CO

There is no reason that providers cannot provide simple notice to customers about to reach their plan limits. The technology is readily available, not expensive, and allows customers to make a simple choice. In fact, it may give providers a stronger basis to collect from customers who choose to go beyond their plans, once informed. I don't like that providers blame customers, as if they will fully comprehend every situation that may put them outside of their plan and incur huge fees. The situation with some relief workers in Haiti comes to mind. Please require this simple step from providers to reduce risk of this problem occurring when it should not.

Oct 28, 2010 1:30:26 PM
Suzane Slyn
North Potomac, MD

I've already had this problem twice due to my children's use! This is a simple solution that puts me in control. I had to upgrade to a higher plan to cover the costs, but this way my family could protect ourselves BEFORE the limit is reached and additional money needs to be sent. Please help all cell phone users with this easy solution!

Oct 19, 2010 10:17:03 AM
James
Monroeville, AL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired on not being able to block #'s that call my phone just to run up my bill. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:26:31 AM
(Paul) Spencer
Allen, TX

This is a simple solution that puts me in control. My daughter just started using the Internet from her cell phone, after she'd had it for years. She didn't have a data plan, and that's not cheap, and we should have been notified when she started. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:10:04 PM
Robert
Whitehall, PA

If they are capable of sending an email notifying you of your monthly bill, of keeping detailed records of usage for each phone in a plan, then I'm quite sure they could easily notify customers of approaching limits to one's plan. Personally, I also feel that bill shhock is due to the inordinate number of fees, taxes, expenses and whatnot that are placed on each phone, sometimes to the point of approaching the cost of the plan for a particular phone.

Nov 5, 2010 4:41:11 PM
Victoria
Berkeley, CA

This is a simple solution that puts me in control. We've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. We've been told we didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. We're tired of bill shock, and ready for some real control.

Oct 19, 2010 5:43:20 PM

Enrique
Miami, FL

. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

Nov 6, 2010 10:59:58 AM
Fred
Wichita, KS

Yes. I am in favor. I get bills that seem too high, to the point where I am planning to keep accurate count of the minutes I used.

Oct 29, 2010 9:30:57 AM
Graydon
Elk Rapids, MI

I oppose ANY new law or regulation such as this that imposes one more burden on business. Businesses in this country already struggle under onerous rules, regulations, taxes, and nanny-state demands. Let's free the entire country -- business, labor, and individuals -- from government control, regulation and taxes. Just give us a tax system that imposes a fair and equal burden on everyone and allows us all to pursue happiness as we choose. LET THE MARKETPLACE DECIDE HOW GOOD A COMPANY'S CUSTOMER SERVICE IS! IT'S NONE OF GOVERNMENT'S BUSINESS. LET GOVERNMENT CONCENTRATE ON A GROUND-UP REBUILD OF THE EDUCATION SYSTEM SO THAT ALL AMERICANS CAN ACTUALLY READ AND UNDERSTAND A CONTRACT, DO THEIR OWN PHONE-BILL MATH, AND TAKE RESPONSIBILITY FOR THEIR OWN BEHAVIOR. Thanks for the opportunity to send this message to the FCC!

Oct 28, 2010 1:42:40 PM
Sam
Atkinson, IL

This is a simple solution that puts me in control.

Oct 30, 2010 12:34:23 PM
Mason
Allen, TX

This is a simple solution that puts me in control. In European countries that have implemented requirements for notifications when consumers are about to reach cell phone plan usage limits, consumers have understandably taken action to reduce their phone bills. We should have such notifications here in the U.S. to help us guard against "cell phone bill shock".

Oct 30, 2010 1:00:21 PM
Douglas
Ballston Lake, NY

This is a simple solution that puts me in control. I've gotten a bill for over a hundred dollars, spent excessive time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. I even requested no internet capability and was billed for kilobytes anyways. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:58:45 AM
Linda
Las Vegas, NV

This is a simple solution that puts me in control. I'm retired on a fixed income with no cost of living and can not afford any more than my plan limits. This make perfect sense. Big business makes enough money ripping us off it's time to put a stop to it. Thank you.

Oct 20, 2010 3:26:46 PM
Lance
Lauderdale Lakes, FL

Let's get some phone usage rates that are in line with the rest of the world. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:56:52 AM
Ben
Fort Collins, CO

I've been relatively fortunate in this regard thus far, and yet, on occasion have gone over my limit. A simple notification would sure be nice.

Oct 20, 2010 8:39:09 AM
Grazia
Brooklyn, NY

This is a simple solution that puts me in control. The bill from my young nephew's phone has at times been exorbitant. This would help him become more responsible and keep the bill to a manageable amount. Please make this change. I need my phone but can't afford to go over my limit either. Help to give control back to the consumer.

Oct 20, 2010 7:04:13 PM

Phil
Maynard, MA

It can't be that hard to accomplish this. The only reason for Telcos not to do so is greed. The end-game is to suck more cash out of customers while providing no additional value. If I was given a warning when I approach my limits I would adjust my calling patterns. I know I'm not alone in paying these unnecessary fees. This is costing the public millions of dollars.

Oct 28, 2010 8:34:54 PM
Harold
Langhorne, PA

This is a simple solution that puts me in control. There is technology out there that would allow the phone companies to send a message to the persons telephone and let them know that they are approaching the plan limit. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits. Thank You

Oct 28, 2010 3:38:00 PM
Ireene
New York, NY

This is a simple solution that puts me in control. I want to be advised if I am going over, or close to going over, my plan minutes. I want to be in control of my cellular expenses as they occur.

Oct 19, 2010 2:08:54 PM
Baker
Ferndale, WA

This is a simple solution that puts me in control. It has only happened to me once because I used to work for a cell phone company and understand these things better than most. But that's not good enough. It seems that the problem is always the consumer's fault. It's awful to tell customers that they didn't understand their calling plan, it's their fault and it's the customer service representative to tell the customer they are responsible for the charges. I feel it's up to the company to keep their customers clearly informed and manage the usage notifications in such a way that it doesn't happen. They would retain more customers that way, for a fact. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:01:56 AM
Fernald
Lunenburg, MA

This is a simple solution that puts me in control. I would HOPE that all cell phone companies would recognize this as a GREAT opportunity to kick up their customer service a notch. Really, who wouldn't embrace an opportunity to deliver quality customer service that they could be proud of? Will it "hurt" their bottom line? Maybe. More likely, I think it will enable them to keep customers who can actually pay their bills on time rather than having customers thrown into a

tailspin financially and creating past due accounts. That's just my take on this whole subject. Thanks for listening.

Oct 23, 2010 12:21:55 PM
John
Royal Oak, MI

It's too bad it has to come to this and that cel phone carriers don't or haven't come up with their own solution to this. They have to wait for grass roots consumers groups to go after them b/4 they can do a simple fix for a big problem?

Oct 28, 2010 3:09:30 PM
Steve
Columbia, SC

.

Oct 19, 2010 12:59:48 PM
Larry
Port Townsend, WA

Somehow, we have lost control of our personal privacy and information since congress has granted companies virtual freedom in mining our data. We are now victims of marketing scams and bait and switch schemes that aparently are perfectly legal. Why are you no longer interested in protecting us? What is our government for if not to protect us against enemies foreign and domestic? Scam marketing and commerce is NOT in our interest. Do your job or lose it. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:47:23 PM
Michael
Willoughby, OH

This is a simple solution and is easy for the cell phone carrriers to do. (Some pre-pay plans already do this - from the same companies.) I've gotten bills for overages that should never have happened if I was aware the limits were close or gone over.

Oct 29, 2010 3:31:47 AM
Douglas
Salem, OR

Consumer Cellular already notifies its patrons if they are approaching their limit so the plan can be adjusted to accommodate more hours at a sensible rate rather than billing per minute for a large amount of over limits phone calls. Every company should offer their customers the same good service that Consumer Cellular does. 1. Consumers should be notified of the excess calls over the limit. 2. Consumers should be given the opportunity to adjust their monthly plan to accommodate the greater usage. Consumer Cellular sets the example for the above.

Oct 28, 2010 3:05:29 PM
Ralph
Scituate, MA

I got a bill once for about $400 for excess minutes because we misunderstood Verizon's plan. I asked why they didn't notify me when I went over my limit because I've been with them for many years and I'm classified as a high value customer. I was told that high value customers are, in fact, supposed to be notified when they approach their monthly maximum minutes; but someone had forgottten to call me. I thought Verizon would waive the $400 charge. Instead, they said they would charge me only $250.

Oct 29, 2010 7:21:22 AM
Thomas & Suzanne
Union, OH

This is a simple solution that puts me in control. We gotten bills for hundreds of dollars, spent hours on the phone with customer service, and we never end up satisfied. It seems that the problem was always my fault. we' have been told we didn't understand our plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. We are tired of bill shock, and ready for some real control.

Oct 28, 2010 4:15:26 PM
Laurel
Hackettstown, NJ

This is a simple solution that puts me in control. What I don't understand is - if I have a plan with a 500 minute limit - why would the phone company not either stop any additional calls or notify me that I am near or at my limit? I had a plan two years ago that supposedly had NO DATA plan, BUT my (9 year old) daughter and her friends sent videos back and forth to the tune of $98.00. When I called and told them that can't be they told me that they can't stop thwe usage from occuring -- even though I didn't have it on my plan! Does that make sense? I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download, photo share or an online service. But most of all, I just didn't know when I ran out of minutes or if someone was using a feature that I didn't actually have. . I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:31:08 PM
Jade
Vancouver, WA

it would be quite easy to send people a text message when they get close to using all of their anytime minutes in a month. please make this a law.

Oct 28, 2010 8:43:36 PM
Dwaine
Lawrenceville, NJ

This is important to me I am tired of getting tricked by Verizon, it's not right. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:21:53 PM
Patricia
Hollywood, FL

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:11:08 PM
Howard
Saint George, SC

As I try to manage my monthly expenses and stick to my budget, I would like some assurance that I am not exceeding my usage limits. Some transparency in this process would be helpful to me and I'm sure, to other cell phone users. I support legislation.

Oct 21, 2010 6:47:48 AM
Nickie
North Bellmore, NY

On occassion I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 3:35:03 PM
Larry

Grand Prairie, TX

This is a simple solution that puts me in control. I believe the cell phone providers should notify me whenever I get close to my limit just like the messages I get from my bank. If you can't make it mandatory it should at least be optional.

Oct 27, 2010 10:50:13 AM
Karen
Cicero, NY

This is a simple solution that puts the customer in control. Cell phone companies have billed customers for hundreds of dollars. We spend hours on the phone with customer service, only to be told that we are at fault. We're being told that we didn't understand our plan limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:41:26 PM
Donald
Carol Stream, IL

Customers have received bills for hundreds of dollars, spent hours on the phone with customer service, and still end up dissatisfied. Told that one misunderstands plan limits, or parental controls, or charges associated with a download or an online service is bad enough,but being unaware of minutes remaining in a month can be detrimental to one's budget plan. In order to organize one's billing expectations,it should not be too difficult for a cell phone provider to notify customers of a small amount of minutes remaining in a month's supply in order to ease the financial surprise that shocks many of today's busy workers. Your help in this area would be appreciated.Thank you.

Oct 20, 2010 8:12:55 PM
Gary
Easton, PA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. This has happened 3-4 times. Some more my son's fault. Some a mistake from the company. Always misleading and hard to understand bills the underlying issue. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:26:04 PM
Edward
Union City, CA

This is a simple solution that puts me in control. I Cancelled my Cell Phone service with AT&T and use NET10. They send me notifications and everything this bill would make the others do. This rule would garentee that NET10 or any other company would CONTINUE to let me know.

Oct 28, 2010 6:33:29 PM
Pamela
Eugene, OR

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 22, 2010 6:19:29 AM
Robert
Syosset, NY

I'm a frequent cell phone user for business and personal matters. It is unconscionable to me that I am not informed when my usage is approaching my cell phone plan limits. My bank informs me by text message if my bank account falls below a certain level. Why shouldn't I be aware of cell phone usage that exceeds limits? At least, then, I could take steps to limit usage and avoid the excessive charges that my cell phone provider levies for overusage. Thank you.

Oct 20, 2010 8:52:43 PM
Ken
Hazel Green, WI

This is a simple solution. It will provide me the information I need to have some specific control over the cost of my phone use.

Oct 28, 2010 5:38:10 PM
Ed
Twin Falls, ID

While I have not personally experienced this difficulty, I think it is an excellent idea and helps protect end users from convoluted pricing structures adopted by the cell phone companies.

Oct 19, 2010 12:54:55 PM
David
Dartmouth, MA

THIS NOTIFICATION SHOULD BE MANDATORY WHEN YOU'RE WITHIN 10% OF YOUR MAXIMUM MINUTES. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:09:47 PM
Elaine
Hudson, OH

This is a simple solution that puts me in control.

Nov 19, 2010 8:39:42 PM
Francisco
Lake Worth, FL

Every time rates go up, people who can't afford the new rates have to drop their coverage. A reasonable rate review process should have the following elements: * Prior approval of rate hikes before they go into effect * Notice to the public of proposed rate hikes with public comment period * Hearings for rate hikes greater than 10% in the individual market * Consumer and consumer representative participation in hearings * Public disclosure of complete rate filings with readable summaries of justification for rate hikes * Standard rate filing format, documentation * Detailed justification for all rate increases, including data on how much medical costs are rising * Approval of rate hike must take into account company profits, existing surplus, rate increase history and impact on policyholders * Notice to policyholders and the public of approved rate hikes at least 60 days before the effective date

Oct 19, 2010 12:21:17 PM
Trevor
Valrico, FL

I have tries to improve on the statement as written, but was unable to do so. I have been thinking about doing something like this for a long time but had no idea where to send it. I also contacted Verizon and ask to be notified when the minutes are about to be exceeded, the customer service person said they were unable to do so at this time. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Trevor

Nov 11, 2010 1:53:56 PM
Rodney
Lincoln, CA

This is a simple solution that puts me in control- notify me before I go over my limits. It's a sensible solution. Rod Dore

Oct 29, 2010 12:53:07 AM
Herb
Ramsey, MN

This is a simple solution that puts me in control. I've gotten bills that were huge. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:18:11 PM
Laurel
Atlanta, GA

This is a simple solution that puts me in control. I've gone over my minutes, and the charges were high, and I really would like to know WHEN I'm reaching my limits so as to curtail my usage.

Oct 29, 2010 3:18:50 PM
Laurel
Atlanta, GA

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 11:19:26 AM
Ronald
San Antonio, TX

I'm tired of bill shock. Cell phone companies should be required to leverage their own technology and notify me when I approach my plan limits.

Oct 28, 2010 8:39:24 PM
Dawn
Louisville, KY

This is a simple solution that puts consumers in control. I don't pay the bills on our cell phones so I don't know if we've ever personally experienced this problem. Sending an electronic notification is a common sense courtesy that should have been extended by businesses without having to be forced to do it. If it won't be done without law, then so be it. Please make it a law for businesses to notify people when they're nearing the limits on a limited-service plan.

Oct 19, 2010 5:00:25 PM
Patricia
Charleston, WV

This is a simple solution that puts me in control. I I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:16:20 PM
John
Warwick, RI

This is a simple solution that puts me in control. I'm tired of the legal bias toward businesses that allow them to hide important details in miniscule print and then bury that print in large contracts. I'm tired of finding out after the fact that some obscure tirgger has tripped and resulted in extra charges. I'm tired of the way business is done in this country. Caveat Emptor rings true more than ever, but how can the individual compete with million dollar marketing and legal departments, who scheme to hide the true nature of the contract from the customer? The goverment is responsible for monitoring these eggregious frauds that are perpetrated against the American consumer. I think it's time the watchdogs grew some teeth and learned how to bite.

Oct 19, 2010 11:24:19 AM
John
Pine Bush, NY

One of the biggest reasons I have avoided getting a cell phone is the never-ending complaints about "over" charges I hear from people who do have cell phones. It costs them dearly. Maybe this is the way the companies pad their profits, but fair and honest business practices are more important.

Oct 29, 2010 12:13:34 PM
Rick
Redwood City, CA

This is a simple solution that puts consumers in a position to make informed decisions. Friends have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always the consumer's fault. They've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:44:28 AM
Dennis
Ijamsville, MD

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:52:55 PM
Steve
Sherrard, IL

If Europe can do it, America can do it. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 5:22:32 AM
Michael
Staten Island, NY

This is a simple solution that puts people in better control. I've gotten bills for much more than I expected. I've spent hours on the phone in attempts to determine the exact cause or other related reasons. And, while I've not experienced half of what others have, I understand their frustration. It seems that the problem is always the fault of the consumer. We've been told that we didn't understand our plan limits, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. I deeply appreciate the surprise and feelings of helpless, and understand this proposal would afford consumers more real control. So, I encourage you to pass this reform quickly. Thank you!

Oct 29, 2010 10:35:59 AM
Ronald
Lake Villa, IL

This is a simple solution that puts me in control..

Oct 28, 2010 4:37:57 PM
Richard
Pauls Valley, OK

Cell companies MUST give customers a notice before racking up huge bills they may have trouble paying! DO THE RIGHT THING NOW DAMN IT!!

Oct 28, 2010 3:24:30 PM
Eugen
Woodland, CA

Please enact this rule; other countries can do why not us I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:52:34 PM
Claire
Worland, WY

This is a simple solution that puts me in control. Just last week I realized Alltel was nicking me over $300 a month for the last few months. I had changed my son to an unlimited text package, but they made a mistake and did not set it up correctly. I was told twice by two phone people I had to pay before I threatened to switch carrier and ONLY THEN I was handed to a "customer loyalty associate" who said "Sure we can credit those big charges." Well, we all wasted e 20 minutes and I had an elevated anger level which I would have taken out on my dog (Lucky, I don't have a dog). I worry that a young person or someone new to the country or language may not have persisted to get their rightful refund. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:25:59 PM
Norma
Pittsburgh, PA

I am the representative payee for a widowed disabled mother of 2 who does not speak English. She relies on her high-school student son to conduct family business. As refugees, their income is just above poverty level and they have no credit but must have a family cell phone plan to navigate American culture. Since a credit card was needed to get their plan, I put it in my name. If I could be warned well in advance of their limits, I could explain it to them and save them some added hardship.

Oct 20, 2010 8:13:57 AM
James
Key Largo, FL

This is a simple solution that puts me in control. I've been surprised by bills charging far more than I expected, only to find out that I had passed some limit I was previously unaware of. I've been told I didn't understand my plan limits and didn't understand the charges associated with an online service. Usually, I just didn't know when I ran out of minutes. As easy as it is for providers to monitor usage, it seems only fair that they provide some sort of warning as an important threshold is approached.

Nov 5, 2010 7:03:08 AM
Frank
Miami, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent lots of time on the phone with customer service, and I never end up completely satisfied. I'm tired of bill shock, and ready for some real control. I've heard of nightmare scenarios where customers were charged 1000's of dollars for data roaming charges all while they are unaware. Cell phone companies should send MULTIPLE alerts to customers when a certain threshold is net- like $250/$500, or a certain number of overage minutes or texts; they should even give customers the option to automatically turn off data and other services when a certain threshold is reached. Cell phone companies should be held accountable.

Oct 19, 2010 12:10:28 PM

Donald
Hollis, NH

This is a simple solution that puts me in control. I have been on the receiving end of a large bill on two occassions. Once, after the large ice storm 2 years ago, and previous time two years earlier. Verizon was considerate and dismissed the ice storm over charges, but I wasn't so lucky the time before that. It seems only fair and prudent to get a *clear* warning statement of when one is going over the limit of an account. I say *clear* because I received a text message from Verizon stating I was getting close to a limit recently, but I have no idea which limit -- phone, text, data. With all the usage monitoring software these providers have, it would be trivial for them to send warnings when one is within 5% of the max, contracted usage. Large, unexpected, and often unwarranted bills are not what consumers should deal with, especially in this economy.

Oct 20, 2010 1:26:02 PM
Danny
Shoreline, WA

Please protect consumers. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:05:20 PM
Mercedes
Racine, WI

This is a simple solution that puts me in control. We need it! Our family plan has gotten bills for hundreds of dollars. We'e spent hours on the phone with customer service, and we never end up satisfied. It seems that the problem was always our fault. We've been told we didn't understand the plan limits, didn't understand the charges associated with a download or an online service. But most of all, WE just didn't know when we ran out of minutes. WE are tired of bill shock, and ready for some real control.

Oct 28, 2010 7:30:02 PM
Sarah
San Anselmo, CA

This is a simple solution that puts me in control. I'm tired of bill shock.

Oct 19, 2010 10:08:53 AM
Richard
Garden City, MI

This is a simple solution that puts me in control.

Oct 28, 2010 3:30:44 PM
Dan
Wildomar, CA

This is a simple solution that puts me in control. It also maintains a good working relationship between customer and provider, reducing unnecessary confrontations. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Happy customers generate good word-of-mouth advertising (the best kind) and reduce the stress and anxiety of your customer relations staff. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. This is your business, you have all the pertinent info available, while your customers have so much going on it's easy to miss or be unaware of whatever limits are being approached. A little common consideration would result in positive customer service benefits.

Oct 31, 2010 3:12:52 PM
Susan
Walnut Creek, CA

How is it possible that two people can have a bill of just over $400 for only one month of usage?? The cell phone companies seem to have a sweet deal for themselves, and no one is watching out for us average consumers. Notifying customers before they exceed the usage limit of a plan seems to be the least they could do! More importantly however, we need a more extensive evaluation of the cellular telecommunications industry. The way I see it, consumers are being taken to the cleaners. Please require cell phone companies to give this notice to it's customers. It is at least a start, and we would like to see more done for protecting consumers. Thank you!

Oct 20, 2010 7:38:35 PM
Thomas
Lawrence, NY

Pass your proposed rule to require notice to me via phone or text before I go over my usage limits!

Oct 28, 2010 8:30:11 PM
Brian
Riverside, CA

This is a simple solution that puts me in control. Please for once stand with the people and level the playing field just a little bit.

Oct 28, 2010 4:27:12 PM
winona

Richburg, SC

I've been devastated by unexpected high cell phone bills, including charging me for messages left on my voice mail and promotions from companies with long sales pitches. Kindly follow the lead of our European companies who show respect for their customers with a simple warning. Our companies are too greedy to respect customers, and treat us as though we were not worthy of their concern or solution. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:35:00 PM
Karen
Westerville, OH

This is a simple solution that puts me in control. This is especially important for those who do not have unlimited texting and data usage. It is also critical when land line phones go out and the cell phone is all one has. Make your customers happy!! Isn't that the key to success in business?

Oct 19, 2010 10:12:26 AM
Alan
Fort Salonga, NY

The phone cos. should not object to this is a simple solution that puts me in control. I've received big bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault but it's not. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:58:24 AM
Ariel
Worcester, MA

This is a simple solution that puts me in control. Cell phone service providers have a variety of means to present families with inflated bills that increase, not decrease over time. Please enhance incentives for new carriers to enter the market who will provide real price competition for individuals who want simple communication such as text and voice. Also, please improve the interoperability of cell phones to work with different carriers. There is no technical reason why consumers cannot have access to cell phones that can operate on a variety of networks. Additionally set standards for early withdrawal charges which are ridiculous 20 years after cell phone service has become mainstream. Many companies, like Verizon, run their business as if they are mafiosi trying to extract every last penny from long term customers. Do not reward this awful profiteering. It has given capitalism a very bad name. Regards, Ariel Lipner

Oct 19, 2010 10:44:58 AM
Mary
Austin, TX

This is a simple solution that puts the consumer in control. I know people who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they never end up satisfied. This should not have happened to them! I do not want this to happen to me. It seems that the problem is never the fault of the cell phone company. Consumers are told they don't understand plan limits, don't understand parental controls, or don't understand the charges associated with a download or an online service. But most of all, consumers don't know when they run out of minutes! Consumers are tired of bill shock, and ready for some real control.

Oct 20, 2010 12:43:25 AM
Jeannine
Marysville, WA

This is a simple solution that puts me in control..

Oct 19, 2010 10:02:15 AM
James
Silverton, OR

I have had this situation occur two times in the past few years. Both times, I was forced to renew my contract with the cell phone provider in order to secure a MODEST reduction in the bill. I felt totally ripped off both times, and it was a RIPPOFF! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. The government should require phone companies to notify their customers when they exceed their plan limits.

Oct 19, 2010 3:08:59 PM
Thomas
Howell, MI

This is a simple solution that puts me in control.

Oct 28, 2010 12:52:26 PM
Brian
Larchmont, NY

This is a simple solution that puts me in control. I've gotten bills for more than expected, spent hours on the phone with customer service, and I often end up unsatisfied. It seems that the

problem is regularly my fault. I've been told I didn't how I could have presented the problem and had complex methods described. But, simply it is just to difficult to avoid overcharges without purchasing large amounts of unnecessary/unused service. There is little real competition. The charges for "excess minutes" are not cost related. Charging by month when various months have various number of days is unfair. Advertising a number of minutes without disclosing such is a maximum based on each call ending exactly on a minute increment is fraudulent. The "extra charges" relegated to fine print takes advantage of customers. Contracts for "service" which are effectively one-way locking the customer in but providing little protection for "service" that is not really delivered must be stopped. The mobile phone industry resembles the "ma bell" of the distant past when a person could get service only from a local phone company and had to rent their phone from the same company. "Ma" unfortunately as it loses its grip on wired line has figured out how to implement that same poor system in the wireless field, minus the regulation and quality. I'm tired of bill shock, and the inability to do much about it. It's time for consumers to have some real control and choice in mobile communication. I'm ready for our nation to have leading quality rather than leading costs for mobile communications.

Oct 19, 2010 7:53:54 PM
Rick
Atlanta, GA

It is not capitalism to knowingly prey on consumers. Your job is to prevent this kind of predatory behavior from happening. Please do your job.

Jan 9, 2011 8:03:45 AM
Esperanza
Deltona, FL

We have a family plan as we have 5 children and it seems that life has forced us to utilize our cell phones as the primary source of communication. I think it is obscene what they charge and I strongly feel that it is a no brainer to require that they notify their customers when they are within a designated number of minutes of their limit.

Oct 20, 2010 10:08:37 AM
Richard
South Burlington, VT

This is a simple solution that puts me in control. I've gotten bills, spent hours on the phone with customer service, and I rarely end up satisfied. It seems that the problem was always my fault. I've been told I had to keep track of my minutes on my own, didn't understand the charges associated with a download or an online service. Recently I received a bill for a text even though text is blocked on all my phones. That took multiple calls and a lot of arm twisting to straighten out. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:59:50 PM
Christopher
Durham, NC

Such requirements are mandatory in Europe and are working well. Please help! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:38:53 AM
Rudolph
Speedway, IN

This is a simple solution that puts me in control and I believe that it would be good for all cell phone users.

Oct 28, 2010 8:20:14 PM
James T
Douglas, GA

This is a simple solution that puts me in control. I know people who have gotten bills for hundreds of minutes they did not use and internet connect time when they don't ever use internet. It is alway their fault and they have no choice but to pay up or be cut off. They are never happy with customer service and never happy with the end settlement. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. All companies should offer rollover minutes at the end of the month for time not used.

Oct 19, 2010 5:26:17 PM
Holly
Houston, TX

This is a simple solution that puts me in control. My bill is different each month, and i never know why. I'd like to know before i go over so that i can manage my account wisely. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:30:02 PM
Travis
Newton, MA

I recently got a bill in excess of $17,000 YES over $17,000 for data usage for a single week after a Verizon reprentative had provided me with inaccurate information about an internationof data plan available for me to use when traveling. I have spent hours on the phone with customer service over the past 7 weeks and it is still not resolved. Had my phone alerted me to these charges, this situation could have been avoided. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:03:24 PM
Robert
Branford, CT

Yeh, tired. Enough is enough! How many years must we put up with utility companies messing us over, and over again.

Oct 20, 2010 12:44:23 AM
Bruce
Albuquerque, NM

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:58:06 AM
Howard
Mars Hill, NC

This is a simple solution that puts me in control. People I know have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always their fault. They must not understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:23:23 AM
Ron
Sacramento, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I received a bill that put me into a complete financial downspin. If I had received notice that there was a potential problem it would have saved me over the equivalent of a full months salary. AT&T used to do this with the regular phone service, a letter would come out if our long distance calls were approaching some preset limit. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:25:49 PM
Rogers
Ballston Lake, NY

This is a simple solution that puts me in control. I've gotten huge bills, spent time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my

fault. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 1:14:05 PM
Ira
Hollywood, FL

This is such a simple pro-consumer idea. I am all for it.

Nov 4, 2010 11:06:18 AM
James
Graham, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. I am a retired person on social security for my primary financial support. The "friends of the family" network does not work across all states with different types of equipment. It seems that the problem was always my fault. I've been told I didn't understand my plan limits.But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:51:04 PM
Alan
Chicago, IL

Individual users always had control over their cell phone service usage, yet most have found it difficult to understand what those limits are. It is a shame that this type of warning or notification system needs to be enacted as law rather than all suppliers offering it as a simple courtesy to their customers. While I agree that this service will be helpfull for some, I'd suspect that it will not be enough to prevent future trouble for others. Maybe additional services to restrict the use of the services once limits are reached need to be available as well. For instance, one might be able to call for emergency services, dial home or the office, as well as recieve incoming calls for a specific amount of events or period of time. What ever the solutions might be, which may be different for some than others, it's clear that consumers need some help from their suppliers to reduce usage and the related bills.

Nov 11, 2010 8:17:25 AM
Janice
New York, NY

This is a simple solution that puts me in control. I have learned how to check my minutes but find that it is deceptive - at one moment i;ve used 235 mins and 20 mins later it tells me 203 mins. Customer service tells me that it depends upon when the systems are updated (?!?!). So how is one to know? We are not, I suppose. It seems that notification w/info that is in real time would be very useful to the consumer. I support this type of legislation

Oct 30, 2010 2:35:57 PM

Thomas
Cary, NC

I think consumers should be allowed to make informed decisions. That is why I ask that you support a bill that requires phone companies to alert consumers when they approach their phone plan minutes. I'm do not want to be shocked by unauthorized use of my phone so I ask to be alerted if I approach my phone minute limits. Thank you.

Oct 28, 2010 12:29:41 PM
Pamela
Williamsburg, VA

In this world with technology being changed all the time and service plans changing too, it sure would be nice if someone would look out for the little guy. Especially with the aging population, it would be great to hav e a reminder call when your minutes are about to run out. Perhaps even the cell phone could be programmed with an alarm to keep the user totally up to date before there is an overage. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:32:02 PM
Styra
Asbury, NJ

I am fortunate that I don't have children using my plan, but even so every once in a while I go over my limit, to my surprise.

Oct 19, 2010 1:54:36 PM
Leonard
Portland, OR

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent a lot of time on the phone with customer service, and I never end up satisfied. It seems that the problem was my fault. It ended up that they thought I didn't understand my plan limits, didn't understand the charges associated for all the service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 8:43:26 AM
Frank
Royal Oak, MI

This is a simple solution that protects the consumer from absurd fees. This problem is indeed the fault of the phone user for not taking careful and diligent responsibility over their usage, though

similiar to overdraft fees incurred against Debit cards (and the recent legislature ending this predatory practice), there should be a protective measure for the consumer in this regard. Our society is becoming more dependent of the mobile technology, and measures to reduce predatory fees should be taken to protect the consumer base.

Oct 19, 2010 11:15:45 AM
William
Floral Park, NY

This is a simple solution that puts me in control.

Oct 19, 2010 3:57:46 PM
Lynn
Westminster, CO

This is a simple solution that puts me in control.

Oct 19, 2010 10:12:17 AM
Walter
Portland, OR

This is a simple solution that puts me in control. I and other members of my family have gotten bills for hundreds of dollars and spent hours on the phone with customer service. This would be a simple thing for the phone companies to do if they truly have their customer's, and not just their own economic, interests in mind.

Oct 20, 2010 11:06:41 PM
Howard (A.K.A. Tsvi)
Portland, OR

This is a simple solution that puts me in control. Sometimes I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. A warning would be nice, but better would be reasonable prices for over running prepaid time or data limits. I also would like to be warned on high cost out of country calls. For example I was charged $40 on a call to Canada that was only 300 miles away. I had thought that my prepaid minutes covered all U.S. and Canada. It is difficult to keep all the rules for all the services we buy in mind. And with several family members on a plan it is more difficult.

Oct 28, 2010 7:55:57 PM
John
Holyoke, MA

This is a simple solution that puts me in control. It's common courtesy -- and it's god business. Stop screwing with your customers. Treat them like you would want to be treated yourself. PLEASE!

Oct 28, 2010 3:02:14 PM
Reuven
Galt, CA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:20:20 PM
Matt
Emerald Hills, CA

This is a simple solution that puts me in control. Let's use common sense. We have the technology. It's extremely low cost and easy to execute. Really there is no reasonable reason why it can't be implemented. If we can't get our carriers to police themselves and provide a more effective way for us to manage our accounts. We really need to give them a rule to change their business practices. Thank you for your consideration. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 9:29:36 PM
Timothy
Sergeant Bluff, IA

This is a simple solution that puts me in control. I feel I have been ripped off by my phone company -- through the tricks they play which always causes additional charges. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 7:48:37 PM
Kurt
Olathe, KS

The usage notification rule is a "no brainer" as far as I'm concerned if you are at all interested in consumer protection from the predatory practices of the Cell Phone industry.

Oct 21, 2010 2:25:26 PM
Donna
Fort Worth, TX

This is a simple solution that puts me in control.

Nov 14, 2010 9:46:44 AM
Arthur
Circle Pines, MN

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 2:15:48 AM
Nicholas
Santa Fe, NM

After using Verizon for a number of years, my son went to Canada, and we added a Canadian calling plan. The 'dashboard" widget that Verizon assured us would allow us to track the total usage indicated that we were within the plan limits. A month after paying the bill, we were informed we were over the limited number of minutes, and we had a several hundred dollar charge for 'overage'. I protested, and the up-charge was canceled. A month later it happened again, and I paid the bill - except for the overages - and filed a second challenge. A few days later, while on the road working, I discovered my cell phone had been disconnected. When I called to explain that: A: I had not been warned, and B: I had paid the main part of the bill, I was escalated to a 'senior' member of the Verizon billing department. She received my explanation with what can best be described as contempt, and simply said I had to 'honor' their bill and pay it if I wanted to get my (and my son's) service restored. I explained that they had already admitted that these overages were specious, and she simply repeated her demand: 'If you want your cell phone restored, pay your bill'. When I asked to be escalated, she said she was the 'top person' I would be allowed to address. I paid the 'bill' which was the additional $375.00 for 'overage' and eventually they restored my service. Sadly, I have no expectation that the FCC - the agency I was once proud to be licensed by - will read or take in to consideration this protest. Nonetheless, for the very faint possibility that this may benefit others in this situation, I have posted these remarks. Nicholas Espeset FCC License P11020875

Oct 19, 2010 1:55:24 PM
Dennis
Jacksonville, AR

Operating budgets for businesses and families alike require that the charges are reasonable and as explained when the contract for service is agreed upon. Too often the monthly bill comes in with unaccounted for charges. Impressions are made that sneaky and underhanded procedures are approved and implemented by the management system of the phone service companies, and ignored by the regulatory agencies. Is sneaky and underhanded an accepted business model today? That would be very short sighted. Once you lose consumer confidence, another business will step in to gain what you have lost. There may be no going back. The customer that

compalins is only the "tip" of the iceberg. The silent ones that leave and don't come back are the majority. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:19:31 AM
Brian
Herndon, VA

There are a lot of things that I chalk up to modern life and having a cell phone is one of them. I know that many people do without cell phones. In fact, my wife and I held off getting a cell phone for a long time. Finally, we got tired of having to trying to find a public phone and then paying 50 cents for a local call! We started with one phone and then last summer (2009) went on a family plan, including a phone for our teenage son. We have had nothing but problems with Verizon concerning billing and credits, starting with their failure to give us promised promotions and also charging us for call-waiting music that we did not order. It was complicated by the fact that we were told that a lot of the promotional credits would not appear until the third or fourth billing cycle. I thought that it would be better to wait to discuss all outstanding issues at one time. Big mistake! First, our third and fourth billing cycles came during the 2009 holidays. A difficult time to call and not get put on hold. Things only got worse. I suspect that we lost $100 or so just from issues arising from our initial bill. Last month, we got hit with a bill about $80 higher than usual. If Verizon had sent me a text message -- something that they do regularly to tell me that my bill is due -- we would have been more cautious about our usage. Sending a text message is a simple solution that puts me in control. Ironically, during the first month of our service, Verizon sent me a text message to tell me that our teenage son was using a lot of data (he was accessing the Internet). And then they offered us a monthly data plan. We accepted the plan for the first month so that we would not have to pay the higher price for individual data usage. Then, Verizon screwed it up and we had to have the plan for two months. Moreover, they failed to let me know that I was accessing the Web with my new phone. I'm no Luddite but I apparently hit a lot of buttons during that first month. So that added to the bill -- but Verizon never bothered to tell me. Sady, although customer service at brick and mortar stores has improved in this bad economy, it is almost an oxymoron when dealing on the phone with companies and especially with Verizon. Their attitude from the gitgo is that it must be our fault! I've been told I didn't understand my plan limits or didn't understand the charges associated with online service. Ironically, as a lawyer, I have waded through some pretty dense documents. And I speak and read Japanese. But I'd do better reading a commercial lease in Japanese than I would trying to figure out my cell phone bill! And given the hassle that Verizon puts us through, our inclination is just to pay and try to be more careful. Resigning oneself to this kind of thing happening is another apect of modern life. I am grateful that we can afford to pay without great difficulty. But I know that we are in the minority. And, as a matter of principle, we make an effort to watch our money. $80 could be used for a lot of other things. Last month, I just didn't know when I ran out of minutes. It was a total surprise. It would be a huge help to get a text. I'm tired of bill shock, and ready for some real control. Thanks for listening.

Oct 23, 2010 7:51:36 PM
Karen
Okeechobee, FL

This is a simple solution that puts me in control. I've received bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I ended up being tired of it and have since put my son a prepaid card which has helped some.

Nov 7, 2010 3:26:15 PM
Nancy
Nauvoo, AL

This is a simple solution that puts me in control. I attempted to find out how many text messages I've used to try & avoid over-usage fees and went to the AT&T store-they referred me to go online which I did and registered to view my bill online and I STILL was unable to find out the answer to what should be a simple question-how many texts have been charged to my account and how many do I have left. I've spent hours on the phone trying to navigate voice mail only to be connected to a real person in the wrong department. The businesses need to be willing to make information more easily accessible to their customers, not be more concerned with how much money they can make by letting customers go over the limit without being aware of it-the customers are losing and the playing field is NOT fair! Please help level the playing field!

Nov 7, 2010 3:26:16 PM
Nancy
Nauvoo, AL

This is a simple solution that puts me in control. I attempted to find out how many text messages I've used to try & avoid over-usage fees and went to the AT&T store-they referred me to go online which I did and registered to view my bill online and I STILL was unable to find out the answer to what should be a simple question-how many texts have been charged to my account and how many do I have left. I've spent hours on the phone trying to navigate voice mail only to be connected to a real person in the wrong department. The businesses need to be willing to make information more easily accessible to their customers, not be more concerned with how much money they can make by letting customers go over the limit without being aware of it-the customers are losing and the playing field is NOT fair! Please help level the playing field!

Oct 28, 2010 12:10:29 PM
Sanford
New York, NY

This is a simple and fair solution that puts the cell phone user in control. People who can ill afford it have received unexpected bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied or received fair treatment. If my bank can notify me, as it does now, when use of my debit card puts me I'm in danger of overdraft, the phone company can notify a cell phone user when he, she or their family members are about to exceed their calling plan. Inevitably the phone company blames the user, which is unfair since the user does not have up to the minute information about usage. It's time to end bill shock.

Oct 20, 2010 7:45:04 AM
Wayne
Loveland, CO

This is a simple solution that puts me in control. Numerous consumers have gotten bills for hundreds of dollars, and spent hours on the phone with customer service, never ending up satisfied. It seems that the problem is always our fault. We've been told we didn't understand plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. I'm tired of bill shock, and ready for some real control. Greed in any form is easily recognizable; this is another. Stop it.

Oct 20, 2010 7:55:17 AM
MERCEDES
Southport, FL

the cell phone companies have the data to take advantage of the overage. and have done so making many more dollars. now it is time to share some with us. timely notification will help swing the pendulum to the center. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:36:49 AM
Gerald
Boynton Beach, FL

It's about time that you do something for the consumer instead of the corporations that donate funds for your election or re-election. I want to be notified by my cell phone provider before I go over my limit. And I want you to know that I am watching you. Thanks Jerry

Oct 19, 2010 1:09:53 PM
John
Portland, OR

This is a simple solution that puts me in control. Please be on the side of consumers. While this is no doubt a good revenue source for the companies, we should nit have a system that allows them to take advantage in this or any other way.

Oct 19, 2010 10:26:30 AM
Tracy
Saint Paul, MN

My daughter paid her own way for a two-week trip to Europe. Excellent. She spent hours each day talking to a boyfriend in the states. Less excellent. That $900 phone bill was a shocker. If you could help me to prevent such a surprise, why wouldn't you? This is a simple solution that puts me in control.

Nov 1, 2010 2:55:01 PM
Stephen
Broomes Island, MD

Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. Thanks for doing the right thing.

Oct 20, 2010 12:16:08 PM
Richard P.
Graham, NC

This is a simple solution that puts me in control. I also question why when a customer DOES NOT sign up for data that he's charged with a data useage charge when an unsolicited message comes in or one mistakingly hits the web while scrollong through phone menus. Bottom line, if I don't sign up for data, block the useage of such. Thank you. Richard P. Fay

Oct 28, 2010 11:18:57 AM
Anthony De
Ansonia, CT

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:41:18 AM
Joe
Olmsted Falls, OH

I'm sick and tired of companies earning huge profits fees. Why can't these companies make an honest profit and keep their customer's happy! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges

associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:26:22 AM
Nina
Silver Spring, MD

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, often telling the same tale to many different 'customer service' reps, and rarely end up satisfied.

Oct 28, 2010 10:03:22 PM
Ferne
Point Arena, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:59:24 AM
William
Liberty, MO

This is a simple solution that puts me in control. I've gotten bills for time over my limit even though I check their automated system which tells me I'm not over my limit. It also uses an Eastern time zone reference when I'm in a Central time zone time reference. It seems that the problem was always either lagging information (with computers?) or the customer service rep could not find out why even though I'm put on hold while they try to find an answer. With all the technical resources at the company's disposal it would seem that accurate information could be provided on a real-time basis.

Oct 19, 2010 10:07:11 PM
Randy
Kirkland, WA

This is a simple solution that puts me in control. I once received a bill for over $900 for data roaming charges while I was in Canada and I didn't even know I was using the data connection on my phone. I thought I had it turned off. I received an email warning that I was incurring roaming charges about two weeks after I returned from Canada. I called customer service and they retroactively applied a roaming data plan to my account, which brought the bill down to under $200. Nevertheless, I had to pay a lot extra for something I didn't realize I was using. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:00:52 AM
Stan
New Hope, MN

Hi, Please make all cell phone companies, alert you when you are going on roaming, and when you have hit your minute limit. This would be respectful of their customers. Sincerely, Stan Feldman .

Oct 19, 2010 10:12:18 AM
Carol
Plantation, FL

Cell phone carriers should send alerts when a plan minutes are close to the limit! I've gotten outrageous bills for a little overage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 8:42:04 AM
Timothy
Gates, TN

This is a simple solution that puts me in control.

Oct 28, 2010 1:29:09 PM
Carla
Brookfield, WI

This is a simple solution that puts me in control. I've gotten bills for far more than I expected because we exceeded our text message limit, I'd like to know ahead of time when I'm close to my limit. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:16:28 AM
Manuel
Miami, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The problem problem is that with mutli-line plans you do not know how your family members are using the phone. This seemingly reasonable requirements would eliminate having to contact the phone company repeatedly to obtain usage info. I have over use my phone two times. One for $500 and another for $250. I believe that this is a reasonable requirement that would not cost the wireless company and whole lot since they could program their computers to provide the info. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 6:01:11 AM
Pamela
Philadelphia, PA

It's bad enough that I get billed for calls I receive, unlike when I had a phone line and got billed only for calls I made. I understand why, but it seems very unfair for this practice and it uses up my minutes even faster!!! Therefore It seems that the problem, according to the company in question, is always my fault. i don't use extra features on the phone, because I have a computer I can use to communicate much more cheaply. I've been "bill shocked" ever since I started using cell phones, and I'm tired of it., Let's not just do something about "overage," let's get communication bills down to a do-able expense..

Oct 29, 2010 1:40:41 PM
Charles
Bronxville, NY

The telephone company I use is a semi Monopoly and they take full advantage. Their bill is confusing with charges for unknown and poorly explained reasons that i must pay. Fair billing should be required by law as the ethical constraints of these people are lacking. Please require honest billing. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:59:38 AM
Bonita
Albuquerque, NM

This is a simple solution that puts me in control. I have received bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The people from customer service are not empowered to do anything about this when the bottom line from management is greed. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please pass this bill...for the large and growing population of single mothers,, it would be a real help.

Oct 28, 2010 2:58:49 PM
David
Fairhope, AL

This is a simple solution that puts me in control. I know people who've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand the plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. But most of all, I personally just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:03:12 PM
Samuel
Gore, VA

This is a simple solution that puts me in control so please implement this to help all of us avoid over charges.

Oct 28, 2010 5:18:23 PM
Janice
Seattle, WA

This is a simple solution that puts me in control. I have even been reassured in advance by the phone company that I wouldn't be charged for out of area calls, only to find several hundred dollars billed to me and then told that I should have read my plan more carefully and that I shouldn't have believed what their employee had told me! I spent hours on the phone with customer service, and was never satisfied. This has happened with texting minutes as well. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:09:29 PM
David
Atlanta, GA

This is a simple solution that puts me in control.

Oct 31, 2010 7:19:19 PM
Phyllis
Scarsdale, NY

This is a simple solution that puts me in control. I've gotten bills for much more than what I thought my plan cost, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, but most of all, I just didn't know when I ran out of minutes. Enough of the bill shock, and ready for some real control.

Oct 29, 2010 12:40:01 PM
Sigmund
Canonsburg, PA

Will you reap immeasureable suffering or blessings from your actions? It's your karma. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:30:42 PM
Rebecca
Reno, NV

This is a simple solution that puts me in control. I would want to be notified if I am ever going over my service limits. Too many people I know have had bill shock and it is time we all get some control back!

Oct 28, 2010 4:42:09 PM
Courtney
San Rafael, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've been told (multiple times) I will be credited and never receive the credits, no matter how many times I call. It seems that the problem was always my fault. Definitely always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:31:56 PM
Robert
Santa Fe, NM

This is a simple solution that puts me in control, not corporations. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. They always have some excuse and it is hard to believe they ever are telling the truth. When I had a Verizon plan, it always seemed as though my charges were different than promised. Fees and usage charges that I didn't understand were always being added to my bill. You can't trust corporations: they are always lying and trying to steal from people. I'm tired of bill shock and fraud. People need some real control, not corporate fraudsters.

Oct 20, 2010 11:27:07 AM
Richard
Minneapolis, MN

This is a simple solution that puts the user in control. My son has gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always his fault. He has been told he didn't understand his plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, he just didn't know when I ran out of minutes. We are all tired of bill shock, and ready for some real control.

Oct 28, 2010 8:24:06 PM
Roy
Forest, VA

This is a simple solution that puts me in control. And I should have never been allowed to NOT be in control. You have the power to fix this. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:19:47 PM
William G.
Vienna, VA

Thank you for your attention to this logical customer friendly solution to cell phone company surprises.

Oct 19, 2010 11:13:02 AM
Robert
Providence, RI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and this is not something I should have to do. I'm tired of cell phone companies finding ways to charge me more and not providing basic ways for me to avoid extra charges. I am ready for some real control.

Oct 28, 2010 12:01:12 PM
Mark
Tucson, AZ

This is a simple solution that puts me in control. As a consumer I feel we are at the mercy of the cellular companies and they tend to control the prices and service at their will, never ours. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thanks Mark Fitch

Nov 1, 2010 1:38:36 PM
Annie
Encinitas, CA

This is a simple solution that puts me in control. Why aren't the cell phone companies here in the U.S. smart enough to implement this for their own customers, while it is already implemented in Europe as customary procedure? I've gotten bills for hundreds of dollars, spent a lot of my time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online

service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some help with real control, and I think everyone else is, too.

Oct 28, 2010 10:11:07 PM
Christopher
New York, NY

This is a simple solution that would put me in control. Even though I've never been a victim of bill shock myself, I am extremely concerned about what would happen if I ever took my phone overseas on a trip. My wireless provider's available plans for ostensibly avoiding outrageous charges are vague at best and indecipherable at worst. There is no reason why wireless service companies can not make these rates easier to understand, especially when the limits of various plans are about to be reached. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:16:29 AM
Kenton
Portville, NY

It makes not sense to keep things as they are. Cell phone companies should not have the power to abuse their customers.

Oct 19, 2010 10:16:48 AM
Ragnar F.
Vestavia Hills, AL

This is a simple solution that puts me in control. Please, impose this simple requirement on the cell phone service providers now. Similar requirements have been imposed in the European Union where they work well. The consumers in this country need and deserve similar protection from unexpected and avoidable charges by the cell phone companies.

Oct 28, 2010 6:17:26 PM
Julia
Phoenix, AZ

This is a simple solution that puts me in control.

Oct 19, 2010 1:03:05 PM
William
New Era, MI

Too many people have this experience: This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:42:24 PM
Roland
Albuquerque, NM

Just like the user-friendly European system, this is a simple solution that puts me in control. I've gotten excessive bills, spent hours on the phone with customer service, and I never end up satisfied. Greedy tricks rule in the American system. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:18:24 PM
Hubert
West Palm Beach, FL

I have to watch my spending very closely to stay within a limited budget. Many services are offered by phone companies and it seems reasonable to me that we be notified of approaching our limits. I would greatly appreciate it if you would add this to your services.

Oct 22, 2010 12:23:11 AM
David
Lilburn, GA

Your support on this matter would be greatly appreciated.

Oct 29, 2010 8:39:07 AM
Mary Ellen
Shreveport, LA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. It's not reasonable to expect the customer to navigate the myriad of plans and choices within these plans to try to control the usage on these phones. The companies are literally "stacking the deck" in favor of "gotcha" fees. UNFAIR!

Oct 28, 2010 4:33:19 PM
Dale
Philadelphia, PA

This is a simple solution that puts the customer in control of their own service. Fee structures can be misleading, usage allotments are not always itemized as you use them and providers are allowed to change the terms of service after you sign a service agreement with them. You have stacked the deck against the people who pay your salary. You need to pay attention and represent the taxpayers. Support a bill to require notification by the providers of service limits.

Oct 19, 2010 6:46:49 PM

Daniel
St James City, FL

Customer notification represents a simple solution to a serious problem for many individuals and families and, based on Europe's experience, can be easily done by the cell phone companies. Individuals and families should be given the tools to control their own financial destiny.

Oct 28, 2010 7:45:50 PM
Wayne
Smithtown, NY

No company should be able to sneak up on a customers and bang them with overcharges. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:10:05 AM
Barbara G.
Columbus, OH

Every month I spend hours trying to figure out my phone bill. There is literally NO WAY to figure out how they come up with charges for "extra minutes" so there is no way to disupute the charge. Very clever. Phone bills need to be simplified and there needs to be a requirement to send a reminder when usage approaches limits of the plan. Sincerely, Barbara Ford

Oct 28, 2010 3:56:37 PM
Carol
Tulsa, OK

I am so happy this problem is finally being addressed. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:20:01 PM
Duane
Mifflinville, PA

With thousands of phone apps available,it certainly wouldn't be difficult for cell phone companies to do this. My cell is the only phone I use any more since I have disconnected my land line.I am willing to pay for this service,but I would like to know when I am approaching my

usage limits or incurring charges I am not aware of when traveling. At least that way I can take responsibility for my use and make informed choices.

Nov 2, 2010 11:54:19 PM
Frances
Thomasville, GA

Last week I received a bill for $800 and was totally shocked!!! Reminders must be put in place to alert customers of upcoming limits. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Frances Ford 144 Dove Hill Circle Thomasville, GA 31792

Oct 28, 2010 4:43:11 PM
Nick
Roseville, CA

No more bill shock.

Oct 19, 2010 9:10:51 PM
Richard
Albany, GA

It is only fair that we be alerted if charges are heading mysteriously higher than usual/anticipated. Allowing us to change behavior or prevent unauthorized use before the costs become prohibitively high is not asking too much. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:05:51 PM
Richard
Saint Petersburg, FL

I agree with everything stated below. This is one major reason why I do not like 'cell phone providers'. What a bad business model (long term) This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:09:05 PM
Russell
Hermon, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 7:32:11 PM
Valjean
Uvalde, TX

This is a simple solution that puts me in control. I have friends and family members who have had this happen to them when they unknowingly went over their limits, causing an unexpected huge bill to be sent to them. It isn't because they didn't understand their plan--if multiple people on on the plan, the minutes can be used up without people having realized the limit had been reached.. It's a shame that bill shock exists, and we're ready for some real control as other countries have done!.

Oct 28, 2010 2:15:01 PM
Christina
Mentor, OH

This is a simple solution that puts me in control. I've incurred overage charges for texting several times, and now I've added Internet access to my calling plan, creating new risk for huge overages. I am limited to 24MB per billing cycle, and I do NOT want to find out the hard way that I've exceeded my usage limit. I'm ready for some real control over my cellular bill!

Oct 19, 2010 4:53:44 PM
Jeffrey
Brandon, FL

I left my major cell phone provider because I was fed up with hidden fees and agenda. I urge everyone I meet to do the same. I pay one flat rate every month and talk as much as I want. These behemoths will fall. What then? Government bailouts for phone companies? This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Plus, I never saw my "rollover" minutes get put to use, so what is the point? Some false sense of security? I call it fraud. I believe that is illegal. A shift of power is coming. I'm tired of bill shock, and ready for some real control. Please pass comprehensive protections for consumers in every facet. The Constitution does call for regulation of commerce by Congress, so let's do it!

Oct 19, 2010 12:23:10 PM
Nancy
Seattle, WA

I've had many "surprise" bills from Verizon Wireless, often for hundreds of dollars. No other type of business is as crafty at adding hefty charges to my bill without any advance notice. Please adopt this simple solution. Require cell phone companies to alert customers when they have gone over their limits for calls, text messages or data. Please have them notify us if a call will incur roaming charges. This regulation is simple and reasonable. It will save individual consumers like me hundreds of dollars a year. Thank you for working on behalf of consumers.

Oct 28, 2010 5:26:54 PM
Priscilla
Bloomington, IL

This is a simple solution that puts me in control. AT&T has already started doing this to some degree warning me when I'm approaching my data limit. I really appreciate that. It seems that the problem was always seems to be the consumers's fault. They didn't understand plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. No one likes bill shock, and consumers are ready for, and deserve, some real control.

Oct 28, 2010 4:45:27 PM
Sandra
Chicago, IL

This is a simple solution that puts me in control.

Oct 19, 2010 1:23:30 PM
Joanna
Dunwoody, GA

This is a simple solution that puts me in control. It would be a simple solution on the part of the company and provide great customer service.

Oct 28, 2010 2:45:07 PM
Marschner
Walnut Creek, CA

This is a simple solution which provides the cell phone customer (I'm one of those!) sufficient information to be able to keep current on cell phone voice and texting usage and be much more in control of the amount of my bills. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and rarely end up feeling satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most importanl, I just had absolutely no information about my uasage level and when I ran out of minutes under my plan. I'm tired of bill shock, and am despirately ready for some actual, genuine control over what happens to me regarding my cell phone usage and billings.

Oct 28, 2010 7:16:23 PM

Doug
Denver, CO

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Your proposed rule is a no-brainer. Do the right thing and protect consumers over the greedy corporations.

Oct 19, 2010 10:17:50 AM
Kenneth
Saxonburg, PA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:45:31 PM
Beth
Boston, MA

I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:48:51 PM
Russell
Vancouver, WA

This is appropriate consumer protection.

Oct 28, 2010 7:12:16 PM
Mark
Columbus, OH

I've been surprised by large cell phone bills and would have changed my usage had I realized that I had exceeded my plan limit. I could check online, but with a family plan where I have no idea how many minutes the rest of my family has used, am I really supposed to check every day? Getting a text and/or email from my cell phone company to let me know that, for example, 75% of my plan's monthly limit has been used, would saved me a lot of money. This is a simple solution that puts me in control.

Oct 28, 2010 3:27:10 PM
Thomas
Coulee City, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service. Regardless of the resaon and who is to blame for exceeding plan limits, the simple notification be voice or test message would certainly be timely and help customers react before the huge bill arrives.

Oct 30, 2010 3:59:55 PM
Joshua
New Orleans, LA

This is a simple solution that puts me in control. I never know when I'm reaching my limits for minutes or texts. It's often very difficult to find out. I always get a reminder if my bill is late, but not if I'm about to get charged more money! As a medical student, I like to think that I'm not just irresponsible.

Oct 28, 2010 2:57:06 PM
John
Bellevue, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I

Oct 28, 2010 5:08:57 PM
Marv
Navarre, FL

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:46:05 PM
Matthew
Liberty, NY

Occasionally, and as a result of unusual circumstances, I have gone over my limit of minutes on my cell phone account. I only became aware of it when I got an absurdly high phone bill. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 1:05:52 PM
Emily

Longwood, FL

It's the right thing to do.

Oct 28, 2010 5:30:29 PM
Joseph
Lexington, KY

The process could be easily automated; it would cost the companies very little.

Oct 28, 2010 2:52:37 PM
Elizabeth
Grand Junction, CO

This is a simple solution that puts me in control. It's a shame that most governance in the US is not consumer friendly. I wonder why European countries are so far ahead of us in this. I've received cell bills for over $250 per month on several occasions, none of which would be forgiven by carriers. In this day, most everyone calls me on my cell, even when I'm sitting at my desk. WIth a client it is not always feasible to say "Can I call you back on my land line" One could lose business that way. A much better thing would be to get a text or phone call to say that you are approaching your plan limit. Then a customer could sign up for additional minutes that month. Of course, the cell carriers would prefer that people like me sign up for huge plans with 1300+ or unlimited minutes, when most of the time I could get by with 800 or so. But a few $250+ bills will make you carry them as a stopgap measure. I still carry a land line, as well as office phone, so this makes my communication costs quite heavy. . I'm tired of bill shock, and ready for some real control. Please enact this very simple and certainly more than sensible rule!

Oct 29, 2010 1:32:36 PM
John
Austin, TX

This is a simple solution that puts me in control. I prefer not to use my phone and its services rather than risk a shocking bill. Of course my solution means that I overpay and under use - a perfect situation for my cell phone provider. They are happy. I am not. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. The technology exists. The implementation would be very, very simple. Force the cell phone companies to do the right thing because it is clear to me they will not do anything to help the consumer without some encouragement.

Oct 19, 2010 12:17:36 PM
Jean-Michel
Kilauea, HI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. From now on I will favor a vcell phone company that alerts me when I am about to hit the max number of minutes for the month. I want a simple way to get back the control as to how and when to use my cell phone. Thank you. Jean-Michel Gabet

Oct 28, 2010 7:39:22 PM
Ron
Laramie, WY

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I am on a retirement income with not much chance of a Cost Of Living Adjustment so any large cell phone bill can put me in a unpleasant financial position by unexpected charges. I'm tired of bill shock, and ready for some real control. Make the cell phone companies provide the information needed to manage your own cell phone activity.

Oct 28, 2010 4:16:02 PM
John
Daleville, VA

This is a simple solution that puts me in control, and I should be in control since I'm paying the bill. . .

Oct 28, 2010 11:50:23 AM
Alan
Bethalto, IL

This is a simple solution that puts me in control. With Cell Phones basically being little computers, it's easy for the companies to send out an automatic message/phone call to let you know when you are getting close to your limit. Of course they don't want to do this as it's a money making scheme for them.

Oct 19, 2010 12:22:40 PM
John
Bellingham, MA

This is a simple solution that puts me in control. and it can be implemented easily by the phone companies. They waste millions on useless advertisement this will haelp consumers.

Oct 29, 2010 7:25:49 PM
Jonathan
Odon, IN

I've only had overages on my bill one or two times and have learned from my mistakes. However, I think sending a notice would be benfecial to the public as a whole and thus I request that you consider this suggestion.

Nov 2, 2010 11:48:46 PM
Larry
Vacaville, CA

This is a simple solution that puts me in control. It is very hard to speak to a person now regarding your bill. You must first go through the phone trees and be put on hold for some time. Many times you get cut off.

Oct 19, 2010 9:54:01 AM
Deborah
Duxbury, MA

We've got a family plan that had not exceeded minute limits in 4 plus years until this past August. We would have really appreciated a warning that we were going over, and would certainly have rectified it. The huge bill was a shock and burden.

Oct 30, 2010 11:04:12 PM
Lynda
Centreville, VA

This is a simple solution that puts me in control and terminates deceptive practices. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:47:03 PM
Jeannette
Whitehouse Station, NJ

I spent 25 years at AT&T--a large amount of that time i Bell Labs and the Wirleess business. I do not believe that our vision ever included swindling our customers, but that was the old AT&T and the AT&T ex executives who are now CEO's of Sprint and other wireless carriers. Now, it is a valueless proposition. We are each being personally manipulated and financially assessed excessive dolars. We don't have the cash anymore. My cell phone bill for me and my two disabled children is higher that my health insurance premiums!! True. When I called my carrier and wanted to switch to a lower minute plan, they said "yes." Guess what? The next bill came and they never switched to the lower Plan. The same cycle of calling and no results occurred two months in a row!! Incredible. Ethics might be dwindling in the USA, but my voice will be heard about this outrageous "Wireless Overcharging" issue. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer

service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:49:40 PM
Ruth
New York, NY

I have been shocked by my ever increasing cell phone bills. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. And you don't actually spend more when we go over our limits. It's extortion.

Oct 19, 2010 12:33:40 PM
Billie Jo
Cary, NC

Cell phone companies are well able provide this level of service. Unfortunately they choose to be inflexible with the average consumer because they can, and because they can make huge profits from phone and text "surprises." They are well aware that most customers do not have the time or will to spend hours on the phone with customer service for a break. I have been paying my cell phone company (Verizon) between $150 and $250 dollars for 5+ years. When are phone companies going to start rewarding their good customers with simple services to help them manage their cell expenses?

Oct 28, 2010 3:45:15 PM
Dave
Firestone, CO

This is a simple solution that puts me in control. I've heard of people getting bills for hundreds of dollars who've spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always their fault. They'vebeen told that they didn't understand the plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control. Although I'm not a constant cell phone user, I've heard enough horror stories about astronomical bills that I want something to be done about it. It's often too easy to rack up outrageous charges on a cell phone without even realizing it. Please implement a cautionary notification to cell users, so that they aren't slammed by unusually huge phone bills!

Oct 19, 2010 10:22:23 AM
Lu Ann

Hutchinson, KS

This is a simple solution that puts parents/owner in control with the assistance of the cell phone company.

Oct 28, 2010 10:44:25 AM
Donald
Canton, MI

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 4:01:26 PM
Lee
Tallahassee, FL

This is a simple solution that puts me in control and would allow me to avoid exorbitant "penalty" fees for going over my plan limits. Consumers deserve a solution like this and it should not be overly burdensome for service providers to implement. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:29:30 AM
Barbara
Holmdel, NJ

This is a simple solution that puts me in control. We've been billed for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always our fault. We've been told we didn't understand our plan limits, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes or texting units. I'm tired of bill shock, and ready for some real control. This is no different that the choice we were recently given with our debit cards -- to permit or reject overdrafts on our accounts. Please give us the controls we need. Doing this would also add to family harmony since our kids are the usual offenders!

Oct 28, 2010 3:51:25 PM
Dee
Houston, TX

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:17:25 PM
Blaise
Torrance, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Aside from that, WHO is EVER satisfied with a Telecommunication Corporation in the first place? Why is the United States ranked number twenty three in Broadband? Because the Mega-Telecom Conglomerates own the FCC, are rank with corporate insiders, lapdogs, lobbyists and crooked politicians, that's why! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. When I lived in Japan, which is a VERY expensive country to live in by the way, my cell phone bills never shocked me. They had the most amazing service of any country I've resided in. The U.S. Telecommunication Conglomerates should be ashamed of themselves, but they can't be because they have no shame. That is why my wife and I are seriously considering emigrating to another, more sane and fair country to retire in. The United States is a very backward, greedy, capitalist society where the taxpayer bails out the bankster billionaires who give themselves massive golden parachutes paid for BY US and in the meantime, we get FUCKED up the A$$ by THEM and the Useless and Corrupt Congress and Senate and White House!!!! America the Free? Really? Ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha, ha!!!! Don't make me laugh my A$$ off!!!! What a JOKE the American Dream is. A lie perpetuated by the Elite in all their nefarious Corporate Advertising.

Oct 19, 2010 10:15:05 AM
Lawrence
Vail, CO

I spend a lot of time in Europe and use their cell phones mostly so I know how it works there. But recently when overseas I left roaming on and got several importatn call.s In 5 days my bill was over 2300.00 USD. You have got to be kidding. This is a simple solution that puts me in control. I've gotten bills for thousands of dollars, spent hours on the phone with customer service, and I never end up with anyone who can even explain it. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 1:39:30 AM
Glenn
Chester, NH

I am getting charged for stuff that I had no idea of. This happens every month. I'm getting scammed and have to fight for every credit every month. The companies telling Verizon to charge my account can't be contacted because they have an unworking number or a wrong number associated with their pic code. This is nuts. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the

charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:58:25 PM
Sandra
Norwalk, CT

This is a simple solution that puts me in control. I've gotten bills for amounts much higher than expected, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, etc. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:00:29 PM
Edward
Raleigh, NC

This is a simple solution that puts users in control. People who, unlike me, aren't smart enough to sign up for prepaid cellphone service have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:45:31 PM
Sally
Woodcliff Lake, NJ

This is a simple solution that puts me in control. Although I personally have not gotten extraordinary bills for hundreds of dollars, I know someone who did--and not someone who is usually careless. The only practical solution was for him to simply block expensive services, as there was no way to monitor usage in advance. It is time to allow users, not service companies, control their usage bu giving them full information ahead of time. Thank you for representing the citizens, not the corporations, in this matter.

Nov 5, 2010 2:10:48 AM
Mark
West Hills, CA

If the consumer has the best knowledge, then the consumer will make the best possible decisions. The cost to phone companies is negligible and the impact on consumers is great. I have wanted a notification system like this since I first began using a cell phone. Please empower the consumer.

Oct 19, 2010 10:21:00 AM

Olsen
The Villages, FL

I have to each time I go over my alloted minutes is to call Sprint and ask for a credit of these exceded minutes. Most times Sprint will accomodate me and other times they will not. I'm tired of bill shock, and ready for some real control. This is a simple solution that puts me in control is to: Please notify me before I exceed my alloted minutes. Thank you,

Oct 19, 2010 6:01:26 PM
Gordon
Alto, MI

This is a simple solution that puts me in control.

Oct 28, 2010 8:48:23 PM
Grady
Rapid City, SD

This is a simple solution that puts me in control.

Oct 19, 2010 9:55:32 AM
Sirmans
Conyers, GA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I still was not fully satisfied. It seems that the problem was sometimes my fault. Even though I understood my plan limits, maybe I didn't fully understand my parental controls, my child &/or I didn't fully understand the charges associated with a download or an online service. But primarily, my family member or I just didn't know when we ran out of minutes since we have a shared family plan. I'm tired of bill shock, and ready for some real control. I want both an audible alert with text message our family member phones and also an email to advise that usage limits are near.

Oct 29, 2010 4:41:11 PM
E.
Coupeville, WA

This is a simple solution that puts me in control.

Oct 19, 2010 1:14:58 PM
Peter
Portland, OR

I would like notification, in advance of monthly billing, if any party on my family plan begins to exceed the limits of time or pricing, as per our baseline agreement. Thank you, Peter Giambrone

Oct 19, 2010 11:43:06 AM
Henry
Denton, TX

Because telephone companies are allowed to keep a stranglehold on customers through the unconscionable practice of predatory "service agreements," they should be held to a higher standard of customer notification where the customer is at risk. This is a common sense requirement that places consumer rights and interest over corporate greed. Please support this measure.

Oct 29, 2010 8:22:20 PM
John
Gainesville, GA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. And, it would be technologically very easy for my carrier to notiy me when I have used 85 or 90% of my minutes/data. The only reason it is not done is because the carrier enjoys making huge profits at their customer's expense. I'm tired of bill shock, and ready for some real control. Please take action to stop this needless problem.

Oct 20, 2010 6:51:15 PM
Paul
Whitefish Bay, WI

This is a simple solution that puts me in control.

Oct 19, 2010 9:54:28 AM
Sandra
Saint Louis, MO

This is consumer abuse please do something about it! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:31:36 PM
Stewart
Philadelphia, PA

This is a simple solution that puts me in control. I get text messages all the time from Verizon when it is in their interest, and they should be required to send me a text message when it is in my interest.

Oct 28, 2010 6:08:12 PM
Nicholas
Reston, VA

This is a simple solution that puts me in control. Just warn me any time my past usage and current usage rate is such that continued usage will put me over my limit before the end of the billing cycle! I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 7:27:29 AM
Dana
Temecula, CA

This is a simple solution that puts the cell phone user in control. I have relatives and friends who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always the user's fault. They have been told that they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. We're all tired of the bill shock, and ready for some real control.

Oct 19, 2010 3:45:47 PM
Desiree
Richmond, VA

This is a simple solution that puts the customer in control. It's the right thing to do.

Oct 19, 2010 10:57:09 AM
Martha
Mount Kisco, NY

This is a simple solution that puts customers in control. Some have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. My provider is Verizon and I get a message well in advance if I am going to go over my texting limit so that I can correct it. This shold be required for all cell phone companies.

Oct 19, 2010 8:25:07 PM
Jeffrey
New York, NY

Still have have repercussions from when AT&T did this to my daughter years ago! Her contract ended without any notice, and her plan reverted from a high minute plan to the LOWEST minute plan. It cost us over $1300. and ruined my credit when I refused to pay the absurd amount. This reform is LONG overdue.

Oct 30, 2010 1:22:44 PM

Wayne
Hooksett, NH

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. My service provider send automated text notices when bills are coming due, they are certainly capable of sending similar noticed when approaching plan maximums for time (based on category, such as peak use vs. nightly use, which often have different allocations), text message limits, and data plan limitis.

Oct 19, 2010 10:37:19 AM
Gabriel
Falls Church, VA

This is a simple solution that puts me in control. Telephone bills -- especially cell phone bills -- are unnecessarily complex, obscure, and hard to read. Billing isn't rocket science so it's clear cellular companies are deliberately obfuscating plan details and charges. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:38:32 AM
Michael
Harrison, NY

This is a simple solution that puts customers in control. The basic problem is I just don't know when I'm running out of minutes. I'm tired of bill shock, and ready for some real FCC control.

Oct 28, 2010 12:43:08 PM
Janet
Park City, UT

.

Oct 29, 2010 2:19:50 PM
Louis
The Woodlands, TX

This is a simple solution that puts me in control.

Oct 25, 2010 4:52:14 PM
Marianne
Highlands Ranch, CO

Last year I was diagnosed with cancer. My daughter (volunteering in Ecuador) flew back to the US to help me get through the surgery and chemo that followed. Her cellphone didn't work here, so she used mine. She had no idea then (and still doesn't) that I carried the least expensive plan available. My resulting bill was nearly $400.00. This was very difficult to manage considering my medical expenses, unpaid leave from my job, and now the necessity to sell my house. The

cellphone carrier's customer service department refused to offer any kind of break or discount for my circumstances. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:57:12 PM
Phyllis
Albany, NY

I need to know when we need to change our behavior change excess spending when it is avoidable. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:54:31 PM
Richard
Washington, DC

This is a simple solution that puts me in control.

Oct 19, 2010 6:32:23 PM
Rose
Abell, MD

This is a simple solution that puts me in control. I usually don't use up my minutes, but if I was in that situation I would want some notice..

Oct 19, 2010 11:33:42 AM
Mark
Washougal, WA

It works in Europe! This is a simple solution puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 2:03:26 PM
Mary
East Greenwich, RI

This is a simple solution that puts me in control. While I strongly believe in personal responsibility, it is not too much to ask for notification.

Oct 26, 2010 7:24:39 PM
Peter
Huntington, NY

This is a simple solution that puts me in control. By bank will tell me when I have reached the limit of available funds. Why can't he cell phone compnaies tell me when I've hit my monthly maximum? Because it will cost them too much in REVENUE, that's why!

Oct 28, 2010 3:32:19 PM
Cesar
Albuquerque, NM

This is a simple solution that puts me in control. I've always thought this should be required. I have asked for this service as a courtesy but always denied. I have gone over my minutes and paid excessive charges but it seems that the problem was always my fault. And cell phone companies are NOT going to help you with your bill and limit your minutes (or even "freeze" your acct. once you are over). The contract is another problem and I will avoid in the future, I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 7:32:04 PM
Albert J.
Delray Beach, FL

This is a simple solution that puts me in control.

Oct 19, 2010 9:48:23 AM
Bonny
Milton, NH

This is a simple solution that puts me in control. The cell company notifies me by text if I miss my payment due date so there would be minimal changes required to also notify me if I,m at my plans maximum minutes.

Oct 19, 2010 10:27:14 AM
Jill
Seattle, WA

This is a simple solution that puts me in control. I have friends who have gotten bills for hundreds of dollars and spent hours on the phone with customer service. We're all tired of bill shock, and ready for some real control.

Oct 19, 2010 12:16:21 PM
Wilma
Verbank, NY

This is a simple solution that puts me in control..

Oct 19, 2010 10:28:05 AM
Janette
Sammamish, WA

This is a simple solution that puts me in control.

Oct 19, 2010 5:26:47 PM
Daniel
Brookfield, MA

This is a simple solution that puts me in control.

Oct 20, 2010 1:21:25 AM
Dorothy
Everett, WA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.I'm tired of bill shock, and ready for some real control. PLEASE:

Oct 28, 2010 3:36:18 PM
Nicholas
Indianapolis, IN

Please - I hate bill shock, and although I can check minutes, I can never remember the "secret code" that allows me to do that with Verizon, my provider. It would be so easy for them to notify us when we have exceeded our allowable minutes. Thanks, FCC!

Oct 29, 2010 3:18:30 AM
Martin
Emeryville, CA

I like this simple solution that puts me in control. I've gotten bills that have surprised me, have spent time on the phone with customer service with little satisfaction. I know many others have had this same experience. I feel the rules, with their copious fine print, are often not clear. Europe puts the USA to shame again with respect to fair play in business and playing fair with customers! What can our FCC do for us?

Oct 29, 2010 1:07:56 AM
Lori
Newton, MA

This is a simple solution that puts us consumers in control. I have friends who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. I've had overages as well. We're told we didn't understand our plan limits, or didn't understand the charges associated with a download or an online service. But what I ran into the most was not knowing when I ran out of minutes. We're tired of bill shock, and ready for some real control.

Oct 20, 2010 1:58:32 PM
Anne
New York, NY

This is a simple solution that puts me in control.

Oct 19, 2010 3:34:16 PM
Harrison
Northborough, MA

For years I have maintained that the cell phone companies place "computer error" fees on their customers bills. Amounts range for 25 cents to 1.99. Most people never question them but when I do I am always told, "oops, we had a computer glitch and we will remove this charge immediately". And they always do. But what about those 10 million customers who were charged twenty five cents and never called... looks like the phone company just dropped 2.5 million to their bottom line. But, is such a small amount... one quarter. Come on! So, aside fromr rules about going over my usage limits, how about cracking down on these unethical mistakes also?

Oct 25, 2010 7:11:53 PM
Marilyn
Geneva, NY

I don't want any 'surprises' in my cell phone bills

Oct 19, 2010 10:30:34 AM
Paul
Portland, OR

Unforyunately, I cannot support this action. Cunsumers already have the means to know when they have used up their minutes. If you cannot manage your cell phone limits then maybe you should not use a cell phone. If you are responsible enough to understand how to use a cell phone with its many useful features then surely you can learn how to manage your minutes. I do not want any government regulations telling me or the cell phone company how to use my phone. Consumers need to be more aware of the usage plans on their phones. In others words, "Mind Your Business". Thank you.

Oct 28, 2010 8:22:13 PM

Patricia
San Anselmo, CA

This seems like a very good idea to me. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:53:30 PM
Donald
Woodinville, WA

I have twice this year been unpleasantly surprised by my Verizon bill because my daughter - who loves to text - texted when I had not provided a texting option on our plan. Verizon very easily set us up with a low cost texting option when I called customer service. We adjusted our behavior. They did not, however, adjust the bill. It's not uncommon for me and my family to be called or usually texted when Verizon wants to do some marketing. It would be just as easy to call or text when our bill is approaching some sort of limit that we can control. It's not in the interest of the phone companies to provuide this sort of notice and it's not easy for me to change providers in the middle of a contract so I would ask that you provide the necessary business framework in the form of regulation that the phone companies will operate in and that will provide the best customer experience. Thanks

Oct 20, 2010 11:19:56 PM
Kathleen
Houston, TX

This is a simple solution that puts me in control. I have an ancient cell phone and an outdated plan, because I dare not sign a contract in this precarious economic climate, and I cannot afford to buy a new mobile phone at retail prices to go with a set-fee monthly carrier like Cricket. I'm stuck. I've gotten erroneous bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. And the service is bad. Calls during peak times of the day are shunted to voice mail and show up days later, if at all. My carrier, Verizon, has sold more capacity than they can support. I'm tired of bill shock, tired of poor service, and ready for some real control.

Oct 19, 2010 7:20:26 PM
Royce
Broomfield, CO

My teenagers share with me. Help!This is a simple solution that puts me back in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never

end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:09:59 AM
Vera
Wylie, TX

This is a simple solution that puts me in control. I'm just got my first cell phone. I think its a GREAT idea to be notified before i go over limit. Thanks 972-442-4551

Nov 2, 2010 10:43:25 AM
Jim
Delano, TN

This is a simple solution that puts me in control.

Oct 28, 2010 7:58:06 PM
Linda
Roanoke, VA

This is a simple solution that puts me in control.

Oct 19, 2010 10:39:04 AM
Maria
Sarasota, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. My bill this month was $210. It includes some premium downloads we never knew about or used for $9 each! It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 1:09:00 PM
Michelle
Lithonia, GA

We were hit with a cell phone bill over $700, a few months ago, due to an error from the cell phone company. It's taking months to straight out the mess with countless calls back and forth to the company. At this point we are frustrated and ready to cancel the service and start over with another, but who needs the extra expend of buying new phones and setting up another service. You can never be sure it will happen again. It seems that a better way is needed. One, why do we have to keep purchasing phones when you switch to another company. I didn't have to change

my land line phone when I switched to another phone service, why not with cell phones. The idea of a message alert when you reaching your limit is good or better still plans with no limits on minutes or text messages with all the companies. I hope that one day we will have good cell phone service that puts me in control.

Oct 19, 2010 1:12:31 PM
Tom
Alexandria, VA

I believe this is a clear case where citizens need some protections from greed and large corporations that seem to have more rights than we do. Notification is a simple solution that is fair. Our family has negotiated a monthly plan with AT&T. It is fair that we should be notified at least when, if not before we are going over our plan. It is profit motive and greed that prevents providers from providing this servive. With family plans, it is very difficult to know what each family member is doing, not doing with his/her telephone.

Oct 19, 2010 11:11:44 AM
Amy
Livonia, MI

What a simple solution to this vexing problem. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:18:08 PM
Hank
Philadelphia, PA

This is a simple solution that puts me in control. I'm not sure how you would address it, but cell phone companies also have false charges of amounts too small to complain to customer service about, e.g. 10ó, which multiplied by millions of customers amount to a considerable sum. I think they should be fined for this.

Oct 29, 2010 8:12:36 AM
Lawrence
Trumbull, CT

This is a simple solution that puts me in control. Currently I subscribe to a plan that gives me an excess of 400 minutes over what I normally use so that I can avoid the outrageous charges when I exceed the plan minutes. If Verizon would send me a warning, then I could pick a lower cost plan and manage my minutes accordingly.

Oct 28, 2010 11:34:04 AM

Marianne
North Attleboro, MA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, when I ask if there is some way that I can monitor and control my cell phone minutes, I am told that option does not exist and it is up to me to keep track of my own minutes! I'm tired of bill shock and would like to see some rules and regulations enacted by the FCC that would protect the consumer from being ripped off by these cell phone companies!.

Oct 29, 2010 7:49:10 AM
Melvyn
Summerland Key, FL

It is very difficult for a subscriber to keep track of multiple people using multiple services. Notification of over use will help the subscriber manage his/her cell phone use. Refusal to make this notification indicates that cell phone companies encourage over use to unfairly increase their profits.

Oct 28, 2010 4:28:24 PM
Monica
Wilbraham, MA

This is a simple solution that puts me in control. I need to know when my available minutes are running out and I shouldn't have to keep checking. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:27:46 PM
William
Jupiter, FL

This is a simple solution that puts me in control. I sswitched to Verizon and went over my limit and the cost went from 9 cents/min to 45 cents/min., It took me 3 calls to customer service before I was able to talk with a supervisor who reduced the rate from 45 back to 9 cents/min which too $130 off the bill.. It seems that the problem was that when I chaanged from Sprint to Verizon I was not told, and didn't ask, that instead of moving up to the next highter plan the rate skyrocketed. And most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:07:15 PM
Elizabeth
Los Angeles, CA

This is a simple solution that puts me, you, every citizen in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:52:02 AM
Susan
Indianapolis, IN

This is a simple solution that puts me in control. I once got a $600 bill for extra minutes for my family plan when I had no idea we were over our usage limit. Also, I was told that I had I known before the billing date, I could have altered my plan for a month to pay for the extra minutes for a modest fee. I was told however that it was too late and the fee could not be reduced. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. This is a reasonable solution to an expendsive problem. this should have been implemented years ago. Thank you for your attention to this. Regards, Susan Gunst

Oct 19, 2010 12:07:34 PM
Philip
Frederick, MD

I understand you currently have a rule on the table, awaiting a decision.

Nov 2, 2010 9:42:42 PM
Barbara
Ravenna, OH

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 2:09:22 PM
JosΘ
El Paso, TX

This is a simple solution that puts me in control. I once got a bill for a couple of hundred dollars when my mother-in- law was sick in the hospital and this was the only way to communicate (since hospitals shut their P.B.X.'s down at night). It seems that the problem was my fault; but this was the only way my wife and her sisters, brothers, and their children were able to communicate. I just didn't know when I was running out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:32:11 PM
THOMAS A
Manzanita, OR

FIX THIS OR I'M FINDING A NEW COMPANY! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:57:30 AM
CHARIS
Suwanee, GA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. A simple text message would stop all the stress. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:11:07 PM
SUE
Houston, TX

In the spirit of "customer service," those companies should be happy to do this to prevent the unhappy phone calls from the customers they hope to retain when their contract is up. Since they don't notify us voluntarily, I hope you'll force them to do so. This is a simple solution that puts me in control. Thank you.

Oct 28, 2010 12:14:29 PM
MATT
Cypress, CA

This is a simple solution that puts me in charge of my data, my minutes. I'm tired of bill shock, and ready for some real control. Show some leadership, FCC and do what you are designed to do: protect the consumer! Thank you.

Nov 28, 2010 3:19:12 AM
CHRISTOPHER
El Paso, TX

Every time rates go up, people who can't afford the new rates have to drop their coverage. A reasonable rate review process should have the following elements: * Prior approval of rate hikes before they go into effect * Notice to the public of proposed rate hikes with public comment period * Hearings for rate hikes greater than 10% in the individual market * Consumer and consumer representative participation in hearings * Public disclosure of complete rate filings

with readable summaries of justification for rate hikes * Standard rate filing format, documentation * Detailed justification for all rate increases, including data on how much medical costs are rising * Approval of rate hike must take into account company profits, existing surplus, rate increase history and impact on policyholders * Notice to policyholders and the public of approved rate hikes at least 60 days before the effective date

Oct 29, 2010 12:26:19 AM
Janet
Johnston, IA

This is a simple solution that puts each person in control. Others I know have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand their charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. They are tired of bill shock, and ready for some real control.

Oct 28, 2010 1:05:32 PM
Paul
San Rafael, CA

All I have to do is check the usage on my account to see how close I am to my limit. It's my responsibility to monitor my usage, not my phone company!! PLEASE IGNORE THE PRE-TYPED MESSAGES ON THIS EMAIL PREPARED BY CONSUMERS UNION!!!!!!! I tried to erase the above message starting with Dear (Decision Maker), without success.

Oct 19, 2010 10:42:44 AM
Deborah
Falls Church, VA

This is a reasonable solution that helps people decide how much they can afford to use a costly service. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. A responsible company would provide their customers the feedback they need and want. Please institute this requirement in the USA as they have in Europe. Let's get civilized! thank you, Sincerely, Deborah Hahn

Oct 19, 2010 11:59:33 PM
Laer
Keizer, OR

I've been personally hit by these "surprise" and shocking bills before. I view them as a simple, legalized means by which the communications industry, and other highly-lobbied industries, extort money from their customers. I mean $330 for one megabyte of data usage. What did that usage cost the carrier? Virtually $0. Very nearly Nothing! But a bill for $330 to me. That is, plainly and obviously, theft. Theft that is backed by our legal system, which is supposed to support the interests of We the People, NOT the corporate sociopaths. The FCC can implement

a simple solution now. One that provides me with a modicum of control. I'm tired of bill shock, and ready for some real control. Take a look at what cellular telephony and data costs people across all other industrialized nations. Why are we paying so much? And why are we subject to being the prey of these corporate predators?

Oct 29, 2010 11:50:15 AM
Sean
Asheville, NC

This would certainly help my household not suffer for the mistake of talking too long on the phone between certain hours and save us untold amounts of money when everyone decides to text message you instead of call This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:39:00 PM
Ellen
Drayden, MD

This is a simple solution that puts customers in control. We need customer service for a change, instead of companies only interested in finding ways to take advantage of us. Thank you.

Oct 28, 2010 2:59:38 PM
Jason
Charlottesville, VA

This is a simple solution that puts me in control. I've gotten large bills, spent hours on the phone with customer service (just yesterday in fact!), and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Since cell phone companies don't seem to be interested in customer loyalty or quality customer service, I urge the FCC to implement regulations requiring them to make the above changes. I abhor regulation like the next guy, but this if they choose to ignore common sense, they deserve this.

Oct 29, 2010 11:37:22 PM
Alice
Corvallis, OR

This is a simple solution that puts customers in control. It seems that problems are always the customers fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of all, I just didn't know when I ran out of minutes. The system as it stands is designed to encourage customers to buy plans with huge limits to avoid the unknown.

Oct 19, 2010 12:03:31 PM
Barbara
Kennesaw, GA

This is a simple solution that puts the consumer in control. As cell phone customers, we need to know when we're about to run out of minutes. It's not always possible to monitor our usage on our own, especially in pressure-filled situations or busy moments. The bottom line: Cell phone usage should be a choice made by the customer -- not a shock on the bill.

Oct 28, 2010 3:47:16 PM
Justin
Minneapolis, MN

This is a simple solution that puts me in control. I haven't been in charge of my bill statements, but I feel terrible when I didn't know I went over. I kind of expected it as customer service for companies not to do this, text messages out of curtosy when they're about to charge you more. I think it's a great mandate. I fully support this notion, because companies aren't listening to consumers, so let's do it this way.

Oct 19, 2010 10:23:31 AM
Mariane
Cotulla, TX

This is a simple solution that puts me in control. People sometimes are so busy that they can't keep up with the usage and a little note would help. Also, sometimes it's so complicated to get on line and get information as it is not convenient during the day and at night the webistes are being worked on and updated. And sometimes as we all do, we forget our passwords. That's another problem though. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:33:42 PM
Eileen
Manzanita, OR

FIX THIS OR I'M CHANGING COMPANIES! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 1:56:13 PM
Marcia
Viroqua, WI

This simple solution places me in control. I've received bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem always fit in the category of my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:58:39 PM
Pat
Chicago, IL

This is a simple solution that puts me in control. Personally if they are plan limits then I think the phone should stop making calls until I authorize more. I realize though that it is much more reasonable to compromise and just be notified when the minute limit is reached. Thanks, Pat Hallihan

Oct 28, 2010 10:30:14 AM
Eda
Los Angeles, CA

Let's keep the lobbyists out of this one. It is a no brainer for all congressmen. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 3:07:20 PM
Martin
Fairview Park, OH

It is easy to loose track of minutes used, what with being put on hold, being led through endless recordings and prompts,having to sit through commercials when dialing the weather report, etc. During these economically trying times, it would be help[ful to get a "heads up" before the bill gets too high. Marty Halloran

Nov 2, 2010 8:33:24 PM
B L
Allison Park, PA

I have had these issues in the past, I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 6:28:41 PM
Carol
Carnation, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:09:16 PM
Charles
Greensboro, NC

This is a simple solution that puts me in control. I've gotten bills texts over the limit because others texted me. Since it only costs the cell companies 1/10 cent per text, the overage charges are all the more unreasonable. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:14:19 PM
Craig
Sandwich, MA

This is a simple solution that puts me in control. And, it is better business. I switched to prepaid from a different company after Verizon Wireless ripped me off. What? I received a bill for over a thousand dollars. I spent hours on the phone with customer service, and I did not end up satisfied. I honestly don't know how a customer service representive can talk with a calm voice when the bill is over a thousand dollars, as if I had done something to deserve it. Seriously, over $1,000 and no warning. That's fraud! Guess what? I don't have the money to pay the bill. Verizon Wireless won't see another penny from me. And, I think it would be immoral for me to pay over a thousand dollars for a months service that now costs me $20 on prepaid. Why? Verizon Wireless is guilty of fraud. There was no warning that my plan's limit had been exceeded. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Honestly, I have no way of knowing if Verizon Wireless unfairly overcharged me the way the plan goes. I am unaware of how this system works. I was told by Verizon Wireless that I would pay $5 a month for unlimited access. That was true for only two months. I didn't even check to see if the terms of my contract had changed, but apparently cell phone companies can charge customers as they please. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:55:42 PM
Jeff
Mahomet, IL

This is a simple solution that puts me in control. I've asked Verizon for a text message when I am about to go over my minutes and they say they can't do it. Of course they CAN, they don't want to warn me. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please make this happen!

Oct 28, 2010 7:47:38 PM
Bryn
Middlbry Ctr, PA

Our family was hit with hundreds of dollars for charges one of our daughters "rang up" because of the refusal of Sprint & T-Mobile to block specific usage [internet] charges one phone incurred on our "family plan". This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:56:42 PM
Christine
Genoa City, WI

This is a simple solution that allows customers to be in control by knowing in advance of approaching high fees or penalties. This is really the only fair, upfront, win-win, and ethical thing to do. It is SAD that corporations will not do it on their own, but most are just greedy and worship the almighty dollar at the expense of others. Make them do what is right. I've spent hours on the phone with customer service, and I never end up satisfied. It is like they are instructed to do anything to keep me frustrated so that I will just give up and pay their nasty fees. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. When did appreciation of the customer die? I'm tired of cell phone companies' tactics & bill shock, and am ready to have some real control.

Oct 19, 2010 11:30:21 AM
Peter
Dallas, TX

This is a simple solution that puts me in control. Cell phone plans are difficult to understand and I tend to use the phone without any real knowledge of minuteds used and protential charges that will be incurred. This simple solution is a vehicle to protect me and other consumers from high phone bills. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 2:44:52 AM
David
Saint John, IN

Considering all of today's technologies available within the cell phone/wireless market, this is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help me now! I budget my phone bill, but some of the plans are so confusing or complicated it's hard to keep track of my usage. And to be on hold so long with customer service that their advertising messages begin to play in spanish, just to receive a twenty-five cent credit for a dropped call is utterly ridiculous!

Oct 28, 2010 3:39:37 PM
Bruce
Bloomsburg, PA

If cell companies don't provide this capability then I have to assume that they are most interested in their own profit even if it is to cause hardship for the customer. It is a matter of greed.

Oct 30, 2010 9:43:10 PM
Nancy
Charlotte, NC

This is a simple solution that puts me in control. I' have not recieved very many bills for large amounts but I think a simple vocie data or text service is the least the pohnoe companies can do !

Oct 21, 2010 6:07:48 AM
Thierry
Austin, TX

This is a simple solution that puts ME in control. They are simple macro code setups that go a long way to helping consumers and do not cost much to implement once the beta version is made robust. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. No, really, I have, whether with Sprint, Verizon, or now Orange here in France while we work here. It seems that the problem was always my fault. I found out how there is so much in the fine print that, when I ask about it, the phone agent can't explain for even they don't know it.... Delays in my preferences until the next billing cycle, or I have to write in to request this, email for that, or phone in for another type of request... WTF?! There are other runarounds as well: I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:46:44 PM
Keith
Duncan, AZ

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:44:58 PM
Art
Lansing, MI

This is a simple solution that puts me in control. I need to know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:23:08 PM
Mary
Phila, PA

Some people do not go over their limits. They deserve to be pro-rated every month.

Oct 19, 2010 11:05:20 AM
Barbara
Rocky Point, NC

I'm tired of bill shock, and I'm ready for some real control. I am on a fixed income, and I cannot afford anymore surprises when it comes to my bills!

Oct 29, 2010 9:20:30 AM
Eleanor
White Haven, PA

The simple fix is to notify users that they are approaching their minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:12:03 PM
Robert
Upper Arlington, OH

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran overthe ploan. I'm tired of bill shock, and ready for some real control. My broad band computer cell service was cut off without notice by AT&T. I am an AT&T local, LD and broadband computer cell service customer. They are a phone company and could at least leave me voice mail or Email warning. I took my Mac desktop computer to an AT&T cell store. There the technician and I spent over 2

hours trying to figure out why I could not get online. They finally called an AT&T 800 number for help. I was told to install new software but then was told I had been cut off for exceeding my plan package limit. I told 800 to reconnect me but it sain i would have to go to a website and enter my password which I did not know. I asked them to Email me my password. They said they could only text it or USmail it. I do not text so I had to wait for US mail. I could not go on line with my desktop MAC until the reopened my account. If AT&T is unable to handle the traffic, they should at least give warming of overlimit. Perhaps exclusive locked phone deals should be banned in the US. Multi year contracts folr a phone model should be banned. I would appreciate a response. .

Oct 19, 2010 10:14:21 PM
Becky
Cary, NC

This is a simple solution that puts me in control. The system is rigged against consumers because we cannot easily tell when these limits have been reached, even tho the companies could easily provide it. We are also forced to pay for airtime that we don't want or need in the form of those stupid messages that play with instructions on how to leave a voice mail message. I don't need to tell my calles to "press 5 to leave a call back number" etc!! My phone records their number, and no one uses this feature. Consumers should be able to turn off these messages so they do not have to pay for this airtime. It is such a scam!! Please give the FCC the power and control to force changes that benefit consumers.

Oct 28, 2010 3:31:29 PM
Thomas
Corpus Christi, TX

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 22, 2010 10:38:52 PM
John
Prescott, AZ

Human nature plays right into the open-ended design of most cell phone plans, without any recourse or warning. Cell phone companies have no interest in changing this. You have a responsibility to at least level the playing field a bit.

Oct 19, 2010 10:13:39 AM
Stephen
Richland, WA

This is a simple solution that puts me in control.

Oct 28, 2010 3:04:39 PM
Michael
Newtown, PA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. In light of the FCC's recent $30 million fine against Verizon, this simple solution makes more sense now than ever. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:32:30 PM
Bruce
Derry, NH

This is a simple solution that puts me in control. Thank you. - Bruce

Dec 23, 2010 7:54:46 AM
Huntley
West Chatham, MA

This is a simple solution that puts me in control. I don't wish to receive bills for hundreds of dollars, spend hours on the phone with customer service, and never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please consider legislation to remedy this situation, so consumers know when they are about to reach/exceed their usage limits. Thank you.

Oct 28, 2010 6:55:44 PM
David
Shoreline, WA

This is a simple solution that puts the consumer in control. I've received charges that had to be "pocket dials", and then spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:41:26 PM
Robert
Bangor, PA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:59:48 PM
Mary Jo
Rosedale, MD

This is a simple solution that puts consumers in control. In these tough times, we need solutions that help us manage our money wisely.

Oct 19, 2010 12:34:42 PM
Fred
Dover, DE

This is a simple solution that puts me in control, costs them little (except the windfall profits they reap from inadvertent overages). I've given up battling with them over under-performance of their networks, charges for unsolicited SMS messages (I never use SMS!), and outlandish bills for regular monthly minutes that I've contracted for (to avoid accidental overages) but not used. At the very least, relieving us of the anxiety of possible "bill shock" would allow us to keep control of or telecom bills, and would help prevent unexpected and valueless charges.

Oct 28, 2010 5:20:09 PM
Paul
Boulder, CO

It is incredible that this is not standard procedure. There is nothing else that I purchase that behaves like this feature. Since it is not standard practice by the companies, it should be made so by law.

Nov 8, 2010 4:18:07 PM
Mary Ellen
Mountain View, CA

T

Oct 20, 2010 3:46:35 PM
John
Houston, TX

This is a simple solution that puts me in control.

Oct 19, 2010 11:56:39 PM
Darren
Helotes, TX

I've gotten a bill for an extra 11 dollars, and spent an hour on the phone with customer service. I got a bigger surprise on a water bill once. This is a simple solution that puts me in control. I'd like an extra measure tracking.

Oct 29, 2010 6:11:49 PM
Rachel
Upper Arlington, OH

This is a simple solution that puts me in control. If my library can send me notices of when my books are about to become overdue and then when they are overdue, surely my cell phone provider can do the same for voice and text minutes. They already send me my bill via email, so I know they have it. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:46:44 AM
Charles
Deland, FL

This is a simple solution that puts me in control of my cell phone usage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I would appreciate your help on this problem. They have instituted this in Europe and it seems to be working fine.

Oct 20, 2010 9:42:49 AM
Devin
Corvallis, OR

This is a simple solution that puts me in control. I've gotten bills for over 700 dollars, spent hours on the phone with customer service, and I never end up with any reasonable explanation. It seems that the problem was always my fault. I've been told that nights and weekend unlimited minutes does not actually mean unlimited minutes, or nights after the specified start hour are not all the same, and unlimited minutes to a specified phone number does not actually mean unlimited minutes to that number. I'm tired of minimizing usage for fear of finding out some other definition of unlimited is not really unlimited, and ready for some real control, WITHOUT REGRESSING TO OVERPRICED LIMITED DATA/MINUTE TIERED PLANS.

Oct 19, 2010 11:44:22 AM
Steven
Depoe Bay, OR

This is a simple solution that puts me in control. I recently had a phone bill from ATT that was over seven hundred dollars. The normal family bill is around 185. I had no idea the bill had gone that high due to sudden high phone minute use. Although ATT ultimately reversed $400 in charges, I still paid almost 100 in additional unnecessary charges that could have been avoided had I been notified as soon as it was occurring. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't

understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:18:33 PM
J.
Dahl, GA

This is a simple solution that puts me in control. It seems that the problems are always my fault. I've been told I didn't understand my plan limits, etc. But most of all, I just don't know when I may run out of minutes. The cell phone companies got you coming & going...and they seem sort of to have a monopoly, to me anyway.

Oct 29, 2010 11:10:36 AM
Kenneth
Shreveport, LA

If there is someone who did not get a bill much higher than they expected on their cell phone, I have not met them. On two separate occasions, I have gotten such bills because of small errors. If I had been notified my bill was way off usual, I would have known of the errors and been able to correct them before they became a problem. I strongly support making cell phone companies notify customers in such situations.

Oct 28, 2010 10:24:40 PM
Robert
Rolling Meadows, IL

This is a simple solution that puts me in control. Thank you for moving this idea along.

Oct 19, 2010 1:59:33 PM
Carol
Denver, CO

This would be particularly helpful to those of us elderly folk who have limited plans at a reduced rate and have no idea when we have exceeded our limits. Thank you

Oct 28, 2010 2:46:54 PM
K
Minneapolis, MN

This is a simple solution that puts me in control. I've gotten bills for a lot of dollars over my plan rate, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 7:03:41 PM

Wendy
Idaho Falls, ID

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:05:24 PM
Michael
Raleigh, NC

I've gotten bills for hundreds of dollars. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:30:07 PM
Wynnie Joy
Mililani, HI

This is a really simple solution that would help me keep track of minutes: Please notify me when I approach the limit.

Oct 19, 2010 5:13:01 PM
Joseph
Bel Air, MD

This is a simple solution that puts me in control. Allowing U.S. cell phone companies to make windfall profits from unsuspecting customers is just wrong. The problem is going to get worse when the 4g networks become ubiquitous and data plans have data limits. It is similar to allowing propane companies to deliver fuel without advising the price of the fuel prior to delivery which is another rampant billing problem requireing government intervention.

Oct 19, 2010 10:06:29 AM
Lois
Olathe, KS

This is a simple solution that puts consumers in control.

Oct 20, 2010 7:02:25 AM
Naomi
Burlington, MA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:51:52 AM
Joanne
Columbia, MD

Please pass a requirement for cell phone companies to issue warnings when customers are approaching plan limits, or when there is extremely unusual usage on an account. I've had some shocks due to my autistic son repeatedly downloading mickey mouse and sesame street characters hundreds of times. Although this was supposed to be blocked, it was not. A warning would have stopped it immediately.

Oct 28, 2010 1:24:55 PM
William
Palo Alto, CA

This is a simple solution that helps me control my charges. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 7:40:27 PM
Charles
Atlanta, GA

This is a simple, sensible change that supports cell phone users as valued customers rather than income streams to be exploited at every opportunity. This is a golden rule issue--It is how cell phone company staff would like to be treated themselves. Please make this common sense change.

Oct 19, 2010 12:36:11 PM
Eric
Arlington, MA

These rules are in effect in the European Union and they seem to be working well.

Oct 19, 2010 12:27:13 PM
Wendy
Portland, OR

When my husband lost his job we used our cell phones to call unemployment, energy assistance, rental assistance, potential apartment complexes as well as friends and family. We were so focused on getting the aid we needed to get through this sudden transition that we didn't check our minutes. Our bill, which was normally $160, was now $349. We were shocked and horrified. If we had gotten a notification as we were getting close to our limit we would have

increased our plan. An extra $20 a month is much easier to bear than nearly $200 more. We are still struggling to pay the bill and are constantly working with AT&T to push the time we have to pay out. It's draining and demoralizing. Requiring that companies notify customers BEFORE they go over their limits would save thousands of people thousands of dollars. The cell phone companies already charge US customers way more for the services they provide than in other countries it is not unreasonable to ask them to do this simple service. Their bottom line should not come before everyone else's.

Oct 30, 2010 6:04:28 PM
Diana
Sandy, UT

This is a simple solution that puts me in control. I'm afraid to use my phone very much because of what has happened to my friends. .

Oct 28, 2010 6:54:50 PM
Kristi
Seattle, WA

This is a simple solution that puts me in control. My bank can send me alerts when my account balance is low; why is the cell phone company not willing to give similar good customer service? I'm tired of bill shock, and ready for some real control. The cell phone certainly has the technology already available to make this happen.

Oct 29, 2010 10:25:43 AM
Paul
East Walpole, MA

Europe does it...why cant we?

Oct 20, 2010 6:29:42 PM
Karen
West Grove, PA

I am very frustrated by the poor quality and high prices of cell phone plans. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 9:15:32 AM
Janan
Tucker, GA

I've been told I didn't understand my plan limits or the charges associated with a download or an online service when in reality I just didn't know when I ran out of minutes.

Oct 19, 2010 10:01:57 AM
Charles
Kilauea, HI

This is a simple solution that puts me in control. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm ready for some real control.

Oct 19, 2010 10:11:44 AM
George
Vancouver, WA

This is a simple solution that puts me in control. And it saves me countless hours waiting for a customer service representative who can not or will not help me resolve the issue. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:45:58 PM
David
Staten Island, NY

This is a simple solution that puts me in control. It will also help all those parents out here keep their children's usage under control as well

Oct 19, 2010 8:15:46 PM
Neil
Gaithersburg, MD

This is a simple solution that puts the consumer in control of their expenditures. Seems like a reasonable idea for any company to let you know if you are about to go over the limit of service you have signed up for before charging you astronomical fees that could have been avoided by a simple message to the account holder..

Oct 19, 2010 4:41:27 PM
Dawn
San Antonio, TX

This is a simple solution that puts me in control. I've gotten charged for data that I didn't even know I used. I went over my minutes and was charged per minute a ridiculous amount. I was told I could check my minutes to see how much time I have left, but it is impossible to decode the minutes that do not count against my usage from the minutes that are free. It seems that the problem was always my fault. I've been told I didn't understand my plan limits and didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 4, 2010 4:28:10 PM
Rich
Boca Raton, FL

This is a simple solution that puts me in control. I am very much in favor of this solution because it gives me the freedom to act before a huge corporation profits from gouging me. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:49:31 AM
Robert
San Antonio, TX

When a close friend died in an accident we were on the phone for hours and got hit with a bill for $700. The phone company should be required to send a message when you hit your limit. If they were customer-service focused they would do this already.

Oct 28, 2010 5:13:53 PM
Ray
Franklin, TN

This is a simple solution that puts the customer in control of his own bill. People I know have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. American consumers are tired of bill shock, and ready for some real control.

Oct 28, 2010 7:15:06 PM
Larry
Raleigh, NC

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:05:00 PM
Laurette
Milton, FL

A win-win for customer and corporation. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:42:27 PM
Bonita
Comstock, NE

This is a simple solution that puts me in control.

Oct 28, 2010 3:07:20 PM
Merlin
Old Orchard Beach, ME

This is a simple solution that puts me in control. I don't want bills beyond my budget. I want to know how long I have been talking. I don't want to run out of minutes.I I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:02:11 PM
Ken
Saint Joseph, MN

This is a simple solution that puts me in control.II

Oct 19, 2010 2:07:23 PM
Jerome
Longmont, CO

I watch my bill very carefully. I don't have any teenagers on my bill. So I just have two phones to monitor. The monthly invoice is a horrendous profusion of information which takes at least an hour to determine why there are 'extra' charges. One thing I am sure of: The bill is never LESS than expected. A simple text message would be simple and could solve one of the problems.

Oct 19, 2010 11:15:07 AM
Cari
Maple Valley, WA

This is a simple solution that puts me in control. Please inform people before we go over out limits on voice, data or text. It seems that the problem was always my fault. But most of all, I just didn't know when I ran out of minutes. This way I am aware and avoid bill shock Thank you

Oct 28, 2010 2:20:17 PM
Jim
Austin, TX

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:08:45 PM
Karen
Olney, MD

This is a simple solution that puts me in control. I've chosen to have a package with excessive minutes because I have 3 users and little control of how many minutes the other 2 users might be using. This is costly but preferable only because "maybe" it is less costly than being charged for excessive use minutes! I could go on line to look but really do not have time for that. Since I do not have internet access from my phone and am often out in the field during work and tired when I get home....well I have never gone on line to check my minutes. I don't have Texting included in my plan and would be charged for receiving a Text, but that would be inconsequential to going over my minutes. If the law is changed then I can lower my total plan and save. Thank You for passing the proposed rule.

Oct 19, 2010 2:56:24 PM
Linda
Choctaw, OK

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:39:43 PM
Michael
Columbia, MD

There is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:26:15 PM
Rebecca
Nevada, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem is I just didn't know when I ran out of minutes or texts. Some months I use alot some I don't. Their rates are outrageous in the first place the least they could do is send a text! I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:08:18 AM
Hoyt
Wichita, KS

You can fix this! This is a simple solution that puts me in control. Europe has required companies to tell subscribers when the approach limits, and it works fine. Under the current US approach no one knows when they run out of minutes. CHANGE THAT PLEASE. I'm tired of bill shock, and ready for some real control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Oct 28, 2010 2:31:49 PM
Russ
San Jose, CA

This is a simple solution that puts me in control. I've gotten bills for hideous dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:45:41 AM
Mary
Houston, TX

This is a simple solution that puts me and my family in control. My husband and I are blown away by rour families cell phone bills lately, such that we've considered dropping all phone service. This may sound crazy, but things are way off the chart. For now we are working on controlling our personal minutes but it would certainly help if cell phone companies could program a message to alert users when they are reaching their designated minutes. We get email alerts on credit cards now so I would think cell phone companies could do the same. We're fed up with the bill shock and ready for some real control. Thanks!

Oct 28, 2010 3:57:38 PM
John
Brunswick, GA

This is a simple solution that puts me a little bit more in control,.but does not solve the real problem of being charged for incoming calls. I would not have a problem if the incoming calls were not also billed to my minutes.We control our out going minutes, but since my wife had cancer surgery, her friends have been callling and sending our bill into twice its normal cost. I don't know how I would stop the use of the incoming minutes even if I were notified of the fact that we were going over our limits.

Nov 23, 2010 11:19:29 AM
Neil
Escanaba, MI

Surprise charges are not acceptable. Keep me posted. Sincerely, Neil Hivala 919 Lake Shore Drive Escanaba, MI 49829

Oct 29, 2010 9:32:39 AM
Janet
Aurora, CO

Verizon did it right for me. When my Mother was sick and I had to make lots of calls, they not only called me to tell me I was at my limit, but offered a one-month upgrade for $20 that more than covered my needs and saved me a great deal of money. All cell phone companies should be required to at LEAST notify the customer when within a certain number of minutes (20 for example) or reaching their limit.

Oct 29, 2010 7:42:31 AM
Paula
Kankakee, IL

Not only cell phone companies, but my cable and land phone companies have taken away channels but continue paying the same rate, and having bogus fees until I noticed! I

Oct 28, 2010 11:02:31 AM
Thomas
Opelika, AL

This is a simple solution that puts me in control. It doesn't make the Corporatocracy any less responsible; it simply makes them more accountable than the CONservative traitorous SCOTUS, particularly activist "judges" Roberts, Scalia, Alito, and Long Dong Thomas. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:54:54 AM
Dean
Holliston, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. With all the technology available to citizens in the US, the only reason remaining that we do not have what the Europeans have can only be simple greed on the part of the phone carriers. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:42:43 PM
Shellie
Seattle, WA

This is a simple solution that puts me in control. It's absurd that the cell phone carriers are not required to provide advance notice of exceeding one's limit. The cell phone companies certainly have no problem sending me multitudinous texts and snail mail notifications that my contract is up and I am thus eligible for a new phone.

Oct 19, 2010 10:16:31 AM
Dana
Marble, MN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.I have paid enough money to cell phones that if I had taken that money and invested it my community, there would not be a homeless person in my community, that's no exageration. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:05:06 PM
David
Eugene, OR

Contracts are often confusing.

Oct 19, 2010 10:03:41 AM
Tom
Fairfax, VA

I'm looking at one of my kids cell phone bills right now. She blew out of her text messages costing my an additional $15 -- that's even more than I'd spend for unlimited texts. [While I'm at it, how is text messages so expensive to begin with? They actually costs the least in term of real infrastructure costs when compared to voice and data. The companies are gouging the consumers]. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 7:07:00 AM
Kendall
King Of Prussia, PA

This is a simple solution that puts me in control. Customer servie has not been satisfactory. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:00:38 AM
Patrick
Stevens Point, WI

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:33:15 PM
Orven
Henderson, KY

This seems so reasonable. Please support compulsory notification to users who are approaching limits. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 22, 2010 10:55:33 PM
Michael
Asheville, NC

There is a simple solution that puts customers in control of their cell phone bills. An FCC study estimated that 30 million Americans this year got hit by an unexpected, very high cell phone bills. Bill shock costs us all. We spend hours on the phone with customer service. We fork out hundreds in unexpected plan charges. For millions of Americans the Phone company says the problem is our fault. They tell us we didn't understand the plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an on-line service. But most of all, we just didn't know when we ran out of minutes. We are all tired of bill shock, and ready for some help and control. The phone companies have the capability to notify any customer when they approach their plan limits, but they don't. They should be required to do so.

Nov 1, 2010 11:48:03 AM
Alan
Tarrytown, NY

We've got enough trouble these days without having to suffer cell phone bill shock. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:31:45 PM
David
Minneapolis, MN

The nation has finally agreed to control the bank's excessive overdraft charges. Another consumer protection is needed for cell phone usage and fees. This is a simple solution that puts the consumer in control. It seems that the problem was always our fault. We don't understand our plan limits, don't understand parental controls, and don't understand the charges associated with a download or an online service. But most of all,we aren't advised when we run out of minutes.

Oct 20, 2010 12:39:34 AM
Judy
Plano, TX

This is a simple solution that puts me in control. Several of my friends have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the consumer's fault. However, it is nearly impossible to keep up with the running total of the minutes, number of texts, or amount of data used, especially if more than one user shares the account. It would be relatively simple for the cell phone company to automatically send a text notifying their customers when they are getting close to their contract limit for call minutes, texts, and/or data.. I am ready for this change and have several friends who feel the same. Cell phone companies should show some responsibility toward their customers in assisting them in cost containment.

Oct 29, 2010 7:15:25 PM
Nancy
Orinda, CA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I still end up frustrated. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shockl.Notifying me is a simple solution that puts me in control.

Oct 28, 2010 4:50:54 PM
Louise
Virginia Beach, VA

This is a simple solution that puts me in control. I do not have long distance calling in my plan, but I can't always tell when I've gone out of my calling area. But most of all, I just didn't know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 2:32:55 PM
Savona
Lewiston, ID

As part of the services they offer, cell phone companies should notifiy customers before they go over their usage limits on voice. In doing so they help their customers better manage their useage and thus their finances. Customers who feel better informed through a company they feel they can trust will ultimately help these phone companies retain the customers they have. It becomes a win-win situation.

Oct 19, 2010 12:08:20 PM
Nelson
Boulder, CO

I should be notified before incurring charges beyond what I expect for a monthly bill. Please support a bill to require notification before additional charges occur.

Oct 29, 2010 4:04:01 AM
Michael
Queensbury, NY

This is a simple effective solution to a problem that will save consumers million. It will cost very little for the wireless companies to implement. Please do the right thing for the average person.

Oct 19, 2010 10:19:46 AM
Eric
Miami, FL

This is critically important to allowing me to control my communication costs. The carriers could have done this themselves if they really wanted to serve us customers. The fact that they have not shows how predatory they are. Please act to help get the carriers to provide better usage info! Thanks, Eric Hompe 305-669-7366

Oct 19, 2010 11:03:29 AM
Kathryn
Henrico, VA

This is a simple solution that puts me in control. Sometimes my phone will dial other phones and open up the internet when it is in my purse or pocket. These phantom calls and use of family minutes by many different family members are just a couple of reasons to notify cell phone and smart phone users when they are nearing their plan paid minutes. Thanks you for supporting such a helpful measure.

Oct 19, 2010 12:37:08 PM
Raymond

Colorado Springs, CO

I am on a fixed income and cannot afford a big phone bill, even one time. This is a simple solution that puts me in control - the way it should be.

Oct 29, 2010 11:11:24 AM
Laura
Bennington, NE

This is a simple solution that puts me in control. I've gotten bills for charges over & above my plan limits, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:41:42 PM
Mary
LEES SUMMIT, MO

This is a simple solution that puts me in control.

Oct 28, 2010 5:13:59 PM
Rosemary
Crystal, MI

Charges on calls I make is easy to keep track of but charges on calls received gets away from me. I'm too old and set in my ways to remember I have to call Alltel when I think I've overused the phone. Life keeps me busy and I don't often think about phone minutes. Companies can send out messages when our bills are due. Shouldn't be hard to notify us when our minutes are used up. But then that's how they can make a ton of money.

Oct 30, 2010 11:47:38 PM
Thomas
Highland, IL

Please help us. It has happened many times to myself!!

Nov 6, 2010 4:52:59 PM
Paul
Montrose, PA

This seems to be such a simply request that shouldn't need a lot of debate, earmarked, amended or such. It is pretty much of no cost to the heavily endebted Federal Government,and should give both sides of the isle a warm fuzzy "Look what I did" feeling.

Dec 29, 2010 9:45:50 AM
Tracey
Franklin, TN

This is a simple solution that puts me in control. I have asked Verizon (my cell phone carrier) if there is an app to warn me when I am close to my text limit, but as of today I don't know of one that exists. I would greatly appreciate a warning message. I live responsibly on a budget and I need to know what my bill will look like every month. Thank you for your time.

Oct 29, 2010 12:08:08 AM
Keith
Grandville, MI

The truth is that there aren't really 'limits' at all, just exponential rate hikes without notice or consent. This is a 'getcha' technique that's been employed for far too long! Many cell phones have minute-tracking software, but they do not keep accurate counts of actual used airtime and the software rarely (if ever) includes a notification option. It's just absurd.

Oct 28, 2010 7:46:17 PM
Jon
Hedgesville, WV

This is a simple solution that puts me in control. The only reason NOT to do it is corporate greed. Come on, help us out, we're in a depression. People are losing their houses and cell companies can't be bothered to prevent huge overuse fees? Thanks in advance for caring.

Oct 19, 2010 10:10:45 AM
David
Minnetonka, MN

I think in todays environment of the phone companies knowing where you are, and allowing advertising to pop-up on your cell phone screen depending on your location as well as notifying you that a payment is due only gives credence to the fact that a telephone alert notifying me of my approaching my plan limits would be no problem for my carrier. Do something that makes sense to everyone except the phone companies for a change!! Thank You!

Oct 28, 2010 6:06:48 PM
Dinah
Solon, OH

This is a simple solution. I've experienced this shock more than once. I've even "interrogated" my Verizon sales person about a plan, and was still amazed when I was billed 2 months in advance -- unlike any other plan I've had. And of course, this wasn't explained to me. I've called Customer Service and spent over 45 minutes on the phone with them, because my "plan" included conflicting statements. And if you're using data -- as in an internet connection, there is no way to know how much data transfer is included in a download -- whether a half-hour TV

show, or a streaming video of a movie. Please put this simple solution to a constant problem in effect as soon as possible. It will be fairer for all parties.

Oct 20, 2010 2:41:43 AM
C. L.
Bloomington, MN

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:16:04 AM
Karl
Courtdale, PA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:14:19 PM
Shirley
West Monroe, LA

This is a simple solution that puts me in control. My children & I have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help us.

Oct 28, 2010 10:48:38 PM
Gene
Little Rock, AR

This is a simple solution that puts me in control. I'm tired of bill shock.

Oct 19, 2010 2:38:35 PM
Kevin
Vernonia, OR

This is a simple solution that puts me in control. I've received many "surprise" bills and wasted time on the phone with customer service, and I never end up satisfied. Why can't they just set up "alerts" similar to most banks so I'm notified when nearing the limits of my plan? It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an

online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 3:05:58 AM
Thomas
Roseville, MN

My wifes family lives in the western pacific, some 12 hours difference from here. When she calls, she and her mother sometimes talk for a few hours. Done several times a month, the bill climbs very high. With no notice from Verison, it is shocker time when the bill comes. thanks for any help. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 3:06:34 PM
Scott
Ocean Shores, WA

This is a simple solution that puts me in control.

Oct 28, 2010 3:04:23 PM
Jo
Clinton Twp, MI

I've only had this happen once before due to some roaming charges I didn't know I was incurring. But once is more than emough and I still hold my breath before opening my cell phone bill. Please make this change. Very Sincerely, Jo Hughes

Oct 29, 2010 6:40:46 PM
Tim and Janet
Palo Alto, CA

This is a simple solution that puts me in control.

Oct 29, 2010 2:00:19 AM
Donna
Hood River, OR

This is a simple solution that puts me in control.

Oct 28, 2010 4:56:30 PM
Alan
Canton, MI

This is a simple solution that puts me in control. I've gotten bills for higher amounts than I ever expected. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

I'm tired of bill shock, and ready for some real control. Please make it a legal requirement for cell service providers to send out a warning text message when you are approaching your limits.

Oct 19, 2010 2:22:04 PM
Jan
Salt Lake City, UT

You need to stand up for real people, not for the companies that take advantage of us!

Oct 24, 2010 10:23:38 AM
Cheryl
Las Vegas, NV

It is absurd to have limits on minutes if they don't tell you when they are used up, especially as every company encourages multiple users on each account. My credit card lets me know when the limit has been reached, they don't let me charge anymore! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:53:16 PM
Richard
West Point, GA

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. It should be a simple matter for the cell phone company to send me a simple text message letting me know I'm about to go over. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 1:15:25 PM
Stephanie
Shade, OH

This is a simple solution that puts each cell phone user in control.As a matter of fact, a company based in Portland, Oregon, Consumer Cellular, already does this. That, and the fact that I can choose a very low-minute usage plan, is why I switched from AT&T. Look, America is so far behind the rest of the world as far as cell phones go. One, you don't pay for incoming calls at all, just outgoing. It drives me crazy that we pay through the nose for services that are free in other countries. Notifying people that they are in danger of exceeding their plan's minutes is a small step but very important.

Oct 28, 2010 6:21:38 PM
Peter
Key West, FL

I just wanted a cell phone for calls. Then I started receiving charges for text messages, which I didn't even know how to use. Verizon has been castigated for that. The entire pricing system is corrupt given the cost of actually handling a call. This proposed change, while not perfect, will at least solve a few problems. More needs to be done. Individuals cannot solve it by calling the companies, as service is not in their lexicon. It is time to tilt the table a little to the consumer, rather than the phone companies.

Oct 19, 2010 11:53:04 AM
Ted
Wilmington, DE

This is a simple solution that puts me in control.

Oct 30, 2010 10:08:46 PM
James
Williamsport, PA

This is a simple solution that puts me in control. I want to know when I am about ran out of minutes. This idea seems like simple COMMON SENSE . . . admittedly a foreign concept to the government, but please CONSIDER it.

Oct 28, 2010 3:53:39 PM
Phillip
Raleigh, NC

This is a simple solution that puts me in control. I can't imagine why this isn't already law....

Oct 29, 2010 12:12:51 AM
Joel
Berkeley, CA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:02:24 AM
Larry
Atlanta, GA

This is a simple solution that puts me in control.

Oct 22, 2010 9:13:01 AM
H Richard
Mount Airy, MD

Teenagers in particular are unaware of the time limits and how much they use their cell phones This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:47:09 PM
Bill
San Antonio, TX

This is a no-brainer. Please support this measure.Thank you.

Oct 21, 2010 8:19:35 AM
Allen
Sarasota, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 23, 2010 8:59:06 AM
Evelyn
Seattle, WA

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:31:14 AM
Bill
Menomonie, WI

This would be a very simple solution that puts me in control, a simple text message telling me when the limits are being reached. The cell phone company can send you these messages even when you have a block on text messages. I've gotten bills higher than expected, spent hours on the phone with customer service, and have never really end up being satisfied with the end results. It ends up that they win a about half or more and I win the other half. BUT it takes time and patience to sit there trying to get them to correct simple little errors and these overage charges! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, yes you have implemented limits, but the system overrides those limits every six months, and besides we think you would like those services. All against my wishes. . On top of it, with a family plan, I really don't know when I ran out of minutes. I'm tired of bill shock, and I

am ready for a bit more real control. This would take nothing more than a simple computer program alert. Please move ahead and give the consumer some rights with their cell phones.

Oct 30, 2010 5:08:39 PM
James
Eugene, OR

Please help with this is a simple solution that puts me in control. I've received excessive mobile phone bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:18:05 PM
James
New York, NY

This is a simple solution that puts me in control. I know people who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. Their carrier always say that the problem was always their fault because they do not understand the complex plan they were enrolled in. Notification by cell phone carriers seems a cheap, reasonable way to protect consumers and not enrich the carriers.

Oct 28, 2010 9:35:44 PM
Linda M.
Lancaster, OH

This is a simple solution that puts me in control. I've gotten exhorbitant bills, spent time on the phone with customer service, and haven't been up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, but most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please end this costly consumer headache.

Oct 19, 2010 11:19:46 AM
Mary
Carrboro, NC

In fact, it would be even better if they were required to get my explicit approval before allowing me to use services that would exceed my usage limits. Cell phone companies don't do this now not because it would be difficult or burdensome to implement, but because they make oodles of money off of unsuspecting customers, then blame customers for not following their rules.

Oct 28, 2010 5:15:08 PM
Ian
Issaquah, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The worst was when AT&T charged me over $1400 for May 2010, for 3 lines. Most of this was international data roaming. Overage fees were way too high (over $5/Mb) and they gave me no way to monitor or control my usage effectively. They also failed to notify me when I went over. I got a notification weeks later, when I was already well over the limit and had already incurred enormous costs. Trying to resolve this, and have the unwanted service removed from my lines was very difficult - still not resolved. I am tired of being ripped off by AT&T. I'm tired of bill shock, and ready for some real control. PLEASE MAKE THE BILL APPLY TO ALL SERVICES - text, data, services, downloads and applications, not just voice.

Oct 28, 2010 11:58:47 AM
Robert
Casselberry, FL

This is a simple solution that puts me in control. Cell phone companies price gouge for usage beyond a person's contract limits. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. So give me a chance to shut off service

Oct 20, 2010 9:38:27 AM
Matthews
Rockville Centre, NY

This is a simple solution that puts me in control. It prevents me from getting bills for money I don't have and spending hours on the phone with customer service. It prevents me from being told that the problem is my fault because I don't understand my plan limits or the charges associated with a service. In fact, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:12:49 PM
Ann
Buffalo, NY

Cell phone companies should absolutely notify customers before they go over their limits on voice, data or text service. That way they can finally get control over their bills and permanently avoid bill shock. By the way, this is why many people use pay as you go phones. No extra taxes, no hidden charges, and none of the above. You would be doing your company a favor if you help your customers by warning them that they will be going over the limit.

Oct 19, 2010 12:01:48 PM
Palmer

Huntington, NY

This is a simple solution that puts me in control. Cell phone carriers send free text messages to alert us to pay our bill, confirmation of payment, and for plan changes. They should be required to send alert messages when limits are being reached. At the bare minimum, the FCC should required Cell Phone Carriers to make this type of "approaching the limit" notifications available to the customers and TURN THEM ON by default as Free Text Messages and optionally, email messages, or even automated voice/voice mail calls - as text/data services are not always available - and some users do not have text or data capabilities. Cell phone companies already overcharge for data and minutes on their networks. Some carriers charge over $1,100 per megabyte of data based on a $0.15 cent per message base cost. (This far exceeds actual cost by an obscene margin and is perhaps one of the most expensive data transport costs available on any network on a per megabyte basis.) There is plenty of precedent as many Credit Card companies allow for users to setup alerts to notify them as they approach credit limits.

Oct 28, 2010 8:44:41 PM
Marc
Chicago, IL

I have a family plan with 4 phones two of which are for my kids and i need keep on top of their minutes and text usage as to keep my bill inline with my very tight household budget in these perilous finacial times. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:54:55 PM
Earnest
San Diego, CA

This is the right thing to do and one that is well within the capabilities of mobile phone carriers. It is only fair. Please enact such a regulation..

Oct 19, 2010 10:02:43 AM
Donna
Raleigh, NC

This is a simple solution that puts me in control. It seems a small requirement to save us all money in this rough economic times. Donna Kanich

Oct 28, 2010 3:30:32 PM
Hofmann
Yacolt, WA

This seems easy to implement, though the implementation will cost a bit. Let the phone companies that have billed me hundreds of dollars for this type of mistake pay that cost and help average families out. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my

plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:00:14 PM
Stephen
Lakeway, TX

This is a simple solution that puts me in control..

Oct 21, 2010 2:22:35 PM
David
Roswell, GA

I have had this happen to me several times, despite attempting to monitor usage by my children. Simple text message notification that we are approaching usage limits would help minimize unnecessary charges. Thanks!

Oct 19, 2010 12:13:54 PM
Douglas
Evergreen, CO

This is a simple solution that puts me in control. I've gotten bills for many dollars extra, spent hours on the phone with customer service, and I never end up satisfied. Even when planning in advance for special usage situations it seems I never hear about ALL the charges. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:49:12 AM
Lori
Auburn, WA

This is a simple solution that puts the consumer in control. Too many people have received bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always "the customer's" fault. We been told we didn't understand the plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But what it really boils down to is that we need to know when we are close to running out of minutes. There is absolutely no need for bill shock, and we are ready for some real control.

Oct 28, 2010 11:22:59 PM
Linda
Fair Oaks, CA

I hate surprises that cost me money! I live on a tight budget and plan carefully. This is a simple solution that keeps me in control. In this economy I need to know where every penny is going and when. I never want to experience bill shock! Please pass this bill so that I know when I'm at my limit.

Oct 19, 2010 12:23:56 PM
Katherine
Reno, NV

As a person who pays the bill for a calling plan for four cell phones, I want to be notified of overuse so I can take control of potential exhorbitant charges.

Oct 28, 2010 2:39:20 PM
Keller
Boca Raton, FL

Jerry Keller writes: my bank account really needs THIS! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:43:38 AM
Maria
Excelsior, MN

If one company offered this common sense feature and others didn't, choosing a carrier would be very simple! My credit union offers a service which sends me an email when my balance is approaching a certain low. Phone companies should do the same for bills which are approaching a certain height.

Oct 28, 2010 8:13:13 PM
Jerome
Lockport, IL

This is a simple solution that puts me in control. Cell phone companies should also be required to notify the user when their plan expires and clearly explain options for continuing service. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:38:12 AM
Meister
Salem, OR

This seems logical for a company to be required to alert their customer that the time alloted has been fulfilled. A communication company should have no problem providing communication to their customers.

Oct 19, 2010 12:02:28 PM
Brian
Temperance, MI

This is a simple solution that puts me in control. I've gotten bills for overages on my plan, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I consider myself a good manager of my bills and reasonably well educated, it appears I need this tool to level the playing field with my cell phone company.

Oct 28, 2010 9:42:14 PM
Mark
Aurora, CO

This is a simple solution that puts me in control. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:15:18 PM
Claudia
Leavenworth, WA

This is a simple solution that puts me in control. This is just good business practice that we all should be entitled to. It is to hard to keep track of minutes when you call people. Please require this policy.

Oct 19, 2010 10:09:09 AM
David
Portland, OR

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:07:01 PM
Elaine Dorough
Fort Atkinson, WI

This is a simple solution that puts the customer in control. A person can receive bills for hundreds of dollars and then spend hours on the phone with customer service, never ending up

satisfied. It seems that the problem was always the customers' fault. They have been told that they didn't understand their plan limits or their parental controls, or perhaps that they didn't understand the charges associated with a download or an online service. But most of all, they just never knew when they ran out of minutes. We are tired of bill shock, and ready for some real control!

Oct 19, 2010 7:09:17 PM
Esther
Clewiston, FL

This is a simple solution that puts me in control.

Oct 30, 2010 1:08:47 PM
Keith
Orangevale, CA

I am a recent victim of this baloney. If Chase Bank, a company *not* in the telecommunications business, can notify clients of low balances, certainly a Company like AT&T, Verizon, Sprint, CREDO, BoostMobile, T-Mobile, MetroPCS and others can figure this out. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. My own phone service is completely disconnected because I was charged $0.40 per minute for the overage. Amazing... the next higher price plan was just $20 more. I was told that it is my responsibility to check in to see what my usage is. I'm upset! My balance is still over $300 and I have limited income. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I'll be happy to testify and hope to help bring this money-grubbing chicanery to an end. Profit is one thing, usory fees and punitive rates are another.

Oct 19, 2010 2:23:55 PM
Lesley
Hollywood, FL

Everyone with a cell phone has done this at least once and it really amounts to a "gotcha" by the cell phone companies. It is time to put consumers in charge! Interesting that ATT has no problem notifying me when my bill is ready! Profits by corporations should be earned by them and not stolen. (Isn't that why profits are called earnings?) Please change the rules!

Oct 29, 2010 6:33:38 AM
Lewis
Summerville, SC

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't

understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

Oct 28, 2010 7:46:47 PM
Paul
Baldwin, MD

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:20:13 AM
Rick
Newport News, VA

This is a simple solution that puts me in control. I've spent hours on the phone with customer service and I never end up satisfied. With my provider (Virgin Mobile) It is even difficult to determine which of my family's cell phones is being charged In contrast with the old sales standard that "the customer is always right", the communications companies seems to operate on the premise that "the customer is always wrong" and that all charges are always my fault and my responsibility. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:31:46 PM
Robert
Matamoras, PA

This is a simple solution that puts me in control. I've gotten bills for much more than anticipated, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. These companies are out of control. Please pull the reins in.

Oct 19, 2010 10:07:51 AM
S
Leesburg, VA

This is a simple solution. I just didn't know when I ran out of minutes. Which users are on the same cell phone company and therefore do not hit my minutes? I do not know, do not want to have to ask everyone (and people change!), so even knowing how many minutes I have used is not the same as knowing how many are being billed. I'm tired of bill shock.

Oct 28, 2010 10:58:52 PM

Scott
Lake Forest Park, WA

This is a simple solution that puts me in control. I fortunataly called my mobile phone provider on another subject. They let me know my daughter was texting more than I expected and they let me change to Unlimited Texting. I have a lot of friends who weren't so lucky and had to make the change after they received the bill with the extra charges which were in the $100's. I think the cell companies should allow a couple of months service for us consumers to understand the charges and develop a plan that works for us to iron out the best usage charges for the way you use your cell.

Oct 29, 2010 6:08:03 PM
Mark
Shorewood, WI

I have been hit with tricky practices by Verizon to jack up their bill for reasons they can't explain and won't document - and they don't warn me. The solution is a bill that requires cell phone companies to warn their customers when they reach their minute limits. Companies should make money by providing service that is superior in quality, not superior in trickiness.

Oct 29, 2010 8:28:16 AM
Goran
Lake Mary, FL

I haven't personally experienced bill shock as often as some other folks. However, it did happen to me once or twice and it wasn't pleasant. As if the text message racket wasn't enough of a gravy train, cell phone companies often rely on excessive overage fees for extra revenue. This behavior is abhorrent and should be stopped. I doubt that it would be very difficult for these businesses to implement an automatic notification system to alert users when they are approaching (or have reached) their plan limits. The only thing in the way is pure corporate greed. Why this issue should even require government intervention in the first place is beyond me. It should be common sense. Especially with the times being as tough as they are, you'd think cellular service providers would be a little more considerate to their customers' financial situation. Instead, they try to wring every last penny out of us, as if the outrageous rates we're already paying them weren't enough. This needs to be stopped, and that's where the FCC comes in. We need to put a stop to these ridiculous overage charges, and we need to do so NOW! This should have been done a long time ago, before it became such a widespread issue, but even late is better than never. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:52:29 PM
Kenneth
Trumbull, CT

This is a simple solution that puts consumers in control. We have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. We are tired of bill shock, and ready for some real control.

Oct 21, 2010 7:27:05 AM
Thomas
Jackson, WY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone and in person with customer service, to resolve these issues for my wife's phone and our two teenager's phones. The soulution was to subscribe to a much more expensive family plan and then to pay extra to block some services to the children's phones. This has more than doubled my monthly bills, so while I don't have the bill shock any more, I'm paying twice what I would be paying if I had a plan where I would be notified before the limits were exceeded.

Oct 29, 2010 2:22:56 PM
Schuchert
Brimley, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent needless & time-consuming hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real and simple control.

Oct 19, 2010 4:24:57 PM
Adams
East Berlin, PA

Why is it that European consumers are able to control their purchasing environment, but American consumers are at the mercy of corporations that are set up to take as much money as they can from consumers -- with and without consumer knowledge. It's time the American public regains control over their finances, and the FCC can help with this by insisting that phone companies alert customers when they are near their monthly plan limit. The FCC works for the American public, not Corporate America, so lets see that the work benefits We The People. Thanks.

Oct 28, 2010 8:25:59 PM
Scott
Sharpsburg, GA

This is just common sense. Require the carrier to send an SMS message or email before overages are incurred. During a long call where the limit is approached, an audible warning should be provided as well, just as is ALREADY DONE with prepaid phones. Thank you for your attention to this.

Oct 29, 2010 12:47:44 PM

Ralph
Salem, OR

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 2:41:03 PM
Nancy
Harrisburg, PA

Yes, Please help me keep my bill under control..

Oct 29, 2010 10:14:06 AM
SEARLE
Agoura Hills, CA

It's bad enough that landline phone companies deliberately separate the words long distance and local calls(some still are charged and you don't know it without the phone book). And the monthly fluctuating taxes on the bill make it as expensive as the service. Some cell phone companies don't give you warning when you are close to the limit. The charges for overlimit cell phone use can be very high and people don't know it UNTIL they get the bill. Consumers should know what they are buying before they buy. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:17:30 PM
Gerald
McLean, VA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:44:25 PM
Wallace
Palm Beach, FL

This is a simple solution that puts me in control and definitely should be enacted. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. . I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:24:06 PM
Von
Portland, OR

Consumers deserve fair warning before they exceed their plan limits and dive into the "arm-and-a-leg" cell phone bill.

Oct 20, 2010 12:34:09 AM
Carol
Fort Collins, CO

Please do the RIGHT THING BY YOUR CONSTITUENTS! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 9, 2010 11:38:33 AM
Charles
Chicago, IL

In these hard times, the ability to control our budget means we can support our local merchants.

Oct 19, 2010 12:46:36 PM
Peter
Kennesaw, GA

This is a simple solution that puts me in control. I've gotten bills for hundreds and even thousands of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. This is even more important for family plans. There could be any number of reasons that a teenager loses track of how many hours, how many long distance call or how many text messages or how many hours on the internet he or she uses. Then the bill comes in and many, many parents have no possible way to pay a phone bill in the hundreds or thousands of dollars that completely blindsided them. After all the heavy handed collection efforts for amounts you had no idea were being billed, it seems only a step away from debtors prison. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:33:05 PM
Richard
Cherry Valley, IL

This is a simple solution that puts me in control. I believe their current billing systems are devious at least, fraudulent at the most. The charges are small individually but it is obvious the potential income for the companies are great. I must examine my T-Mobile bill each month to determine what new procedure they have instituted which allows them to pad the bill. Even after opting out of texting I would recieve bills for electronic data transfer to my phone which even if never opened were charged to my account. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:04:30 PM
David
Hughesville, MD

This is a simple solution that puts me in control. I have friends who have received bills for hundreds of dollars, spent hours on the phone with customer service, and rarely, if ever, end up satisfied. It seems that the problem was always their fault. They were told they didn't understand their plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, these friends just didn't know when they ran out of minutes. We're all tired of bill shock, and ready for some real control.

Oct 28, 2010 8:15:54 PM
Macrae
Harpswell, ME

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:11:40 PM
Irving
Etowah, NC

This is a simple solution that puts me in control. I keep careful track of my cell phone usage, having exceeded my limits once in many years. If another emergency should come along I would prefer to know in advance beforeIrun up a huge bill. When that rare emergency occurs, I hope the carrier does not add to the stress of the occasion. At times like that the last thing I want is bill shock. I have demonstrated my control over my cell phone and I hope the carrier recognizes my past performance as a good customer.

Oct 28, 2010 2:52:25 PM
Lorencz
Streetsboro, OH

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Their best offer to pay a huge bill, without them shutting off my service, was to allow me a month to pay the second half

of the outlandish bill. My phone went over minutes because my 86 year old mother was ill and had to sell her home and move, and I received many calls in a very short time. It seems that the problem was always my fault. I've been told I didn't understand my plan limits and needed to watch my minutes more carefully. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I was so fed up and exasperated with Verizon, which took over my Alltel plan, that when my contract was up, I canceled my coverage with them.

Oct 28, 2010 12:35:49 PM
Jerry
Langhorne, PA

In many cases, folks have family plans where all of the minutes are shared. Just because one member is being conservative in his or her use of the minutes is no guarantee that other members are doing the same. Providing a warning as consumption of minutes approaches the limits would be of great benefit to consumers.

Oct 19, 2010 10:45:45 AM
Jon
Alexandria, VA

This is a simple solution that puts me in control. I recently got hit with overage charges when a family member had to be out of town for an extended tim. A notice would've been very helpful to avoid higher bills. I can't believe it would be too costly or technically difficult for any phone co. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:08:55 PM
Rebecca
Newton, MA

This is a simple solution that puts me in control and allows me to warn family members when we are nearing the limit. When I have contacted Verizon it seems that the problem was always my fault and that I didn't understand the charges associated with a download or an online service, even though I subscribe to many different options to avoid unusual charges. I need to know when I or a family member are getting near the limit I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:24:19 PM
Jay
Riverside, IL

This is a simple solution that puts me in control.

Oct 19, 2010 10:21:42 AM
Ed
Boswell, PA

This is a great idea that will allow customers to better manage thier phone useage and cost. Let the buyer be made aware of just how much they are spending and make it user friendly, what a concept.

Oct 29, 2010 9:47:34 PM
Cindi
Kearns, UT

This is a simple solution that puts me in control and helps me avoid unpleasant surprises before I get my bill. Month after month I've gotten bills for tens to hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I still have charges I don't understand and I pay way more than I agreed to in the first place. My bills are always more than what I expect. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:23:37 AM
Robert
Northborough, MA

This is a simple solution that puts me in control.

Oct 29, 2010 1:02:55 AM
Michael
Herrin, IL

The simple solution is to require carriers to provide notice that a customer is nearing his/or her limits to their plan for voice, data, and or texting. The notice shoud be delivered by all means available: mail, email, mobile message,and phone call.

Oct 28, 2010 4:24:20 PM
Mary
San Rafael, CA

It's past time cell phone companies to conduct their businesses with integrity by giving consumers the chance to change their plan if they are nearing the various limits instead of simply letting consumers pay through the nose for unexpected usage.

Oct 20, 2010 8:23:10 PM
Clif
High Point, NC

This is a simple solution that allows me to control my usage and both avoid unintended overages and plan for overages when necessary. Managing the minutes is my responsibility; but, I don't always have the time to stop everything I'm doing and check minutes and other usage. I've been

told I didn't remember my plan limits; and, overall, my provider has been VERY helpful. But most of all, when I have run close or fun out, I just didn't know when I ran out of minutes so I could adjust my usage. I'm do not enjoy bill shock, and ready for some real control.

Oct 19, 2010 6:25:20 PM
Mark
West Lake Hills, TX

To the Commissioners of the Federal Communication Commission: You have an opportunity to protect the consumers of the US against "predatory" practices by the cellular phone providers. Please take action and put me in the corner as favoring the passage of the notification procedure. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:31:30 PM
Christine
Yorktown Heights, NY

This is a simple solution that puts the consumer in control. Many people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. This particularly affects parents with teenage children. They have been shocked by the cost of their children's texting. They didn't realize they were even close to their limits. Please stop bill shock and give consumers more control.

Oct 28, 2010 9:37:37 PM
Patricia
Farmington, CT

As companies market to young adults and even children, it is time to help parents with tools to protect their family budget. Too many time have my friends and I found out, that despite carefully explaining to our kids about the necessary limits to texting and talking, they go overboard. And we don't find out till way too late. Companies are monitoring and they need to share that power with us, the consumer. Please give us the needed tools to prevent a shock to our family budgets. It seems that the problem was always my fault. I've been told .

Oct 28, 2010 12:45:46 PM
Allen
Wheeling, IL

This is especially true of AT&T's practice of separately billing for 3G charges incurred by iPads. I have yet to find a simple way to find out my available balance. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with

customer service, and I never end up satisfied. It seems that the problem was always considered my fault. I've been told I didn't understand my plan limits, though my bill had doubled from the previous month for no reason I could think of. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:46:49 AM
Cheryl
Columbia, MD

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I or my children were running out of minutes. I'm not blaming the company for the usage charges, even though I think the marketing of their plans can be somewhat deceptive, I just want a warning when my accounts are about to reach their limits so I can exercise control over how much money I am spending for what has become a necessary piece of technology. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 2:36:36 PM
James
Evans, GA

This is a simple solution that puts me in control. I've gotten phone bills for thigs I didn't do or even understand. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:10:07 PM
Jane
Raleigh, NC

I received a bill for several hundred dollars for my cell phone even though I have a standard plan that is usually $83 for free calls in the continental US. The company could not explain the charges except that I had "exceeded my limits." When I asked what limits they were referring to, they could not tell me. Yet, they would not take the charge off my bill. After four months of hassles, they finally removed the charges. Then I had to repair my credit history for what they were calling "nonpayment." I have never paid a bill late in my life. Please require cell phone companies to notify customers before we go over any limits on services -- and to specify what particular service is near its limits. Thank you, Jane Kendall

Oct 19, 2010 10:49:55 AM
Kristin
Falls Church, VA

This is a simple solution that puts me in control of my cell phone usage and gives me easier access to my plan information. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Oct 19, 2010 10:42:58 PM
Susan
Littleton, CO

This is a simple solution that puts me in control. After receiving a huge bill WAY over our usual amount a couple of months ago I was shocked to see that only 200 minutes over our plan limit cost us over $200! Checking every week to make sure we don't go over our minutes is an extra hassle; an automated alert letting us know we're close to the limit would be incredibly helpful to managing our cell phone usage. I do not appreciate bill shock, and am ready for some real control.

Oct 28, 2010 6:40:56 PM
Land
Las Vegas, NV

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 23, 2010 8:24:37 AM
David
New Albany, IN

This would be good business and help to endear your company to us if you will alert us when we are approaching our limits or if charges are being posted that are above and beyond our plan.

Oct 28, 2010 2:59:17 PM
Stuart D.
Saint David, AZ

This is a simple solution that puts me in control and is not costly for the providers to implement. They clearly do not want to do this because it reduces their revenue and profit. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 10:35:48 AM
Mike
Washington, NJ

This is a simple solution that puts me in control: First of all I would like a phone bill that I can read! Phone bills are very hard to read and follow. Verizon customer support staff even has a hard time reading their own bills. Why does it have to be so complicated? They have you flipping through pages back and forth and some pages have duplications from other pages. Then you have to figure out all those taxes and surcharges scattered about all the pages. Why can't

there be one simple phone tax that just covers them all. Then the US goverment can just ante out all the tax dollars to the states. Did I just make it too simple? When things get too complicated on a invoice/bill...that tells you that someone is hiding something and that they don't want you to know whats going on, because it's not in your favor! Second, I've gotten phone bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of phone bill shock, and ready for some real control. Please stand up and start making things simple for the America people or please step down so we can get someone in office who can!

Oct 29, 2010 11:41:06 AM
John
Warminster, PA

As a consumer, I really like this idea. It hurts no one.

Dec 28, 2010 7:14:27 AM
Suzanne
Largo, FL

This is a simple solution that puts we users in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I would like to know when I am about to run out of minutes so I do not go over and create a bill I am unable to pay. If this is done I can change my plan limits, review the charges associated with a download or an online service. Please for me and others like me -

Oct 28, 2010 4:19:17 PM
Fred
Melbourne, FL

In the end, we'll all be happier. You'll keep customers longer, endure fewer complaints and bad reviews, and people won't consider you as valid replacements for lab rats in medical experiments. We get to keep track of our habits more efficiently and spend our money in more informed ways. Thanks for doing this.

Oct 19, 2010 12:50:55 PM
Daniel
Appleton, WI

This is a simple solution that puts me in control. The technology to send alerts is there. I know because I get already get "alerts" from the cellphone company for all sorts of things, including a reminder that my due date is coming up for my bill! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the

problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. And while they're at it, why don't they clarify the language that explains plans, limits, services, and costs of those services. Although I do understand my plan, there are many people who don't have a clue because it's too confusing, and when they call and ask the answers they're given aren't any better. So I know there's a problem with confusing language as well, but that's not my particular problem. (Although I don't appreciate having to spend several hours deciphering what it means.) I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:49:01 PM
Namba
Watsonville, CA

This is a simple solution that puts me in control. I have two children with cell phones on my plan, and this will help me monitor their usage.

Oct 29, 2010 1:11:48 PM
Lisa
Reno, NV

This is a simple solution that puts me in control.

Nov 2, 2010 8:35:32 PM
Katrina
Front Royal, VA

This has to be a much simpler solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and I am more than ready for some real & absolute control over my phone bills. This not only includes plan minutes (incoming or outgoing calls), but also text message charges, downloads of ringtones, games, wallpapers, etc. And all of this couldn't be more spot on!! Sincerely, Katrina

Oct 19, 2010 7:00:26 PM
Wyatt
Sharpsburg, GA

I'm tired of bill shock, and ready for some real control. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the

charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

Oct 19, 2010 10:58:36 AM
Larry
Otto, NC

This is a simple solution that puts me in control. It seems that the problems are always my fault. I've been told I don't understand my plan limits, don't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and am ready for some real control.

Oct 21, 2010 1:24:07 PM
Becky
Cantonment, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, with data charges hidden in the bill. It seems that the problem is allways my fault. I didn't understand the charges for Premium Text messaging- I had unlimited text messaging but somehow there was something called premium text messaging that I did not even know existe., We use our cell phones for business so we have a very high limit (2,000 minutes) but I was somehow charged for a 20 minute call to my own phone. I would have been able to resolve the issue quickly if I had had known about it soon and been notified that I had gone over my alloted minutes. I'm tired of bill shock, and ready for some real control. Please help.

Oct 28, 2010 10:34:42 PM
Howard
Colorado Springs, CO

This is a simple solution that puts me in control. It's time to do the obvious! Let me know when I'm nearing my plan limits. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:01:05 PM
Mary
Hudson, MA

This is a simple solution that puts me in control. I've gotten bills for more than I anticipated, spent hours on the phone and in person with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I

just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:00:59 PM
Aaron
Odenton, MD

This is a simple solution that puts me in control. I think it's important that we also be able to provide the companies multiple ways to contact us, so that we are most likely to be contacted quickly. For example, we might choose to be contacted at several phone numbers and several email addresses. Since it could easily be automated, there is no excuse other than greed for the phone companies not to do this. I've spent far too many hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:15:02 PM
Lewis
Dennis, MA

It's a simple matter of fairness to the customers. Kids run amok with these devices and the parents haven't a clue. In a world of anger and greed, let's make things a little brighter.

Oct 19, 2010 3:15:49 PM
Charles
Bothell, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. My cell company either does not make out-of-area rates available (on their website or in printed form) or the rates are presented in an impossible to decipher way. Most of the time the rates are simple impossible to determine. The result is bill shock when using any out-of-area service especially out-of-country like Canada which is just 100 miles away. When I call the company to inquire on rates, the customer service appears unable to decipher the rates either. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:57:27 PM
Rosalind
Yorktown Heights, NY

Its time for greater clarity in the way cell phone bills are handled. Its time for consumers to be informed. This bill will help consumers. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges

associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:29:28 AM
David
Denver, CO

Requiring cell phone companies to alert customers as they approach their limits of voice, text, or data service is reasonable and fair. Companies can do this easily. The only reason they would refuse to do so voluntarily is because they hope consumers will inadvertently exceed limits and be on the hook for very substantial overage charges. Please pass legislation to protect consumers such as myself. Thank you.

Oct 28, 2010 2:43:52 PM
David
Surprise, AZ

This is a simple solution that puts me in control.

Oct 28, 2010 3:30:10 PM
Berry
Greencastle, PA

Cell phone companies should not provide automatic billing for 3rd party premium services. I downloaded a ring-tone for $2.99, only to learn later that I had automatically subscribed to a monthly premium download service for $10/month. It required a lot of effort to get that service canceled and they unwanted service and charges removed. Also, you can block texting from a particular 10-digit number, but you can't block texting from the 5-digit premium service numbers and neither can the cell phone carrier. They claim the only way to block a premium service text is to change your cell phone number! That's ridiculous! Unwanted texts consume valuable service time and message units, even if you don't want to receive them.

Oct 28, 2010 11:50:12 AM
David
Airmont, NY

If banks can do this to prevent overdrafts then I'm sure the phone companies can do the same! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:26:59 PM
Stuart

Carson City, NV

This is a simple solution that puts me in control. I have not had a problem with this, BUT it is the reason that I had my provider disable texting and internet access.

Oct 26, 2010 8:31:52 AM
Susan
Boxford, MA

This is a simple solution that puts me in control. The companies say that I can log onto their websites and check to see where my usage is, but if I am not aware that there is a problem I won't do that until it is too late. I have better things to do with my time than to set aside 15 minutes out of every day to make sure my cell phone company is not going to say "GOTCHA!!!" at the end of each billing period. They should send out notifications when additional charges are about to be incurred - they know it's happening, they can set up their systems to do this automatically, but they don't want to lose out on all the extra revenue that the surprise charges generate.

Oct 30, 2010 2:30:32 PM
Morgan
Lancaster, PA

This is a simple solution that puts me in control. Although I do agree that it's the customers' responsibility to keep track of their hours or texting limits, I'm ALSO paying a HUGE amount of money for my cell phone use. Therefore, I think it only fair that cell phone companies set up some sort of automated notice (which would be extremely easy for them to do) to tell customers when they are about to hit a limit that will increase their bill. Not doing so is unfair, and takes advantage of people who might otherwise curb their use to avoid sky-high fees that they can't pay. YES to required notices about reaching impending usage limits!

Oct 29, 2010 5:08:51 PM
Richard
Ridgefield, CT

This is a simple solution that puts me in control. I've gotten bills for unknown services, spent too much time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told, after the fact, about services activated by unintentional button depressions causing charges for an online service. But what is of continuing significance to me, I just didn't know when I ran out of minutes. I'm tired, as well as other people, of bill shock. I believe that all cell phone users are ready for some real control.

Oct 28, 2010 9:00:42 PM
Ena
Elizabeth, NJ

This is a simple solution that puts me in control. I've gotten unfair bills, spent time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits or didn't understand the charges associated with my service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:10:00 AM
James
Richardson, TX

As pervasive as cell phones are not in everyday life and as the parent of two teenagers who have their own cell phones, it is mandatory to be able to control the costs of ownership, especially when those costs can easily spiral out of control without any explanation. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:50:47 PM
Audrey
Merrick, NY

Cell phone companies should find a way to notify subscribers when they have exceded their allotted minutes.

Oct 25, 2010 11:54:03 AM
Walentin
McAllen, TX

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:08:20 PM
Charlie
Cedar Ridge, CA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, or didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:11:45 AM
Sharon
San Ramon, CA

It is too easy to go over limit without knowing it and the costs are astronomical. Please make my cell compny let me know when I have reached my limit.

Oct 28, 2010 3:37:52 PM
David
Rivervale, NJ

This is a simple solution that puts me in control. My son ran up a bill for hundreds of dollars during a short (24 hours) trip into Canada because he wasn't warned that he was being charged a roaming rate. The carrier says it's my issue and really isn't being helpful, so I'm forced to pay the bill. They say that I'm just supposed to know about this and enforce it from my end. I've gotten bills for hundreds of dollars, spent hours on the I'm tired of bill shock, and ready for some real control. Notify me before it's too late. Yes, they might loose some overage fees, but they are making plenty of money as it is. (Don't get me started about changes for SMS message.) Please remember that you work for us, the taxpayers, not for the carriers. Thank you.

Oct 28, 2010 3:34:57 PM
Karen
Delran, NJ

This just happened to me! My overage cost was almost as much as my monthly bill and I was SURE it was a mistake since I usually use less than 1/2 of my minutes! This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:26:02 PM
Gay
Eugene, OR

This is a simple solution that puts the phone user in control. Instead of a shocking phone bill with unexpected charges, give the caller an opportunity to stop usage if the limit is reached.

Nov 4, 2010 10:23:02 AM
Peter
Flushing, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:52:59 PM
Susan
West Paterson, NJ

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

Oct 28, 2010 11:38:26 AM
Jennifer
Kent, WA

This is a simple solution that puts me and other people in control. Although I have not personally had these problems as I rarely use my cell phone, many people I know have. Thank you for planning to implement this idea!

Nov 23, 2010 8:43:04 PM
James
Virginia Beach, VA

A federal court recently ordered Wells Fargo to pay back its customers $203 million that it got by manipulating the order of checks and deposits to maximize profit from overdraft fees. The judge said: "The bank's dominant, indeed sole, motive was to maximize the number of overdrafts and squeeze as much as possible" out of its customers. This is unconscionable! Instead of correcting your practices and giving your customers their money back, you've appealed the decision. I'm sure you hope to tie this up in court for years...maybe decades...while you continue to maximize profits on the backs of those who can barely get by week to week. I ask that you drop your appeal, give your customers their money, and start treating people fairly.

Oct 28, 2010 10:33:48 AM
Kamala
Fort Wayne, IN

I've been surprised at my bill many times and I never end up satisfied with customer service solutions because it seems that the problem was always my fault. But most of all, I just didn't know when I ran out of minutes. This is a simple solution that puts me in control.

Jan 10, 2011 2:11:05 PM
Beth
Wichita, KS

Please work to make this change so consumers can monitor their spending more effectively and efficiently. Too many people have financial difficulties that negatively impact their lives. Better manageability of cell phone costs would help!

Oct 19, 2010 9:59:47 AM
Marguerite
Norwood, MA

This is a simple solution that puts the customer in control. It's also good business for you because it improves customer satisfaction and cuts your support costs. Many people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they never end up satisfied. It seems that the problem was always the customer's fault. They've been told they didn't understand their plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, people just didn't know when they were running out of minutes. We're tired of bill shock, and ready for some real control.

Oct 28, 2010 4:56:18 PM
Douglas
Brooklyn, NY

This is a simple solution that puts us in control.

Oct 29, 2010 8:23:46 AM
Charles
Great Falls, MT

This is a simple solution that puts me in control. I appreciate that the vendor likes the additional income, but I would like some warning!!! I've gotten bills for excess minutes, only because I was not aware of accumulated usage on my plan. There are multiple phones on my plan. A simple notification that I was approaching plan limits would be helpful. It seems that the problem was always my fault. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:38:42 PM
Edward
Madeira Beach, FL

This is a simple solution that puts me in control. . It seems that the problem was always my fault. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:34:24 PM
James
Spokane, WA

With the technoilogy available, it seems both possible and ethically necessary to let users know as their limits approach. Such a notice would also create mammoth good will toward cell service providers. Then, after failing to respond, it actually would be my fault, not yours! Wouldn't you like to be free of unfair accusations by users? Wouldn't such a notice then contribute to staff morale?

Oct 29, 2010 12:28:58 AM
Kevin
Minneapolis, MN

I am tired of not knowing how many minutes I have used. Even when I have called my carrier I have been given incorrect information when I asked about how many minutes were used. When I complained I was told they "couldn't help it". I am tired of not having information an dthen having to pay a huge bill. Fix it please!

Oct 30, 2010 9:53:05 AM
James
Commerce Township, MI

This is a simple solution that puts me in control.

Oct 28, 2010 3:17:04 PM
Emin
Germantown, TN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. We all should get a quick call or free text message from the cell phone company when we get close to our usage limits, and then another one when those limits are reached. This essential rule will put us, the customers, in control of our families' cell phone service. I'm tired of bill shock, and ready for some real control. It's only common sense to make this a law. A long overdue law.

Oct 28, 2010 11:08:12 AM
Wayne
Chapel Hill, NC

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Thank you.

Oct 28, 2010 5:46:37 PM
Sam
Los Angeles, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 9:51:07 AM
Francine
Voorheesville, NY

This is a simple solution that puts me in control. I'm keeping track of four cellphones in my family and would like to have notice if we are getting close to our limit. I'm ready for some real control.

Oct 19, 2010 3:11:55 PM

Jane
Leesburg, VA

This is a simple solution that puts me in control. None of this message applies to me personally, but I heartily endorse it. It simply makes sense. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:36:24 AM
Kris
Austin, TX

This is a simple solution that puts consumers in control. Current industry practices make it much more difficult for consumers to determine the best plan for them - when I've complained about a big bill the mobile phone service provider tries to sell me a more expensive plan. Undue pressure on conumers is easily avoided by requiring notice that limits are close. Although it is technically possible for consumers to self-check, the extra steps required to do so make it less likely that consumers will, and the phone companies know this which is why they refuse to provide such notices. The FTC should require phone companies to notify users when their plans are close to exceeding plan limitations and another notice when the limits are exceeded. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:57:17 AM
Kyo
Oregon, WI

This is a simple solution that puts me in control of my phone usage. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some common sense control.

Jan 23, 2011 6:01:39 PM
Stephanie
quincy, MA

The purpose of the FCC is to assist consumers, mobile commications companies are out of line in their business practices, make a change!

Oct 28, 2010 12:15:01 PM
Sylvia
Phillips, ME

This would have been helpful to me during a recent family emergency and the subsequent hospital stay of 24 days two hours from home. My cell phone was the only way anyone could

reach me for information. I knew that I was over my minutes but had no idea how much. I signed up to my account and it didn't give me a dollar amount, just 0 minutes. Naturally it was several hundred dollars over, and there is still another week's of calls not yet billed.

Oct 19, 2010 11:07:36 AM
Ron
Andalusia, AL

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:34:32 AM
Nancy
Dunbarton, NH

This is a simple solution that puts consumers in control. I know plenty of folks who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem is always the customer's fault. We are told we didn't understand the plan limits, didn't understand how to use the parental controls, didn't understand the charges associated with a download or an online service. If so many customers aren't understanding these things, why haven't the cell phone companies provided clearer directions and explanations? But most of all, we just didn't know when we ran out of minutes. They can notify me when my bill is ready to view online, when I schedule a payment, and when that payment is credited to my account. Why can't they also notify me when my family is approaching the plan limits for voice, text, or data service? I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 5:19:01 PM
DewAnn
Grayslake, IL

This is a simple solution that puts me in control. I want to know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:42:38 PM
Eleonore
San Antonio, TX

This is a simple solution that puts me in control.And it would not be hard for you to do. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:20:37 PM
Edward
Naples, FL

This is a simple solution that puts me in control.

Oct 29, 2010 8:13:30 PM
Jim
Atlanta, GA

This is a simple solution that help ordinary people manage expenses. Imagine being shocked by an unexpected bill for hundreds of dollars that could be avoided by a short notification message. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Can I count on you to make business notify customers about exceeding usage limits?

Oct 19, 2010 12:26:22 PM
Mark
Renton, WA

Cell phones are vital for use -- that's why they need to be more accountable to the public. This is a simple technological solution to a technological problem. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:07:47 AM
Lisa
Englewood, FL

This is a simple solution that puts me in control. Personally, I am tired of spending time on the phone with Sprint every single month without fail talking about overages and trying to get my bill adjusted. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 5:50:46 PM
Ruth
Marion, WI

This is a simple solution that puts me in control. You could have more customers if we knew that we were protected from unexpected charges. I don't have regular plans because of horror stories your other customers have. Like: I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes." I don't do business with credit card companies that don't notify about over limit risks before I'm over limit and I don't do business with cell phone companies that play games with my phone charges.

Oct 21, 2010 9:40:44 PM
Scott
Daytona Beach, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 9:37:26 AM
John
Farmington, NM

This is a simple solution that puts me in control. I've spent hours on the phone with customer service trying to correct billing errors. I just don't know when I run out of minutes, and the "timer" on the phone is "not accurate". I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:46:19 PM
Larry
Naperville, IL

Cell phone customers in other countries get a call or text when they are close to their usage limits, and another one when they reach those limits.

Oct 28, 2010 1:17:42 PM
Paul
Hillsborough, NJ

I'm tired of bill shock, and ready for some real control. It seems like this is a simple solution that puts me in control and halts a lot of phone charges and mistakes which take days to resolve. I've gotten bills for much more than I should have, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my bill, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

Nov 2, 2010 2:18:20 AM
Mark

Mountain View, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied that I can control how much I am going to be charged for service. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 9:54:56 AM
Judy
Martinsburg, WV

This is a common sense measure that protects the people and won't cost WV anything to maintain. It is also easy for the cell phone companies to set this up so that the cell phone owner can set up a notification alert through their account. This is already done with major credit cards, which send emails to the consumer when a certain limit, pre-set by the consumer through their account, has been reached.

Oct 28, 2010 10:58:26 AM
Stewart
Santa Rosa, CA

This is a simple solution that puts me in control. I have 5 phones on my account. The only phone where I really know what is happening is mine. If I do not check daily on the others online I do not know what is happening. I have blocked all web access and texting on all lines as I would not have control. Verizon, my carrier, should notify me when I approach my monthly limits. I could then open the lines to further use and technologies.

Oct 28, 2010 8:36:37 PM
Aleta
Mountainair, NM

This is a simple solution that puts me in control. Thank you for considering my comments.

Oct 20, 2010 5:37:10 PM
Harlow
Shavano Park, TX

Help people out, especially in this economy, by letting them know when they might be spending money they do not have.

Nov 20, 2010 9:36:07 PM
Patricia
Jacksonville, FL

Every time rates go up, people who can't afford the new rates have to drop their coverage. A reasonable rate review process should have the following elements: * Prior approval of rate hikes before they go into effect * Notice to the public of proposed rate hikes with public comment period * Hearings for rate hikes greater than 10% in the individual market * Consumer and consumer representative participation in hearings * Public disclosure of complete rate filings with readable summaries of justification for rate hikes * Standard rate filing format, documentation * Detailed justification for all rate increases, including data on how much medical costs are rising * Approval of rate hike must take into account company profits, existing surplus, rate increase history and impact on policyholders * Notice to policyholders and the public of approved rate hikes at least 60 days before the effective date

Oct 19, 2010 12:12:56 PM
Nansye
Quincy, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service (adding MORE minutes!!), and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for these cell phone companies to start giving back! to the consumer in the form of a simple text message, warning consumers when they are near, or at, their minute limits. Thank you.

Oct 28, 2010 5:38:09 PM
Leonard
Seminole, FL

This is a simple solution that puts me in control. My neighbor's daughter was sending texts and she got a bill that cost her hundreds of dollars. She was told she didn't understand her plan limits, didn't understand parental controls, I'm tired of bill shock, and ready for some real control. Even better if I have a 1000 minutes plan. Turn the phone off at 1000 minutes until I call customer service.

Oct 19, 2010 10:20:55 AM
Mary
Wellesley, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. They overcharge for services which cost them little or nothing.

Oct 28, 2010 3:14:42 PM
Scott
Tempe, AZ

Cell phone companies send many messages to our phones already. Sending a message when you are approaching your minutes limit should not be too hard for them.

Oct 20, 2010 7:59:55 PM
Marianne
Sarasota, FL

This is a simple solution that puts me in control. I've gotten huge bills, spent hours on the phone with customer service, and and end up trying to figure out how to pay or risk them cutting off the service AND charging me an early termination fee on top of that! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Credit card companies will send you emails or texts when you are close to your limit - why can't the cell phone company do the same?

Oct 28, 2010 4:30:59 PM
Faye
Seal Beach, CA

Cell phones are expensive with all of the additional fees that are added to your base price but it gets to be even worse if you should go over your minute limits. Requiring the carries to notify you when you are reaching you limit seems a simple solution. I would sincerely appreciate your consideration in this matter. Faye Lehner

Oct 19, 2010 4:00:51 PM
Floyd
Milford, PA

This is a simple solution that puts me in control.

Nov 3, 2010 7:31:45 PM
Hazel
Wethersfield, CT

This is a simple solution that puts me in control. I have a pre-paid phone so this doesn't apply to me at this time but it does affect my adult children and their phone bills. It is just a great idea.

Oct 19, 2010 1:42:04 PM
Archie
Waterford, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and I never end up satisfied. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 8:46:41 PM
Helen
Huntington Woods, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:38:27 AM
Diane
White Marsh, MD

This is a simple solution that puts me in control. It seems that the problem was my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I would prefer to be notified that I am almost out of alotted time, and avoid the high bill.

Oct 19, 2010 6:57:36 PM
Maria
Havertown, PA

This is a simple solution that puts me in control - the way it should be!

Oct 28, 2010 11:28:29 PM
Thomas
Livermore, CA

This is a simple solution that puts me in control. It seems that any time that I have a problem it is always my fault. I've been told I didn't understand my plan limits. It is always I didn't understand the charges associated with a download or an online service. Never any warning of any kind before they charge my account and they have no problem doing that. I'm tired of bill shock, and ready for some real control. The contracts that we sign to get service are by far written by legal robbers.

Oct 31, 2010 8:10:41 PM
Donna
Longboat Key, FL

I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 3:05:32 AM
Rose
El Cerrito, CA

This is a very simple solution that puts me in control.

Oct 28, 2010 3:22:15 PM
Harris
Lewisburg, PA

I've been surprised by bills where I've succeeded my calling limit, even though I had no idea I went over my monthly allotment. It's unrealistic to think that I will keep my own records of how many minutes I talked during peak hours, when I am using up my quota. Rather than being faced with "bill shock" when I get my bill, I would prefer a notification system that alerts me to when I am reaching my limit, so I can modify my calling behavior based on that knowledge. I think this is a reasonable request.

Oct 19, 2010 11:28:34 AM
Sidney
Lebanon, NH

This is a simple solution that puts me in control.

Oct 28, 2010 3:58:18 PM
Linda
Punta Gorda, FL

This simple solution put me back in control. I'd had bills for hundreds of dollars, spent hours talking with customer service, and never received satisfactory results. I was tired of bill shock -- and switched to a provider who notifies me if we are nearing or exceeding our plan limits. All providers should be doing the same.

Oct 22, 2010 1:39:07 PM
Stewart A.
Centennial, CO

The first bill we received from Verizon was $120 above what we expected. This was attributed to our children using text messaging at $0.10 per message, itself a massive ripoff as the bandwidth of a couple of seconds of phone conversation is three orders of magnitude higher than that used by a 120 character text message! I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:08:37 PM
Rozanne
Montville, NJ

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a

download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:28:10 PM
George
Los Osos, CA

This is a simple solution that puts me in control. Life is hard enough without those with whom I do business trying to make it harder.

Oct 28, 2010 4:54:13 PM
Sharon
Johnsburg, IL

This is a simple solution that puts me in control.

Oct 28, 2010 3:45:56 PM
Cathy
Studio City, CA

This is a simple solution that puts me in control. I'm usually below my maximum, but I'd definitely like to know when I'm about to go over. Especially with "family plans" and kids involved, this idea seems a fair and important measure.

Oct 28, 2010 5:37:47 PM
Sandy
Winter Park, FL

This is a simple solution that puts me in control.

Oct 29, 2010 11:59:40 AM
Diane
South Hero, VT

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. I'd like to get an i phone but am concerned about bill shock. With notification more people could safely use the latest technology.

Nov 9, 2010 11:58:48 AM
Kim
Slidell, LA

This is a simple solution that puts me in control. Please make it so.

Oct 19, 2010 11:22:14 PM
Charles

Gold Bar, WA

There used to be billboards for cell service in El Paso, "Sin Trampas", without traps. It is time for this concept to be real for everyone. Chuck, just a day to day consumer sick of traps

Oct 28, 2010 3:09:13 PM
Kathleen
Chapel Hill, NC

Cell phone companies, like cable providers, have entirely too much power, too little oversight, too little accountability, and no concern for their consumers. This seems like a useful baby step for reining them in and capping their rapacious billing practices.

Oct 19, 2010 11:10:05 AM
Kirk
Matthews, NC

This is only one of many issues I have had with my cell phone provider. They charge us for paying our bills! Please help us gain control with this minor request on the side of the little people not the big corporations.

Oct 19, 2010 11:30:38 AM
Stewart
Naples, FL

This is a simple solution that puts me in control.

Oct 19, 2010 11:33:11 AM
Thomas J.
Poughkeepsie, NY

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:54:15 PM
Marilyn
Garrison, NY

This is a simple solution that puts me in control. I've gotten bills with charges for data plans I never knew I purchased. Although the phone company dropped 50% of it. Thank you for considering this, Marilyn Longden

Oct 28, 2010 3:45:04 PM
Carl

Bradford, PA

This is a simple solution that puts me in control. Over the years, I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 2, 2010 9:58:28 AM
Dian
Morris, MN

You have ruined enough lives with these and other practices. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 2:50:06 PM
Susan
Honolulu, HI

This is a simple solution that puts me in control. Please have them text us! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 12:30:45 PM
CECILIA
Joliet, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with overseas customer service that is so hard to understand and I either get disconnected when I ask for a supervisor, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control and a cap on what cell phone companies charge for their services. The fees are totally ridiculous.

Oct 28, 2010 4:07:17 PM
JAMES
HENRIETTA, NY

This is a simple solution that puts me in control. I want notice BEFORE I hit my usage limits! This would save you and us time trying to straighten out a problem. Time is money for both of us, thus it is in your interest to adopt this solution. It will save your resources as well as ours.
James McGovern

Oct 29, 2010 8:51:18 AM
John
Ogunquit, ME

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:03:56 PM
Kristian
Lakewood, CA

If it were available on my own phone, I would use it. I know that credit card companies now have alerts when spending is out of the user's normal area and other things like "near limit" or "over limit" amounts, to which users can specify. This type of alert for cell phone minutes makes much sense in my opinion. It wouldn't even be very hard to implement into the carrier's system, and best of all, since its coming from the carrier, it won't really cost them anything to send the text message!

Oct 29, 2010 12:20:28 AM
Marilyn
Rockville, MD

This is a simple solution that puts customers in control. Users have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always the customer's fault. They have been told that they didn't understand their plan limits, didn't understand their parental controls, or didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. Customers are tired of bill shock and ready for some real control.

Nov 13, 2010 5:12:35 PM
Glenn
Boones Mill, VA

This is a simple solution that puts me in control. Consumers across the nation are getting fleeced by the cell phone companies on a consistent, regular basis and the FCC is in the position of putting a stop to it. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just

didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please take action to protect us from these outrageous rip-offs. Thank you,

Oct 20, 2010 8:54:27 PM
Kevin
Bella Vista, AR

This is a simple solution that puts me in control. Worse yet you can't win. If you try to fight the wrong doing they turn you over the the credit agencies. They will win and you will lose. I know! I experienced the battle and found out that as a consumer I just don't matter. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. End the madness and simple deceit! I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 11:44:22 PM
Steven
Grasonville, MD

This is a simple solution that puts me in control.

Oct 19, 2010 8:22:40 PM
Terry
Marietta, GA

This is a simple solution that allows me to control my budget.

Oct 28, 2010 5:52:15 PM
Mike
Roseburg, OR

This is a simple solution that puts me in control. t seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls,I I'm tired of bill shock, and ready for some real control. Please put me back in control of my phone service!

Oct 24, 2010 4:16:56 PM
Katharine
Portland, OR

I'm tired of bill shock, and ready for some real control. Please do what you can to get this under control. Yours, Katharine Lundy 97202

Oct 29, 2010 4:15:09 PM
Steve

Salt Lake City, UT

They seem to be able to text me and send me e-mails when a bill is due. Why not when we're approaching our family plan limits? This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I rarely end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thanks for your consideration.

Oct 19, 2010 6:28:36 PM
Jo
Las Vegas, NV

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. But most of all, I just didn't know when I ran out of minutes.

Oct 20, 2010 11:47:25 AM
Stephen
Doraville, GA

This is a simple solution that puts me in control. Fortunately, this has only happened to my wife & I once due to an error on T-mobile's part which they corrected. But, I never want to receive a bill for hundreds of dollars, spend hours on the phone with customer service, and never end up satisfied. It seems that these problems are always the customer's fault. The cellular carriers always seem to claim the customer didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't think to check their usage before they placed calls. I'm tired of hearing about bill shock, and ready for some real control. Please require the cellular carriers to send notices to all customers when they get near their usage limits.

Nov 1, 2010 8:34:41 PM
John
Cherry Hill, NJ

This is a simple solution that puts me in control.

Nov 26, 2010 8:45:49 AM
ERNEST
Navarre, FL

Every time rates go up, people who can't afford the new rates have to drop their coverage. A reasonable rate review process should have the following elements: * Prior approval of rate hikes before they go into effect * Notice to the public of proposed rate hikes with public comment period * Hearings for rate hikes greater than 10% in the individual market * Consumer

and consumer representative participation in hearings * Public disclosure of complete rate filings with readable summaries of justification for rate hikes * Standard rate filing format, documentation * Detailed justification for all rate increases, including data on how much medical costs are rising * Approval of rate hike must take into account company profits, existing surplus, rate increase history and impact on policyholders * Notice to policyholders and the public of approved rate hikes at least 60 days before the effective date

Oct 28, 2010 5:11:59 PM
Angus
Concord, CA

Please mandate that kind of notice for all USA cellular service providers.

Oct 29, 2010 10:03:36 AM
Gary
Richmond, VA

This is a simple solution that puts me in control. Companies, particularly in banking and communications keep finding hidden ways to add fees to consumers. Why can't they be honest and straight forward in their business practices? America is supposed to be a champion of free enterprise. Yet, to us as consumers, America seems to be a champion of deceiving the market place. If phone companies won't respect their consumers and treat us as partners, then it is up to our regulatory agencies and elected officials to hold the companies accountable. I urge the FCC to enact requirements for phone companies to notify consumers in advance of their reaching calling and texting limits.

Oct 19, 2010 6:35:50 PM
Maryann
Watertown, MA

I've gotten bills for overage use. At times I have been able to negotiate but not always. I do have a complaint that if you are close to the Canadian Border but still in US, roaming charges and extra fees can occur bec phone is using the cell tower in Canada. This has happened to me in Maine and NY when Rogers service shows up on the phone. There are no warnings and if I did not look closely at the bill and question the extra charge, I would have never known. The charge was removed but only AFTER I noticed and called.

Oct 29, 2010 9:50:18 AM
Thomas J.
Austin, TX

This regulation has been needed for years and the cell phone providers count on you going over your minutes and it is very easy for them to notify you that you are nearing your limit. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental

controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 6:39:28 PM
James
Mashpee, MA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:52:30 PM
David
Hebron, ME

This is a simple solution that puts me in control. I am charged for texts that are sent to me even though I have told Verizon that I do not send text messages, do not wish to receive them, and do not wish to pay for something I did not initiate and do not want. I simply wish to use the device as a (voice) telephone. Verizon has promise no more texts and said the charges would stop, but they have failed top live up to that. Fortunately, I receive few texts so the charges have not added up to a lot of money, but they could and I would have no control over it sine the texts were sent to me even though I do not wish to receive/accept text messages.

Oct 24, 2010 12:14:40 PM
Maribeth
Poestenkill, NY

This is a simple solution that puts me in control. I have a hard time understanding my bill. An alert that I'm about to gover over would help tremendously. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:24:50 PM
Marc
Citrus Heights, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and I am ready for some real control.

Oct 19, 2010 10:02:27 AM
Douglas
Shoreline, WA

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 11:34:03 AM
John
Amelia Island, FL

I have a Canada plan with Verison where I can roam for $5.00 per month. I was not using all my minutes and asked Verison to lower them from 700 to 500min. per mo. I was not told that this would cancel my Canada plan. I then got bills in the $300.00 range for three months while I was in Canada. They refunded me less that half of the extra charges when I complained and told me I was lucky. I should have been advised but was not.

Oct 28, 2010 8:54:03 PM
Steven
Mc Farland, WI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. The first time was when our son was on life support in a Colorado hospital after a skiing accident. Who thinks about minutes at a time like that. If we had been notified, we could have kept our conversations shorter and more to the point. I'm tired of bill shock, and we need your vote for the people of Wisconsin. Steve

Nov 23, 2010 7:42:46 PM
Joe
MORA, MN

This is a simple solution that puts me in control. I know some people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem could have been their fault. They've been told they didn't understand the plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. please put us in line with the rest of the world. thank you.

Oct 19, 2010 7:28:13 PM
Stephen
Roseville, MN

This is a simple solution that puts me in control. My friends have received bills for hundreds of dollars and spent hours on the phone with customer service trying to resolve the issue. While I have not yet had this experience, receiving a notification from my cellphone provider that I am approaching my plan limits would help me adjust my usage responsibly. That would certainly be excellent customer service.

Oct 28, 2010 1:03:10 PM
Mady
New York, NY

This is a simple solution that puts me in control. I've gotten bills for excessive dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I had run out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:51:30 AM
Mecklosky
Las Vegas, NV

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 7:28:16 AM
Janet
Myakka City, FL

Today, like most people, I am struggling to make ends meet. The last thing I need is an unexpected expense. If I was notified during the billing cycle, that I was exceeding the limits of my plan, I would at least have the choice to continue to use minutes - or slow way down /stop. Trying to survive in these uncertain times, leaves little time and attention to check my minute use. I feel like the cell phone companies are sitting back, hoping we're not paying attention, and smiling all the way to the bank.

Oct 19, 2010 9:59:32 AM
Kooga
Brooklyn, NY

I payed over $1000 overcharges on top of my regular bill this year for domestic calls and T-Mobile didn't contact me even once during this time to alert me that my current plan, that THEY RECOMMENDED, wasn't working out with my needs. This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 22, 2010 11:25:53 PM
Steven
Irvine, CA

This is a simple solution that puts me in control. I haven't gotten bills for hundreds of dollars, but I've spent hours on the phone with customer service, and I rarely end up satisfied. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:19:26 PM
Sunny
Austin, TX

I want control. I've gotten high bills for hundreds of dollars. It seems that the problem was always my fault. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:47:24 PM
Margo
Salt Lake City, UT

Although I have found it fairly easy to check and see how close to my limit I am, I think an automatic warning to the bill payer, especially in a multi-phone plane would be very helpful. There needs to be a fail-proof way of setting limits on youth use of cell phones. They are great reassurers for parents but kids will go over limits without thinking because they are kids. American companies are very ingenious and I'm sure the phone companies can find a way of alerting users and in the case of children of limiting their calls to specified (parent) lines when they have reached their allotted usage.

Oct 29, 2010 12:14:48 AM
Drew
Lake Worth, FL

This is a simple solution, notify users that they are about to go over their limit.

Oct 19, 2010 10:23:45 AM
Ed
Blaine, WA

The information is within the cell phone companies control and they should be compelled by law to notify their customers.

Oct 19, 2010 9:58:08 AM
Jerri
Berea, KY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:01:40 PM
Walter
Buckhead, GA

This is a simple solution that puts me in control. We have to pay our bills from our own pockets, unlike business folks and elected officials, who are sort of like business folks. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:48:09 PM
Wayne
Loveland, OH

This is a simple solution that puts me in control.

Oct 28, 2010 4:56:32 PM
Tamara
Silver Spring, MD

This is a simple solution that puts the customer in control.

Nov 1, 2010 3:33:36 AM
Richard
Fort Scott, KS

I just got one that was 150% more than my normal monthly bill! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:37:56 PM
Ned
Lansdale, PA

Verizon and AT&T have ripped us off in many ways and continue to do. I think it is high time that FCC steps in to help. We'd greatly appreciate it if you'd, PLEASE! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 2, 2010 4:20:33 PM
Nora
Rosenberg, TX

This is a simple solution that puts me in control. Most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 1:03:42 AM
Jan
Torrance, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, or didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:56:02 AM
Andrew
Stamford, CT

This is a simple solution that puts me in control.

Oct 28, 2010 6:42:42 PM
Henry
Wayland, MA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 14, 2010 5:01:15 AM
Cindy
Fairfax Station, VA

This is a simple solution that puts me in control. I need a simple notification so I can avoid bills for hundreds of dollars, hours on the phone with customer service, and being told I'm an idiot for letting it happen. I understand my plan limits and charges associated with a download or an online service. But why shouldn't the cell phone company let me know before I run out of minutes? Don't let them continue to rack up huge profits from people who accidentally go over. It's just not fair. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:01:10 PM
Rachel
Brookline, MA

This is a simple solution that puts me in control and lets me know if my cell phone company is in error or whether my usage has changed enough to push the limits of my plan. Obviously if my usage has changed rather than incur ridiculous charges I would immediately update my plan, but I need to know before the charges are ridiculous. Once after getting an additional $200+ on my bill it turned out that it was in fact a cell tower routing issue that was not registering where the call originated properly so provider to provider minutes were being charged when they should not have been. After hours on the phone to my provider the charges were reversed - which took 2 cycles to come into effect and left me out of pocket for 2 months. We can get TXT messages for school closings, I am sure our cell phone providers can, with great ease send us TXT messages when we are getting close to our plan limits and I would really like to see this put into law.

Oct 20, 2010 7:32:32 AM
Wendy
Tavares, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. About 8 years ago Verizon hit me with a $400.00 bill but couldn't/wouldn't give me a breakdown of the charges that got it so high. Since then, they have, of course, reported it as a bill owed and not paid by me to the credit reporting agencies which has cost me additional money in interest charges on a car loan. I have gotten large ($500.) bills from my current carrier which I have paid (sadly) when my kids have gone over our limit. I believe cell phone companies thrive ($$) on exactly this money and won't give it up easily. I am also tired of being billed whenever I accidently hit a button which takes me to "online". I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:03:43 PM
Paul
Livingston, TX

I do not want to be a victim of cell phone companies.

Oct 28, 2010 3:32:00 PM
Andrew
Maryland Heights, MO

Cell phone companies want to limit our usage of their networks but they don't give us the tools for responsible use. A free-of-charge text message alert for when we're at 75% and 95% of our allotted limits for texts, data, and voice is a reasonable solution. An even more reasonable solution is to make the phone companies prove why they need to charge for text messages at all. Research I've seen shows that sending a text message takes the same amount of network usage as being available for voice.

Oct 20, 2010 10:27:26 PM
Amy
Yorktown, VA

For those of us with family plans from their cell phone companies, this would be a truly wonderful help in keeping costs under control. Even for single users, it would be great. No one can afford the time to constantly monitor their τell phone minutes, let alone for their whole family; this should have already been a required part of the services a cell phone provider offers. Pure common sense and consumer protection. Just do it!

Oct 29, 2010 12:19:44 AM
Meredith
Hampton Bays, NY

This is a simple solution that puts me in control. i got tired of being charged for unused minutes which didn't roll over and because of the problems which others have experienced, i don't use many of the available services. it seems to be real simple and responsible to alert the consumer when he approaches his limit so that he is in the position to pay his phone bill and continue as a valued customer if customers are charged for incoming calls as well as those they make, they may have no idea of the length of messages left on their account which often enough, are spam calls i pay by the minute and before my call goes through, i am told how many minutes are available for the call....simple enough and also fair time to get it together

Oct 20, 2010 10:59:21 AM
Kevin
Williamsburg, VA

This is a simple solution that puts me in control. We get plenty of junk text messages for things we do not need. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. This is something that will help consumers monitor the costs and manage thier checkbooks since many times over the limit fees can wreck a families budget as many of these carriers are unflexible on the fees. This is an easy thing you can correct.

Oct 20, 2010 6:19:17 PM
Sandra
Lees Summit, MO

My personal message begins here. Consumers Union is encouraging people to support this initiative to require cell phone companies to contact customers when they approach their plan limits. I don't know how many of these responses you've gotten as a result, but not everyone agrees with them. I have the ability to check my usage during the month and if I can't be bothered to keep track, then why should anyone else keep track for me? I don't want you to REQUIRE them to provide to provide this unnecessary service that is likely to raise my bill. I am quite capable of staying within my plan limits and DO NOT want to pay for them to babysit those folks who are not so responsible. I DO NOT want another government regulation intruding into my life. Stay out of my personal business. I am a responsible adult and want to be

able to conduct my personal affairs in a responsible manner. CU stated in their appeal that this requirement has been put in place in Europe. I say that those who want it can go over there. If you want to put the screws to the cell phone companies, then just make sure they are letting us know in advance what they will be charging and give us an avenue for appeal when they violate those terms. My personal message ends here.

Oct 30, 2010 9:50:19 AM
Carlos
Henderson, NV

This is a simple solution that puts me in control. it is a low-cost to you and an awesome customer service. Frankly, i think this is a great marketing tool and you should have implemented this yourself.

Oct 19, 2010 10:25:57 AM
Robert
Independence, MO

In this day of instant electronic communication I believe that the cell phone companies should immediately notify me prior to going over the limits on my plan. They now send me text messages when they want to sell me something or to notify me that I am eligible for an upgrade to my cell phone. I feel that unfortunately the companies are taking advantages of the middle class once again. In these hard economic times this would be a very simple thing to do for the millions who depend on their cell phone as an only means of communication.

Oct 31, 2010 2:16:53 PM
Sandra
4302 Chesapeake Ave, VA

This is a simple solution that puts me in control. Please have us be advised when we are nearing our limits. Thank you.

Oct 20, 2010 9:08:15 AM
Edward
Richmond, VA

This is a consumer friendly approach which is good business practice. Please support this policy.

Oct 19, 2010 10:08:28 AM
Michael
Birmingham, MI

This is a simple solution that puts me in control. Recently, with a change in communications on the job, my son ended up more than doubling his text usage. If these recommended provisions were in place, he would have received a notice at a sufficiently timely point that we could have slightly changed his text limits to allow for that higher job-related need. There's nothing

frivolous or ignorant about that--it wasn't apparent uintil the usage piled up. It's also important that these notices be required. If the phone companies answer that we can already sign up for notices, that dodgy response obviously doesn't address such unanticipated changes. That's the point--give the notice before the bill mounts up. I don't want spam notices that aren't necessary, and I won't sign up for routine billing notices for ordinary charges. Seems simple, clear, and obvious to me. One more consideration--please make sure that corrective regulatory action also allows plan changes for such situations in the middle of the billing cycle, to be implemented retroactively to the beginnning of that cycle. Please, no more "gotcha".

Oct 19, 2010 11:44:05 AM
Wendell
Gig Harbor, WA

This is a simple solution that puts me in control. In the hecticness of our daily lives, failing to remember something as simple as our cell phone text and call limits is quite common with us and some of our friends and relatives. Then, we pay the price for this by much higher bills. A SIMPLE TEXT OR VOICEMAIL REMINDER TO US VIA OUR CELL PHONES WOULD BE A WONDERFUL CHANGE IN THE RULES, AND HELP US CONSUMERS. PLEASE PASS YOUR PROPOSED RULE TO REQUIRE NOTICE TO US VIA PHONE OR TEXT BEFORE WE GO OVER OUR USAGE LIMITS! Sincerely, Wendell McGinness 2613 52nd AVE NW Gig Harbor, Wa 98336

Oct 30, 2010 3:08:04 PM
Riley
Los Angeles, CA

This is long overdue. The telcos have the software currently in place to handle it. It's a simple software switch that is already in place. Please do the right thing by us, the victims.

Oct 29, 2010 8:25:56 AM
Bruce
Aiea, HI

This is a simple solution that puts me in control. This is a regulated utility type set up and the commodity price of usage should have decreased more than it has in such a competitive enviroment. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:24:19 AM
Rick
Orem, UT

========== It's unfortunate that the government must resort to legislation to force companies to act with integrity and fairness, but laws promoting consumer advocacy are the right thing to do, if that's what it takes to curb corporate abuse. Please support this. ==========

Nov 11, 2010 4:25:50 PM
Mark
Brooklyn, NY

This is a simple solution that puts me in control. I've gotten bills for much more than I expected or had budgeted for. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I don't want any more unpleasant phone charges. I deserve some real control. If I could get notice that I'm reaching the limit of my plan's minutes, I would wait to talk until I could access a land line, or simply shut off the phone. The charges that accrue once a plan exceeds its limits are excessive, and outrageous. They may be profit centers for the service providers, but it has on occasion been a loss leader for me.

Oct 19, 2010 5:57:13 PM
Annette
Galveston, TX

What a simple solution to create a more harmonious relationship between the company and the client! Why isn't this already a part of cell phone companies business models? Could it be because they hold hostage a client to high per minute charges - and operate on a higher bottom line by failing to notify clients? In this day of family usage, it would be responsible for the company to notify the primary holder's number when this event is about to occur. Thank you.
Annette McLaughlin

Oct 28, 2010 3:45:52 PM
Ryan
Lennon, MI

This is a simple solution that puts my family in control. I don't know my plan limits, my parental controls, and the charges associated with a download or an online service. But most of all, I never know when I run out of minutes. I'm tired of bill shock, and I'm ready for some real control.

Oct 19, 2010 10:04:11 AM
Kim
Waterford, MI

This should be SO easy! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:27:32 AM

Haley
San Diego, CA

This is a great and simple solution that puts me in control and provides fair warning. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 2:32:51 PM
Dean
Shawnee Mission, KS

This is a simple solution that puts me in control. It's time to stop cell phone companies from taking unfair advantage of their customers. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:27:17 PM
J S
Reno, NV

This is a simple solution that puts me in control. I've heard of people who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and were never satisfied. It seems that the problem was always their fault. I've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. We're all tired of being taken advantage of when a solution is so simple; let the consumer have some real control.

Oct 19, 2010 11:34:08 AM
Bill
Roswell, GA

We citizens need our government to prevent large businesses from continuing to take advantage of us when we have no other resort than your action. Telecommunications and financial companies always make any problem my fault. Please support us citizens and halt these abuses. Sincerely, Bill MCGregor.

Oct 30, 2010 8:57:09 AM
Gail
Baldwinsville, NY

This is a simple solution that should be basic customer service. It's the difference between making your company one that is trying to do the right thing versus a company that just wants to

make money any way it can. Contributory versus predatory. Good versus evil. It really is as simple as that.

Oct 19, 2010 12:56:21 PM
Stephanie
Hamilton, MI

This is a great idea and a simple solution that puts me in control. If the banking industry can send me a text and email letting me know my account balances or if my checking account is below my set threshold limit then the teleco's can too. I've gotten bills with overage charges, spent hours on the phone with customer service, and I never end up satisfied. I was charged with roaming fees (but I don't have any roaming charges according to my paperwork)...OH yes you do, on page 12, down at the bottom in 3 font, you will see that you will get charged for roaming if you are using data or if more than a certain % of phone use is used in a roaming area...What? It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. The telco's goal is to up sell to a bigger package or over sell their product until they have you paying the equivalent of a house payment to keep your phones active. I'm tired of their games, and ready for some real control.

Oct 19, 2010 1:03:24 PM
Jennifer
Austin, TX

This is a simple solution that puts me in control. I haven't been in a situation where I suffered Bill Shock since I switched from a by-the-minute plan years ago, but I know that the proposed notification would have made a HUGE difference in my behavior and my mood. I quit that phone company and have not been back in 25 years. Sincerely, Jenny Meadows

Jan 23, 2011 9:40:34 AM
Alexis
Alexandria, VA

I want notice BEFORE I hit my usage limits! I want to put an end to the cell phone shock bill. I agree that getting a quick text message or call from the phone company before I hit my usage points would be a great way to help me. This is a simple solution that puts me in control of how much I will be spending that month. I recently was sent a bill for over 200 dollars when my plan calls for me to spend around 80 dollars a month. I have called customer service and this continues to happen. I keep getting hit with unsuspecting charges. I want the cell phone companies to notify before they hand out a 200 plus cell phone bill. Please pass your proposed rule that requires cell phone companies to proved a call or text notifying me whether or not I have surpasses my usage limits.

Oct 28, 2010 5:49:45 PM
Charles

Dighton, MA

This is a simple solution that puts me in control. II'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:29:37 PM
Claudia
Minneapolis, MN

This is a simple solution that puts me in control. My last bill was for almost $200. I've called customer service and reviewed my bills carefully and still can't understand what I'm doing to account for such a high bill. It's not clear to me how many minutes I've used and when I run out of minutes. Despite reviewing my bill and calling customer service for clarification, I don't understand my bill. I've been told I'm being charged a "usage" fee but that I haven't received a "mobile charge." What does that mean? My bill is broken down by "Anytime" minutes versus "Nights/Weekends" (and you have to read the fine print to understand those start at 9PM) and yet they do not spell out "Daytime minutes" except to let me know how much over them I've gone. I pay for both my parents' cell phone bills. I do this because as the adult daughter of senior parents, I am concerned for their safety. They rarely use their phones and certainly never text or use the internet. Nevertheless, I was charged an additional $40 when my father made 2 calls to directory assistance and exceeded his "daytime usage." I was also charged for "data access" when my mother accidently hit the button on her cell phone that activated her browser. I'm tired of bill shock, and ready for some real control. A simple email that lets me know when I've gone over would be very helpful.

Oct 19, 2010 10:05:14 PM
Debbie
Mount Sinai, NY

Please pass this bill so I will know if there are overages on our cell phones. I got a very high bill once for something related to this.

Nov 2, 2010 8:22:17 PM
Laura
Fort Worth, TX

Cellphone companies... should operate in integrity, but choose not to by taking advantage of people who don't pay attention to their usages. People should also take responsibility on watching their minutes, number of text messages, etc., if they do not have unlimited usage. If you, the cellphone company have to improve your reputation, it is recommended that you give the customer the option to be reminded. You can't "make" people be disciplined, but if they do choose or desire that option to be reminded, give it to them please. This will improve your customer relations and your company reputation because you are caring for the people and not about taking advantage of people abusing or just simply using without paying attention to their limits and taking their money. Thank you for improving your company's reputation in thinking about the person and not about making money all the time.

Oct 19, 2010 3:29:58 PM
Karen
Kingston, RI

I had a horrendous cell phone bill while recovering from major surgery in a physical rehab center. The facility where I lived for 5 weeks did not have phone service for clients in residence. So while re-relearning how to walk I relied on my cell phone to communicate with the outside world, including my workplace and my one child. No one from my cell phone provider ever contacted me to indicate that I was over my monthly limit of minutes, and I wound up with a bill for over $700.00 for that period. I think a call from my cell phone provider, which I believe is the major carrier in the USA alerting me to the overage, once I'd passed my usual $42.50 monthly bill would have been of great assistance. Sincerely. K.D. Mensel, Ph.D.

Oct 29, 2010 11:38:36 AM
Alec
Philadelphia, PA

This is a simple solution that puts me in control. I've gotten unexpectedly large cell phone bills, though I generally don't use my cell phone as often as other folks do. I don't keep a running tab of minutes/texts in my head, and I suspect other folks don't, either, so I think a notice informing me that I'm about to bump up against my limits really isn't very much to ask.

Oct 20, 2010 8:12:54 PM
Ronald
Pasadena, TX

This is a simple solution that puts me in control. I spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:30:09 AM
Kenneth
Lehigh Acres, FL

This is a simple solution that puts me in control.

Oct 19, 2010 3:29:26 PM
Harvey
Doswell, VA

This is a simple solution that puts me in control. My son and daughter have had problems in the past that could easily been avoided had we been notified in advance.

Oct 19, 2010 9:56:10 AM
Valerie

Altoona, PA

This is a simple solution that puts me in control. I have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I have been told I did not understand my plan limits, did not understand my parental controls, did not understand the charges associated with a download or an online service. But most of all, I just did not know when I ran out of minutes. I am tired of bill shock, and ready for some real control!

Oct 22, 2010 12:19:05 AM
Douglas
Las Vegas, NV

We need this simple solution to a serious problem. It helps me control my cellphone costs. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:06:16 PM
Greg
Saint Louis, MO

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:59:10 PM
Robert
Springfield, OH

Cell phone user in Europe get notified when they get close to their limits, why can't we.

Oct 19, 2010 10:14:10 AM
Jodie
Lakewood Ranch, FL

I want control of my cell phone usage which protects ME rather than enriching the cell phone companies. If I have a plan for 1000 minutes per month and those are the only minutes I want to use--I want to be notified that the minutes are nearly up, or given the option of using more at an additional cost WITH MY APPROVAL. I have endured phone overages too many times. I have discovered the phone line "open" to another cell phone that has eroneously had buttons pressed, I have discovered special charges for services I did not want, authorize, or utilize, but that I was told I MUST have pressed buttons to agree to those charges before they possibly could have appeared on my bill. I've asked for years to have my plan simply shut off when the allotted usage was exhausted. FINALLY, recently, Verizon informed me that if I am willing to PAY

THEM over and above my plan costs, they will cap the usage. I have to pay hundreds of dollars per year ($5x4phonesx12months=$240/year) simply to use my plan minutes and no more? I would like to see protections for the consumer to simply use the plan I pay for and nothing more unless I request or authorize it. Sincerely, Jodie Meyers

Oct 19, 2010 11:00:01 AM
BenDor
Superior Township, MI

This is a simple solution that puts me in control. Recently I was warned that traveling to Canada put me at risk for a very high cell phone bill. I checked with my cell phone provider (Verizon) and learned that they charge in Canada is $.69 a minute. If I hadn't be warned by a family member, I would have been burned. That warning should have come from my cell phone provider. They should be on their customers side, not trying to trap them into paying large bills. In the long run, cell phone providers will earn more money by letting their customers make informed buying decisions than by trapping them into paying bills that they incurred without their knowledge.

Oct 19, 2010 10:21:49 PM
Gloria
Hellam, PA

I know several people this happened to and I totally agree. It is a money maker lets stop it.

Oct 28, 2010 4:35:11 PM
Roger
Essexville, MI

tHIS IS ONLY RIGHT AND HONEST. WILL SHOW THE INTEGRITY OF THE COMPANY

Oct 28, 2010 4:41:06 PM
Susan
Waukesha, WI

This is a simple solution that puts me in control. I'm tired of wasting my time on the phone trying to get my bills corrected.

Oct 19, 2010 10:08:43 AM
David
Skaneateles, NY

This is a simple solution that puts me in control.

Oct 20, 2010 8:21:44 AM
Thomas
North Falmouth, MA

Billing is too confusing and it is too easy to be fooled. The companies appear to rely on generating this confusion and this simple measure will be one step toward ending it. Thanks

Oct 28, 2010 4:58:17 PM
Barbara
Fayetteville, NY

This is a simple solution that puts me in control. I refrain from using many of the options on my phone because I fear getting huge phone bills that I can't afford. My plan limits are not made as clear as they should be and I have no means to track my usage -- that is what the phone company does. I don't know what the charges associated with a download or an online service are. But most of all, I would have to do a huge amount of record keeping to track when I am going to run out of minutes. Since the phone company does all the tracking automatically, the information should be easily obtainable by the consumer so that the consumer can make informed decisions about phone usage.

Oct 28, 2010 5:15:51 PM
Michael
Tuckerton, NJ

I've gotten bills for hundreds of dollars and spent hours on the phone with customer service. I've been told I didn't understand my plan limits or didn't understand the charges associated with online service. Most of all, I just didn't know when I ran out of minutes. This is a simple solution that puts me in control. Please consider the following request:

Oct 28, 2010 2:08:16 PM
Rubio
Sunland, CA

This is a simple solution that puts me in control. The worst thing is to find out at the end of the month after the damage is done that my bill has skyrocketed. The cell people should be easily able to let me know when I am getting near the limits on my contract. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:25:22 PM
Charles
Spartanburg, SC

This is a simple solution that puts me in control. In the month of my father's death I received a bill for hundreds of dollars more than expected, spent hours on the phone with customer service, and I received no relief. It seems that the problem was always my fault. I was told that all I had

to do was check my minutes (as if I knew how many I had) and call before making the calls. I explained that just prior to and just after loosing a loved one was not the time for my practice of good accounting. Of course I ran out of minutes, it was the busiest month of my life. Most irksome of all is that i had never come close to using all of my minutes for which i paid, but they were lost. Now when I needed them most I was out of luck. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 12:32:57 AM
Barbara
Portland, OR

AT&T promised me such notice when I switched my smart phone's data plan from $30/month unlimited to $15/month measured. And I never went over until last month while travelling. Then I had to spend time on the phone with customer service, and while they are providing a credit, they couldn't manage to post it before the *next* bill. And I understand that others have suffered significantly worse! I'm pretty sure that cell phone companies can and should do better. Please help!

Oct 29, 2010 5:03:15 AM
Bridget
Ligonier, IN

I've gotten bills for hundreds of dollars in the past, and if I had only realized I was over the limit of course I would have changed my plan or changed my habits. I've been fortunate in that the company I was with at the time agreed to reverse the charges, but the whole uncomfortable situation could have been avoided. In an ideal world, there would be caps -- for example, they should never be able to charge you more for individual overages than they charge another customer for an unlimited plan. It just doesn't make sense and preys on the people who are too timid to fight back. It all costs too much anyway, so changes like this can make a big difference.

Oct 19, 2010 10:37:27 AM
Carolyn
Redford, MI

This is a simple solution that puts me in control. This is ridiculous. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 6:19:54 PM
Deborah
Dallas, TX

This is a simple solution that puts me in control. It is never a good idea, especially in our depressed economy and some many out of work or on the financial edge, to hit us with exhorbitant cell and data usage bills. I cannot remember the code to call and check on my minutes, so I wait until I get my bill. We ususally don't know when we ran out of minutes. Please help customers to remain in control of their behavior by simply notifying us when we are close to meeting our plan minutes and data usage.

Oct 28, 2010 6:34:06 PM
Gene
Fenton, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars because the plan was too complicated to understand and I am a college professor, now retired. A simple message would have prevented serious overcharges. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:04:38 PM
John Jay
Sturgis, MS

Please have guts FCC. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:29:47 PM
Kirby G.
Farmington, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied, while the phone company gets substantial amounts of money for doing next to nothing. According to the phone company, the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. But there was no easy way to find that out until the bill came. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 9:00:58 AM
Sally
Osceola, WI

This is a simple solution that puts me in control of how much I pay my cell phone company. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never

end up satisfied. This just doesn't seem right. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Could you please require cell phone companies to make their plans clearer, and get rid of the small print.

Oct 29, 2010 12:04:31 AM
Ashea
Gardiner, MT

My sister just got a $500 bill from Verizon when her young son accidentally got her phone and downloaded aps. I have had to pay an extra $10 or so monthly because there is a button next to the "answer" key that automatically connects me to the internet. My mother just bought a phone and, in the fine print, she has to pay an extra $10/mo. for internet access, even though she doesn't want it. Phone companies have turned a useful, sometimes critical service into a scam. Please consider simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:00:15 AM
John Luke
Nutting Lake, MA

Requiring this is basic decency.

Oct 28, 2010 5:26:26 PM
Arthur
Seattle, WA

This is a simple solution that puts me in control.

Oct 19, 2010 2:39:35 PM
Eleanor
Saugerties, NY

This is a simple solution that puts me in control.

Oct 19, 2010 10:04:59 AM
Amber
Wernersville, PA

I've gotten bills for hundreds of dollars, spent a long time on the phone with customer service, and a simple solution would free up customer service from that time and save me time as well. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't

understand the charges, the conditions, the fine print, the roaming factor.... But most of all, I just didn't know when I ran out of minutes because I was not nagging my child to tell me how many minutes they'd used. This is not a black and white TV with one dial-- It's a high-tech, cutting-edge, top of the line gadget with GPS and yet it can't notify me when I've reached a certain threshold? This could be a simple text message (which I'd be GLAD to pay for), email or robo-call. The phone company already does these to alert me by 'bill' is ready to be paid, this request seems reasonable.... please make this little thing happen.

Oct 25, 2010 5:18:00 PM
Malinda
New Milford, PA

I was so upset after my last cell phone carrier that I have boycotted the cell companies and have not had one for the past 6 months. Many of the problems I had are noted below. I also have the problem of living in a rural area without many carriers, and the carriers say they have service here but it's roaming service which of course is much more expensive. This is a simple solution that puts me in control. Tell them to disclose (not in fine print) the fact that your cell serivce's free mobile to mobile is only if you are using their tower and not roaming, then you get charged. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:11:48 PM
Pradyumna
Mercer Island, WA

This is a simple solution that puts me in control. The plans are generally too complicated to understand really well and to be constantly aware of limits while you are using the service. It saves the phone company lots of money in customer service calls that often end up leaving consumers unsatisfied and sometimes really irate. It will benefit the company by improving customer satisfaction and retention. Sounds like a win win solution.

Oct 28, 2010 8:20:41 PM
James
Framingham, MA

This is a simple solution that puts me in control.

Oct 19, 2010 4:58:53 PM
Marilyn
West Palm Beach, FL

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't

understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Make plan language easy to understand and require these companies to keep us informed of our usage BEFORE we exceed plan limits.

Oct 19, 2010 7:02:10 PM
William
Alexandria, VA

I do not accept the argument that this will lead to increased costs, since all charges are already computerized, plus the company has my e-mail. They have no trouble sending me a bill online.

Oct 20, 2010 9:09:05 PM
Conlan
Hopewell Jct, NY

This is a simple solution that puts me in control. I've gotten bills for going over my minutes that were budget busting. With the current level of texting and email platforms it should be easy for wireless providers to notify their customers. Also if we paid for the minutes they should not expire when the month ends. If I go over for one minute I get charged whether or not I used all my minutes in the previous months. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:29:42 AM
Kay
Cantonment, FL

If the cell companies don't want to alert their customers before they go over the limit, then it is because they are looking forward to the money they can scam off people. They should at least be required to alert them and give them a choice as to whether or not the wish to continue with the call. This sort of thing has placed hardship on countless people. It is common knowledge. This is a simple solution that puts me the consumer control of their finances, especially at a time when the economy is bad and people are struggling.. Many have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Oct 28, 2010 11:22:45 PM
Fernando
San Bernardino, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Not only that, but they try to sell me on even more features as they try to convince me that the problem is at my end. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:30:11 PM
Melody
Sellersburg, IN

This is a simple solution that puts me in control. People have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and seldom end up satisfied. Please do something about this.

Oct 20, 2010 1:23:34 PM
Mark
West Harrison, IN

This is a simple solution that puts me in control. While I have yet to go over, It is a sincere concern of mine. Even with modern technology, online account access etc. I still do not have a confident way of knowing how close I am to going over my usage. For example, I pay 180.00 / month for 2 Blackberry smartphones for my wife and I. The bill and plan is so confusing I feel we have no control other than just to pay whatever they say each month. Our plan includes: VZW $70 - shared voice Minutes 1100 (grandfathered family share plan) $60 - 2 data plans for unlimited blackberry internet - one for each phone $10 - 2 (250 txt msg. each) text plans since unlimited internet plan above doesn't include texting ??? $30 - tethering plan to allow 1 Blackberry to share it's internet with our little notebook computer but this is a 5 Gig data limit separately tracked from the already unlimited internet that we pay for on the blackberry data plan ?? So, I must keep track of minutes for voice, qty. of txts per phone, data usage on the notebook all separate. Bummer is the online account usage tools vary dramatically from day to day.. .sometime lagging as much as 3 or 4 days behind, then they will often spike and say I have used 3 gig one day, then drop to 700 mb the next, only to jump back up again the next... ie. very unreliable and very inaccurate, so I am forced to track data on my notebook with a separate application in case I have to dispute.

Oct 29, 2010 1:11:09 PM
Nash
Frederick, MD

This is a fairly simple solution that puts the user in control.

Oct 29, 2010 5:12:56 PM
Patricia
Las Vegas, NV

This is a fair proposal and one that is overdue.

Oct 20, 2010 8:23:54 AM
David
St Augustine, FL

This is a simple solution that puts me in control. Honesty and transparency are the cornerstones of a healthy customer relations policy. This bill will require that. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:03:41 PM
J. C.
Terlton, OK

This is a simple solution and it should be implemented.

Oct 28, 2010 3:29:13 PM
Joyce
Pittsburgh, PA

This is a simple solution that puts me in control. We're tired of bill shock, and ready for some real control.

Oct 29, 2010 11:12:06 AM
Kathy
Tijeras, NM

This is a simple solution that puts me in control. In this era of electronics which are part of the fabric of our everyday lives, this simple fix would enable consumers to take action to control their spending. It in an easy thing for the companies to do. It assists consumers who are so busy just trying to make ends meet that they often miss little things like "checking their minutes". Please take this action on behalf of consumers. This just makes good sense...something we need more of.

Oct 19, 2010 10:05:03 AM
L. Gordon
Seattle, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and this is not exactly how I want to spend my time. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:19:57 AM
Lorraine
San Antonio, TX

I once received a bill of over $500 for one month's service because the phone company said my yearly contract had ended and the initial discounted contract defaulted back to their "normal" rates. I wasn't notified until I received the bill. The company did restore my previous contract after I called and complained about that unfair practice. This was years ago when cell phone companies were actually competing with one another for customers. Now, it appears that the

prevailing attitude of corporations is "gotcha" to make as much money as possible, even unfairly. That's why it's important to enact laws that protect the consumer.

Oct 28, 2010 3:31:59 PM
Ryan
Darlington, PA

This is a simple solution that puts consumers in control.

Oct 28, 2010 1:57:52 PM
Anna M
Cincinnati, OH

Sprint has called me after I had run up over $500 for over charges. Then greatly encouraged me to switch to higher minute plan rather than pay $500. Although I appreciate this phone call rather than an outrageous bill, I want to be notified when I am approaching my minutes or other limits. This is a simple solution that puts me in control.

Oct 19, 2010 11:11:18 AM
Ellen
Mountain Home, AR

This is a simple solution that puts me in control. I would very much appreciate it if you would send a warning message before I go over my limits on voice, data. I really can't afford bill shock.

Oct 19, 2010 6:37:24 PM
James
Reston, VA

STOP the GREEDY Tribe of PIGS who are Raping OUR Country and Hard Working AMERICANS in more ways than one !!!! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:12:11 PM
Lori
Tulsa, OK

This is a simple solution.

Oct 20, 2010 12:22:02 AM
C.A.
Portland, OR

I would also like to see some fairness applied to cell phone usage. Currently I am charged for outgoing as well as incoming calls. I can understand being charged for calls that I initiate, but I have no control over who or what calls or text messages me. Other countries regulate that the initiator of calls are charged ,not the receiver of calls. If I call my mother not only am I charged for the call, my mother is charged also. If someone sends me a robo message or text for advertising, or political message, I'm charged. This is not fair.

Oct 20, 2010 5:10:51 AM
Jack
Melbourne, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:09:01 AM
Ellen
New Rochelle, NY

This is a simple solution that puts me in control. I've gotten bills for $30-50 dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 2:15:45 PM
Rhonda
Gallatin, TN

This is a simple solution that puts me in control.

Nov 1, 2010 10:54:20 AM
William
South Plainfield, NJ

This is a simple solution that puts me in control. It is a trap to catch unsuspected children to spend money they don't have by texting or talking to friends on a cell phone. The parent can not monitor every minute of talking since part of the reason for the phone is to contact the child when they are not at home. I know many friends who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and where never end up satisfied as they allowed a minor to misuse the phone via the companies very arrangement for usage. It seems that the problem was always their fault. they've been told they didn't understand the plan limits, didn't understand the parental controls, didn't understand the charges associated with a download

or an online service. But most of all, they just didn't know when they ran out of minutes, there was no warning. I'm tired of bill shock for anyone, and ready for some real control.

Nov 14, 2010 3:14:12 PM
Mark
West Hartford, CT

This is a simple solution that puts the people paying the phone bills who own the phone in question in control. Cell phone owners have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the fault of the phone owner. People have been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock for the public at large, and ready for some real control.

Oct 28, 2010 3:03:24 PM
Marion
Bethesda, MD

This is a simple solution. I would then know my status and could decide whether or not to exceed my limit. Telelphone companies should be requried to inform customers before their customers go over their limits on thieir services. It's a good and sensible plan which should be obligatory..

Oct 29, 2010 6:26:11 AM
Bert
Summit, NJ

Phone companies, as well as any other service provider, should be required by law to notify a customer, by a recordable, traceable means, of impending changes in terms of agreement. People live fast lives these days. It is not reasonable to expect anyone to remember a myriad of service expiration dates.

Oct 28, 2010 7:27:53 PM
Mary Jane
Lynn, MA

Cell phone bills should not come s a surprise to anyone, especially when one thinks he is honoring the contract s/he signed up for. The solution is simple and puts me in control. I've gotten bills for over a hundred dollars without knowing how it happened. I have had the same carrier and plan for many years, but something seems to have changed. I received no help from customer service. It seems the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock and ready for some real control. Please help consumers and insist that companies notify their customers when "time's up."

Oct 28, 2010 3:17:14 PM
Linda
Lyndhurst, NJ

This is a simple solution that puts me in control of my spending. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:10:09 PM
Janeen
Louisville, KY

This is a simple solution that puts the owner of the cell phone account in control. I've heard of people who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the customers fault. Most just didn't know when they run out of minutes. A lot of people are tired of bill shock, and ready for some real control.

Oct 29, 2010 8:09:43 AM
John
Statesville, NC

This is a simple solution that puts pretty much EVERYONE with a cell/mobile phone in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I have never changed my contract in almost 6 years, yet it was changed without my approval. I accidentally hit the wrong button on my phone and it automatically started a download that I didn't want, yet end up paying for. I hit CANCEL many times, but it's too late because you are charged right after it starts downloading. My fiancee lives in Ukraine. The services she gets from her cell/mobile phone provider seem fairly clear-cut. She gets notified when she is close to her limits and if I am correct, all providers have FREE incoming calls. Why is it that in the US, the providers charge us BOTH ways for incoming and outgoing calls? Also, I am charged if someone sends me a text message whether I read it or not. I shouldn't be charged to receive something I don't want or didn't ask for. That's just not fair!!!! I'm tired of bill shock and these companies that find sneaky ways to charge customers for things that aren't wanted just so the CEO's can line their fat pockets even more.

Oct 28, 2010 4:51:42 PM
Barbara
Salisbury, MD

This is a simple solution that puts the customer in control. Although I've never had a problem but once with my bill - it was resolved after numerous calls - I have friends and relatives with children who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. But most of all, they

didn't know when they ran out of minutes. I'm think everyone - whether you have had a problem or not should be notified if they are close to and/or have reached their plan limits. We all are ready for some real control.

Oct 19, 2010 3:27:19 PM
David
Fort Lauderdale, FL

This is a simple solution that puts me in control. If your credit card company or bank can send you notice, why not the telephone company????

Oct 20, 2010 9:23:01 AM
Luis
Camden, SC

This is a simple solution that puts me in control.

Oct 19, 2010 1:02:38 PM
Peter
Madison, WI

This is a simple solution that puts consumers in control of their on-going service purchases. Consumers regularly are surprised by bills for hundreds of dollars, which cause them spend many hours on the phone with customer service agents who do not correct their problems. It seems that the problem is always the consumers' fault. Consumers are not warned about their plans' limits, do not understand parental controls tools, do not understand the charges associated with a download or an online service. But most important, consumers simply just do not know when they run out of minutes within the billing periods. It is only fair that something be done to prevent consumers from experiencing bill shock. Given the economic crisis we are experiencing, it is more important than ever to provide consumers with real control to prevent inadvertant charges that may disrupt the delicate budget balances that consumers must maintain in order to survive these difficult economic times.

Oct 28, 2010 11:10:48 PM
Stanley
Puyallup, WA

This is a simple solution that puts me in control.

Oct 30, 2010 11:02:50 PM
John
Madison, WI

This is a simple solution that puts me in control instead of the corporate phone company

Oct 29, 2010 12:05:20 PM

Paul
Pittsburgh, PA

This is a simple solution that puts me in control.

Oct 29, 2010 8:16:34 AM
Marie
Atlanta, GA

We were charged hundreds of dollars more than expected when we first got our family plan cell phones. Every time I thought I had the problem resolved, something else turned up that I didn't know about. I'm not stupid, just busy, like many people, and the telecommunications companies are taking advantage of that. If there is an easy fix, like this simple notification, it should be mandated. Thank you.

Oct 20, 2010 8:10:53 AM
Mary
Hypoluxo, FL

This is a very basic solution that puts the consumer in control of what they are paying for. I've received $400.00 cell phone bills, spent hours on the phone with customer service trying to get my account straightened out, and I never end up satisfied. My carrier always blames me. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. Or that someone else must have used my phone! I just didn't know when I ran out of minutes and there needs to be some changes made. I'm tired of bill shock, and ready for some real control.PLEASE do something about this. It is ridiculous.

Oct 28, 2010 3:09:45 PM
Richard
Hatfield, PA

This is a simple solution that puts me in control. I've gotten huge, unexpected bills and spent hours on the phone with customer service to try to get adjustments made, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. Also, the phones they offer are booby-trapped so I mistakenly get logged into one of their "services" and get charged! There is no way to disable these "services" which I would never use. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:06:02 PM
Anita
New Orleans, LA

This is only fair to notify over limits.

Oct 28, 2010 3:10:21 PM
Karen
Saugerties, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:52:41 AM
Christine
Staten Island, NY

I've never received notice that I was at the limit for the month. The phone company thinks they are being benevolent when they offer me a higher plan for the month of overage. On average my plan doesn't generally use 1/2 the minutes I'm allowed. Yet on the the one or two months in an 18 month that overage occurs I can never tap into unused minutes but more importantly I'm not informed I'm going over until I'm already over. Why can the phone companies not give customers a break when they are generally so conscientious about their usage?

Oct 19, 2010 11:29:23 AM
Roger
Washington, DC

I ask for the Phone bill to have: o Transparency o Simplicity o Clarity o Accuracy o Completeness ---------- This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:00:07 PM
Jonathan
Pittsburgh, PA

This is a simple solution that keeps plan users in control.

Oct 19, 2010 2:33:50 PM
Geoege
Evansville, IN

Please require all cell phone providers to advise subscribers when thay are about to go over their time limit.

Oct 20, 2010 1:33:31 PM
Kievit

Columbia, MO

My cell phone bill has bogus charges on it nearly every month. I waste hours going over it to find each months bogus charges. While they have sometimes made it right, I shouldn't have to monitor every bill so thoroughly that it wastes my time. In addition to going over minutes, cell phone companies should be required to alert you when someone has (supposedly) downloaded games and ring tones that were not authorized. At the very least they should be required to offer everyone the option to block these unauthorized charges when they sign up for their plan.

Oct 19, 2010 10:03:33 AM
Rubin
Tuscaloosa, AL

This is a simple solution that puts me in control. I've gotten bills for many dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:44:51 PM
Claude
Chelsea, AL

My sister recently received an unexpected $760 monthly bill due tor her grand daughter's lack of self control on the phone. My sister lacks sufficient income to pay this bill. Adults must have control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:44:10 AM
Shaima
College Station, TX

This is a simple solution that puts me in control.

Oct 19, 2010 12:59:44 PM
Susan
Austin, TX

I have encountered surprises on my bill, and it has taken several hours with customer service to correct.

Oct 22, 2010 12:24:37 AM

John
Inverness, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've been told by my cell phone carrier that the problem was always my fault. I've been told by my cell phone carrier that I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I want some real control. I would like to know when I'm going to incur an excessive amount of charges on my next bill when there is still time to make the necessary changes to limit my total bill.

Oct 29, 2010 9:35:15 PM
Joseph
Dagsboro, DE

It seems like a trap they use to make more money from us. Joseph F. Nelan

Oct 20, 2010 11:16:03 AM
Jerry
Sturgis, MI

This is a simple solution that puts me in control. The only reason it is not getting done is the profitability of the phone companies, and public office holders who are out of touch, and more worried about moey to get reelected than the people who they are susposed to be working for. .

Oct 28, 2010 3:00:33 PM
Vicki
Oakton, VA

This is a simple solution that puts me in control. I wonder why such a common sense solution has taken so long. I am not yet part of the sticker shock group, but that is because I watch my usage very closely ...but my guess is that the people who have teenagers or large families are in the most trouble ...and the least able to afford it. Please proceed with this easy solution.

Oct 28, 2010 1:05:53 PM
Sue
Phoenix, AZ

This is a simple solution that allows the CUSTOMER more control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Cell phone companies seem to have us under their thumbs most of the time! Besides the "oh, let them run over their minutes so we'll make more $$." There's the, "You can switch plans only if you sign up for two more years or pay extremely high cancellation fees!". It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an

online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 1:17:33 AM
Victor
North Hills, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:56:46 AM
Sandy
Pine, CO

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I am lucky if a satisfactory resolution is reached. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:01:19 AM
Mike
Saint Paul, MN

This is a simple solution that puts me in control. It seems that the problem was always my fault. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 1:11:19 PM
Barbara
Chapel Hill, NC

This is a simple solution that puts me in control. I've gotten bills for my grandson (student) for a few hundred dollars several times. I paid up because I did not know how to straighten things out otherwise. I could not simply withdraw the phone because we needed the phone connection with my grandson. The problem was my grandson's fault. He did not understand his plan limits; I didn't understand my (grand-)parental controls, and neither he nor I did understand the charges associated with a download or an online service. But most of all, he and I just didn't know when he ran out of minutes. I'm ready for some real control and need to know if the limit of minutes has been ACTUALLY reached. The re-loading sale should come only after the warning that the paid for minutes have ended, or information given how many minutes are still left, so a decision can be made whether to pay or "not yet". If the phone has no minutes left, the user should not be able to make another call until the phone owner/user is notified and the phone company is paid for another specified period, excepting 911 calls.

Oct 30, 2010 6:41:52 PM
Stephen
Croton On Hudson, NY

I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:33:51 PM
Carl
Valrico, FL

This is a simple solution that seems to be a "no brainer" and puts the consumer back in charge of his cel phone bill. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and always received satisfaction after going through this painful process. I think most cel phone companies expect that we won't complain or be willing to wait on the phone for hours. Imagine how much money the cel phone companies make on this little Catch 22 alone. I don't mind paying my bill. Frankly, I appreciate the service they provide and it seems only fair that I receive prior notification about my usage limits. Please help me force cel phone companies make this incredibly easy and simple step to empower the consumer.

Oct 31, 2010 5:04:55 PM
Bruce
Tampa, FL

I just want to know when I run out of minutes. How little is that to ask? I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 8:48:52 AM
Mike
Horn Lake, MS

This is an easy way to help a lot of people at a low cost to the company. My cell phone company already notifies me by a text messages that my new bill is available. So I am sure that it will not be that difficult to make an automated system to notify users that they will be charged overages.

Oct 19, 2010 11:28:25 AM
David
Arlington, MA

This is a simple solution that puts the user in control. No one in their right mind would continue using their phone if they knew the costs were adding up to thousands of dollars. It is only fair to warn a customer if he is about to spend additional money on his bill. Most phones are too complicated to allow users to track their own minutes for voice and data on a monthly basis.

Oct 19, 2010 10:19:29 AM
Dean
Holyoke, MA

There has to be regulations that force cell providers to let you know you're exceeding your limits as we know they won't do this without being told to.

Oct 28, 2010 3:18:13 PM
David
North Dartmouth, MA

Too often, cell phone companies give their customers no simple way of tracking their ongoing usage during a given period. This shortcoming seems deliberate, unethical, and unfair. Please correct this!

Oct 19, 2010 10:31:54 AM
Scott
Destin, FL

This is a simple solution that puts me in true customer relationship where I can make an informed decision. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I regular end up dissatisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I understand I just lack timely information to make an informed decision about to spend more or change my usage. The cell carriers want me to spend more so this information is not something they really want to share. I'm tired of bill shock, and I am ready for some good ole American customer service. When I say service I mean it is time for the cell companies to treat us like customers, which is an equal in a business transaction, and not like a revenue stream waiting to be tapped.

Oct 28, 2010 5:15:25 PM
Peter
Morrisville, NC

I sure would like to know when I'm about to go over my limit! -Peter

Oct 28, 2010 2:03:40 PM
Virginia Mae
Bonner, MT

This seems like such a simple thing, when you know exactly how to get a hold of us to notify us before an extravagantly high bill gets people into trouble. You are the cell company, so you know our best contact information. My brother-in-law was working on a cement job as a self employed person. It was out of state, and he called his daughter every night. He did not realize that his calls were billed differently since he was out of state, and he got a cell phone bill so large he lost money on the cement finishing job. All he would have had to do was get out of state long distance added for $20 for the month he was working, and he wouldn't have had to pay thousands of dollars extra. He just did not understand his plan. It was too complicated, and he did not know there was a problem until he received the bill back at home. They told him if you would have added the out of state long distance before the monthly bill cycle was over, he could have avoided this out of state minutes charges, but he never knew there was a problem until after

the monthly bill came to him. Then it was too late to adjust his plan! Please let us know while there is time to do something about it. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:50:03 PM
Candace
Waltham, MA

People need some assistance with their finances, especially in such difficult economic times. Big corporations with their giant marketing departments have such an advantage in our world. This notification would help even out the odds in some small measure, and help parents manage their children's phone bills.

Oct 19, 2010 5:06:31 PM
Paul
Burleson, TX

This is a simple solution that puts me in control and puts a reasonble person in the decision loop BEFORE one gets clobbered with use charges. I've gotten bills for hundreds of dollars because my kids verbosity, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, an d ready for some real control.

Oct 20, 2010 12:32:44 AM
Shawn
Breckenridge, MN

The cellphone companies want to push ads for extra services, but they don't want to push a simple alert to warn me that I'm about to exceed my plan limits. Please enact legislation that mandates such an alert, and protect the consumer from one more "gotcha" that is gleefully exploited by huge multinational corporations. As a US citizen I deserve and demand protection from multi-billion dollar bullies. Shawn O'Laughlin

Oct 28, 2010 2:27:33 PM
Edward
Cranford, NJ

Customers need a balance of power in dealing with the cell oligopoly. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault.

I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:24:24 AM
Ravenna
Lawrence, KS

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, which was very difficult for me due to my severely limited income--and I never could find out just what calls the charges were for! As a result I've restricted my calling a great deal ever since, and constantly worry. The real problem is, I just never know when I might run out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:43:30 PM
Donna
Washington, DC

This is a simple solution that puts me in control of how and how much I use my cell phone service. When I have a problem with my bill, it is always said to be my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:49:49 AM
John
Naples, FL

This is a simple solution that puts me in control. I once received a bill for over $14,000, spent hours on the phone with customer service, and I never end up satisfied. While we finally settled for much less it was ridiculous that it even happened and it still cost us over $1,000 for a little internet surfing while we were in Toronto. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I was incurring charges. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:41:18 PM
Norma
Chico, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 1:36:21 PM
Ginger

Georgetown, SC

An estimated 30 million Americans this year got hit by an unexpected, very high cell phone bill. Cell phone customers in Europe get a quick call or text when they are getting close to their usage limits, and another one when they hit those limits. That puts them control of their family's cell phone service. This simple solution should be available to American families as well. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:52:57 PM
Rebecca
Clifton, KS

This is a simple solution that puts me in control. I've gotten unexpeccted large bills, talked on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 2:23:35 AM
Crystal
Oceanside, CA

This is a simple solution that puts me in control.

Oct 28, 2010 3:53:25 PM
Elizabeth
Green Valley, AZ

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Because our USA phone companies currently do not support SIM card use, we consumers are not free to move to a different carrier if we do not receive proper support and customer service. Because *I* pay the phone bill, *I* should be in control, not the phone company!

Oct 19, 2010 3:40:50 PM
Deborah
Saint Paul, MN

This is a simple solution that puts me in control. I want this kind of control BEFORE my daughter gets old enough for a cell phone. It has been a huge worry for me. I have always been extremely careful with my cell phone plan and have refused to sign up for the things that cause these problems - I have NO text messaging feature NO data plan. All I do is make/receive phone calls, in part because of my fear of such fantastically ridiculous charges. Please, enact legislation to PROTECT us. We are already getting reamed by the cell phone companies who charge us for porting our telephone number (even for YEARS after we've switched plans), for text messaging

which costs them almost nothing per message and they charge ME 20 cents per message OR I could pay a ridiculous monthly fee. This is all already wrong. Please, protect us!

Oct 28, 2010 4:44:14 PM
Laurie
Louisville, KY

This is a simple solution that puts me in control. I'm on a fixed income and I can't afford to make a costly mistake by running over on my minutes. I'm scared of bill shock, and ready for some real control. Please help me!!

Oct 19, 2010 10:03:24 AM
Kevin
Tallahassee, FL

The fact is that it is not always easy to check one's current status on a given month, and it can be unfeasible to do on the go. This is a simple solution that puts me in control. Being fully automated, it would also be of negligible cost to the phone companies. Everyone wins when matters are transparent and the consumers know exactly when they are close to increasing their bill for the month.

Oct 28, 2010 12:33:28 PM
Todd
Centennial, CO

I have read, understand, and fully support this important message. (TAO) This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:51:50 PM
Betty Jo
Minnetonka, MN

This is a simple solution that puts me in control. It is hard to keep track of how many minutes are used when billing times are rounded up to the nearest minute. It is also impractical to go online to check times used every day. It should be a simple matter for cell phone companies to have an automated system to allert users when they are close to their limits. Banks and credit card companies certainly do that as we reach the limits of our money. Not providing this information simply preys on the teens and vulnerable people who cannot afford exorbitant bills. Give these people some control over their money!

Oct 20, 2010 7:58:12 PM

Glenn
Rutland, VT

It is time for a change to help ALL consumers! When so many families have children using these services, the cell companies make it challenging to clearly monitor usage. This is a simple solution that would benefit all!

Oct 19, 2010 10:16:51 AM
Patricia
Sterling, MA

This is a simple solution that puts me in control.

Oct 20, 2010 10:43:57 AM
Edward
San Antonio, TX

This is a simple solution that helps put an unwitting cell phone user on-guard. Cell phone plans are not the easiest to understand and many times the plan is not adequately explained by the salesperson at time of purchase. The enormous phone bills encountered by some cell phone users is not usually the fault of the ingnorant public but rather the vague presentation of fees and charges and the plan itself by the phone provider.

Oct 19, 2010 11:32:21 AM
Thomas
New Hartford, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.Verizon has obscene profits and billions in the bank. They aren't hiring and they can afford this consumer protection.

Oct 20, 2010 8:10:00 AM
Cyrus
South Lyon, MI

Anyone who has had teenagers knows the problems with self control they have. I have paid large cell phone bills due to them in the past. As a busy parent it is hard to check the status of the minutes on a cell phone's use daily. I know all the arguments about personal responsibility, but corporate responsibility is also important. Since both personal and corporate responsibility stray from perfect for many reasons I think this is a place for government to help both sides meat their responsibilities. I think once a consumer is notified and then fails to stem their cell phones usage the companies have more justification for holding them to their invoices. To act otherwise you will appear to be empowering corporate entrapment of the consumer in my opinion.

Oct 28, 2010 4:34:19 PM
Caryn

Gales Ferry, CT

This is a simple solution that puts me in control. I also think that unused minutes should be rolled forward. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:23:44 PM
James
Fresno, CA

This is a simple solution that puts me in control. I've worried about bills for hundreds of dollars, spending hours on the phone with customer service, and I never ending up satisfied. It seems that the problem would always my fault. I expect to be told I don't understand my plan limits, don't understand my parental controls, don't understand the charges associated with a download or an online service. But most of all, I just don't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. It is easy to voice mail or text my phone when I'm nearly out of minutes.

Oct 20, 2010 9:50:57 AM
Kenneth
Rochester, NH

This is a simple solution that puts me in control. I received a bill for much more than I thought it should be. Fortunately I have a quality cell phone company, CREDO, that helped resolve the problem, but it should not have happened in the first place. This is a simple solution to a problem and I respectfully request the FCC implement it.

Oct 19, 2010 3:53:13 PM
William P.
Bellingham, WA

This is a simple solution that puts the consumer in control. Consumers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they never end up satisfied. It seems that the problem was always their fault. They've been told that they didn't understand their plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control. Please work to help consumers from being overcharged. Most of the time it's not really their fault for making or receiving too many phone calls.

Oct 28, 2010 5:20:52 PM
John
Virginia Beach, VA

It's just the right thing to do.

Oct 19, 2010 11:32:09 AM

L.
Portland, OR

This is a simple solution that puts me in control. If you want to keep my business you won't sneak charges on my bill without notifying me first and allowing me to decide whether I want it. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:41:08 AM
Jeanne
Lacey, WA

This is a simple solution that puts me in control. I've block all data and web acces, but get charged for accidently selecting that button on my phone! If something is blocked, then why am I being charged? I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:20:13 AM
Tova
Brooklyn, NY

This is a simple solution that puts me in control. I've gotten bills and spent hours on the phone with customer service, and I rarely end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:15:14 PM
Bradley
Anchorage, AK

It seems there are often these additional charges that appear on many of our bells each month -- ones that are described in the unreadable small print, but ones we do not anticipate. This is a simple solution that puts each of us in control of our usage and charges. The typical response from the companies are that the problem was my fault -- I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. But the companies always track our usage and can easily tell us when we are nearing our limit. I'm tired of bill shock, and ready for some real control. Please consider adopting a rule that will require the companies to send us an alert before we reach our usage limit so that we can then choose whether or not to change our plan or incur the significantly higher charges.

Oct 19, 2010 5:04:24 PM
Chris
Norton, VA

This is very much like banks charging for overdrafts on debit cards. There should also be a law against two year cell phone contracts! It's insane!

Oct 28, 2010 2:44:35 PM
Lois
Foster City, CA

I think the cell phone companies (and a majority of American companies) are modern day bandits and have made their own rules and regulations and are not overseen by the FCC at all! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:53:28 AM
Steve
Rochester, NY

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 3, 2010 9:34:41 PM
ROBERT
Winston Salem, NC

This is a simple solution that puts me in control. It's more than just inconvenient to have to worry about going over on my minutes. It's almost impossible to understand my plan limits, charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I hate bill shock; get rid of it.

Oct 19, 2010 11:18:57 AM
JAMES
Berkley, MI

It is not likely that I will go over my established limits. I don't even know what they are and am rarely in a position to exceed them. However, there seems to be way too much "gotcha" billing associated with the use of our airwaves; and that diminishes any sense of civility that could exist between buyers and sellers in this complex economy. I have been pleased when our credit card companies have contacted us when there was questionable or suspicious use of our cards. I don't know whether that behavior was mandated or done voluntarily; but, whatever the reason, their behavior on my behalf introduced an element of cordiality in our relationship. That same kind of

protective attitude on the part of cell phone companies could be another step toward a less antagonistic stance in this particular field.

Oct 31, 2010 9:12:20 PM
Luana
Wailuku, HI

This is a simple solution that puts me in control. I've gotten a questionable charge, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:53:48 AM
John
Schenectady, NY

This is a simple solution that puts me in control. This should be easy to do with today's technology. Thank You!! I

Oct 20, 2010 12:05:50 PM
Joann
Boston, MA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 10, 2010 11:37:42 AM
Jon
Chippewa Falls, WI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, I don't want that experience again. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:06:43 PM
Brenda
Yellville, AR

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. But most of all, I just didn't know when I ran out of minutes! I'm tired of bill shock, and ready for some real control. During my husband's hospitalization with bone cancer, I was on the cell phone constantly keeping family, friends, doctors, the hospital, even CARTI updated on his condition. Our bill for

overages, with no compassion for our predicament from Verizon, we paid a $500 + bill! During stressful situations such as hospitalizations and terminal illnesses, one does not remember that there are only 500 minutes on the cell phone. If we had been notified, and allowed to change to 1400 minutes this would not have been such an additional hardship on us. Please put pressure on these mobile phone companies to at least have compassion for situations that are verifiable by checking with the hospital or doctors. We cannot change to another company until our "contract" is up. Even though, they are the greedy ones. When this contract is up, I definately will go with another company just because of their callous refusal to understand and have compassion for our situation. Our records show that we had never gone over our minutes before and always paid our bills when due.

Oct 20, 2010 6:48:35 PM
Russ
Asheville, NC

This is a simple solution that puts me in control. There is no reason NOT to have the cell phone companies notify customers that they are near their calling limit. Please support this simple solution to the problem.

Oct 28, 2010 4:06:22 PM
Nathan
Franklin, NC

Dear FCC, It is virtually impossible to keep up with how many texts you send, how phone calls your on, and how much data you use that is why I demand the telecommunication companies be forced to notify me and others when we are about to go over or limits so we can make better informed decisions.

Oct 28, 2010 4:36:53 PM
William A
East Sandwich, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Notification would probably be automated. So it would not add staff, but would probably reduce staff, because fewer people would be calling to discuss their bills. An automated call when10% of their limit remains would aid the customers in a big way!

Oct 28, 2010 7:54:29 PM
Donna
Broadalbin, NY

This is a simple solution that puts me in control. This month I received a $400.00 cell phone bill, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online

service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 11:55:53 AM
John
Everett, MA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I think we need some real control.

Oct 28, 2010 1:56:07 PM
Roger
Oxnard, CA

My cell phone company has no problem texting me with notices of "your bill is ready" or "we have this super sale going on." They certainly could do the same for high usage charges (or give everyone unlimited service at very low rates). Simple solutions that puts me in control.

Nov 7, 2010 3:28:31 PM
David
Charlottesville, VA

This is a simple solution that puts me in control. If "Old Europe" can manage to do something so obvious, perhaps "New America" could help consumers, and do the same thing.

Oct 28, 2010 10:07:13 AM
James
Wylie, TX

My recommendation is simple: Require companies to alert their customer before their customer goes over their plan limits! This should be required. My AT&T Air Card will not work if I go over the data minutes. They do show how many "days" are left in the billing cycle. The could email or text their customers in the same manned with cell phones. How simple is that? No, they prefer to make money, which is wrong in my books. Thanks for your consideration. James Parker

Oct 28, 2010 3:51:54 PM
Judith
Philadelphia, PA

This is a simple solution that would help me have rational phone bills. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. According to the phone company, the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the

charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for real control.

Oct 19, 2010 1:09:25 PM
Meeta
Newark, DE

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The cell phone companies are taking extreme advantage over cell phone users who are unwittingly over using their plan minutes. They know that if we knew we were getting close to our limits, that we would be more careful to save money. Please help us by stopping them from sneakily taking way too much of our money. There should be a warning device built into our phones for our plans, kind of like the gas gauge in our cars. With all of the technology & apps available, this is 100% possible. In fact, it's the only responsible thing to do. There are other ways for them to make more money than taking candy from a baby. I'm sure many people would be happy to bump up their plan for an extra $20.00 a month, than get gouged for an extra couple of hundred dollars. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:31:33 AM
Tari
Onalaska, WA

This needn't be difficult to solve. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 5:05:17 PM
Kris
Ann Arbor, MI

This is a simple solution that puts me in control. While this scenario has never happened to me, I understand that it could.

Oct 28, 2010 12:01:41 PM
Adina
Ferndale, WA

This is a simple solution that puts me in control.Thank you.

Oct 28, 2010 10:48:53 AM
TL
Cloquet, MN

This is a simple solution that puts me in control. It is so obvious that I'm surprised that this proposal hasn't appeared before. It's time to GET THIS DONE!

Oct 19, 2010 11:12:12 PM
Kathryn
Lincoln City, OR

.

Oct 28, 2010 8:00:12 PM
Steven
Chicago, IL

Please make them let me know! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:42:21 PM
Christian
Pullman, WA

My PERSONAL experience with this is quite annoying. I have had many times where I've gotten bills well above what I was expecting, and getting the truth of how they got so high has been a maze. Also, when I asked if limits could be placed on certain services or a warning given I was told that its my responsibility. Well of COURSE it is, but if I don't want texting, and get charged every time someone texts me, HOW AM I SUPPOSED TO CONTROL IT!!! INFURIATING, and shady practices need to stop!

Oct 19, 2010 4:53:30 PM
Joan
Leavenworth, KS

This is a simple solution that puts me in control. I have learned to watch usage limits but notifications would be greatly appreciated.

Oct 20, 2010 6:22:56 AM
Joseph
Wilmington, NC

Notice would be nice. I've had a couple of $400 surprises thanks to two teenage daughters. A warning to up the value of our plan could've helped. Would have been a real disaster for a lower earner.

Oct 19, 2010 12:31:45 PM
Lisa G.
Purcellville, VA

This is a simple solution that puts me in control. I've gotten bills for services I didn't use, or didn't know were being accessed, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my phone's features (which readily put my phone into web access mode, even if I thought I locked my phone by hitting "0", didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when my phone was "phantom dialing". I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:27:02 AM
Linda
Seattle, WA

This is a simple solution that puts me in control.

Oct 28, 2010 7:27:16 PM
William
Alexandria, VA

This is a simple solution that puts me in control. I've heard the horror stories who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the customers' fault. They've been told they didn't understand limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, people just have no idea when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:34:53 AM
Charles
Atwood, KS

A simple solution would be a text message when the limit is reached to the primary account holder. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control. The notice prior to or at the time when usage limits are hit would be good.

Oct 19, 2010 10:02:31 AM
Louis
Alexandria, VA

No hidden fees, no fees without warning. Make it simple. I can see through the traps being set for me and my wallet. Stop it now!

Oct 28, 2010 6:36:20 PM
Nancy
Paradise, CA

This is a simple solution that puts me in control. I"give back" many unused minutes each month because I am afraid of getting hit with costly overages. This legislation would help me use more of the minutes I am paying for.

Oct 29, 2010 7:42:59 AM
Hubert
Couglasville, GA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:06:52 AM
David
Harrisburg, PA

This is a simple solution that puts me in control. Rather than allow companies to fleece the public, there need to be real rules to avoid overcharges.

Oct 19, 2010 11:16:46 AM
Ann
Herndon, VA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:24:54 PM
Stephen
Rockville, MD

This is the quintessential no-brainer for consumers.I want to know when I'm in danger of going over my minutes or close to going over my usage allocation.

Oct 29, 2010 4:53:31 PM
Flint
Urbana, IL

This is a simple solution that puts me in control. My family was stuck for hundreds of dollars in a case similar to this when our son went way over the usage limit without us knowing. We

should also be given the option to have our service stop if we reach a limit of our choosing (in dollars!) for the month so that we know what we will owe is never more than that.

Nov 8, 2010 3:40:04 PM
Marianne
Berkeley, CA

This is a simple solution that puts me in control. I had a fire in my house, a few years ago, putting us in a position to use the cell constantly. I did not use a cell phone before that and did not know the protocol for it. I was told by a malnavolent sales rep that I can talk as long as I want and was billed $1,657.00. dollars in one month!!!! I did not reveiw the contract (my fault but if I had a notice I could have corrected it).The service provider (Verizon) did not and will not negotiate. If there was a notice of going over my limit, it would have provided a means I can decide what plan I needed. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Why would giving a text notice to consumers be so hard for service providers? Because they can not trick us to spend more than we want.In this economy, I need tools to make better purchases and need laws that protect me from the myriads of rules that I frankly cannot keep up with.

Oct 20, 2010 9:29:26 AM
Kenneth W.
Dumfries, VA

Please regulate the cell phone indutsry to require notification to me before I exceeed the cell phone usage limits of my plan. Using the voice, text, and data components of a cell phone are particulalry useful in our daily lives, but the limits of each are very hard to track. The shock of having unknowingly exceeded one or more of those limits is apparant only when the bill arrives. But there's a simple solution: Instant notification to the cell phone user that the voice, text, and data limits have been reached and any further use will exceed those limits and incur additional charges. This gives the user a choice to accept the additional charges for service and also prevents the service provder from carrying message traffic for which the user is unwilling to pay. It also will reduce controversial billing and customer complaints about billing accuracy by knowing that the cost of exceeding service limits was accepted by the user beforehand. From my perspective, its a Win-Win for both and I urge you to follow through on this important requirement.

Oct 28, 2010 4:58:24 PM
Richard
Buffalo, NY

Bill shock has hit me a couple of times. In each case it cost me big money and resulted in a change in my service which increased my month cost so as to avoid this shock in the future. Sadly though, each different service (calls, text, downloads, etc.) has different limits and it is somewhat difficult to known exactly what service to adjust! This is a simple solution that puts

me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:30:37 AM
Ramon
San Juan, PR

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I am always told that online usage info does not reflect actual usage by several days!! This is a gimmick I don't trust. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:21:14 PM
Manning
Aurora, CO

This is a simple solution that puts me in control.

Oct 19, 2010 7:40:00 PM
Beverly
Seattle, WA

This is a simple solution that puts me in control. It's only fair that I know what I'm paying for, and I don't want to pay for going over my set limits. Please let me know when my limits are about reached so I can make an informed choice about the use of my cell phone. Thank you

Oct 28, 2010 3:49:38 PM
Frederick
Elizabeth, NJ

This is a simple solution that puts me in control. I guess you could say that I should be more efficient but life can be very busy. What does it hurt to have the cell phone companies send us a warning? I am hoping that you will sponsor such a policy. I'm tired of bill shock, and ready for some real control. Thanks for reading this.

Oct 19, 2010 10:52:36 AM
Jeff
Austin, TX

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Getting through to Customer Service is a nightmare. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:48:25 PM
Kay
Hartford, WI

Cellular companies take advantage of their customers with the high cost of text plans because there is no cost to the cell companies for their customers to text. Since texting is pure profit for them, as a common curtesy to their customers at the very least Cellular companies should send texts when reaching limits on their plans. We have paying to set up an emergency 911 system that has been in place for years & government is using that money to fund deficits. Because cellular companies feel that everyone should have a phone, they increase our fees to pay for those who can not afford phones, those that don't pay their bills, and schools. It's time consumers stand up to cellular companies and tell them enough is enough.

Oct 19, 2010 11:29:23 AM
Don
New Braunfels, TX

This is a simple solution that puts me in control.

Oct 28, 2010 4:19:01 PM
Jeff
Palo Alto, CA

This is a simple solution that puts me in control. It can easily be an automated process and something cell phone companies should offer customers as a service instead of gouging them for extra minutes. However, since corporate greed seems to know no bounds these days, the FCC should do its job to protect consumers and require such notification.

Oct 28, 2010 4:16:32 PM
Eric
Portland, OR

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:31:28 AM
Julia
Chula Vista, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 7:42:45 AM
Victoria
Yonkers, NY

Please don't ignore common sense. This is a simple solution that costs practically nothing to implement. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 6:13:00 PM
William
Ypsilanti, MI

This is a simple solution that puts me in control. It is very hard to keep track of when you are near your minutes limit, particularly when more than on person is using the cell phone. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. The cell phone companies will not do this without being required to, because they make so much money from people going over the limits.

Oct 19, 2010 6:44:51 PM
Curtis
Mechanicsburg, PA

The technology to notify cell phone users is available now. The cell phone companies tell us that every day! This simple solution of notification puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. You have the authority and the responsibility to make the legal changes needed to put the consumer back in charge of their cell phone service. So how about doing it! Thanks!

Oct 19, 2010 10:11:20 AM
Henry
Seattle, WA

Consumers should be empowered and this simple solution that accomplishes consumer empowerment. Stop making excuses.

Oct 28, 2010 1:43:02 PM
Thomas
Blythewood, SC

This is a simple solution that would have saved me hundreds on my bill! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:29:43 AM
Darwin
Tigard, OR

Dear Decision Maker, My last two monthly cell phone bills have increased threefold. The increase surprised me. Most of the calls were necessary, however some were very discretionary. I also had to adjust my plan due to my increased usage. If I had been notified when I approached my limits, I could have better managed my usage, and saved myself some money. Please pass your proposed rule to require notice to me via text before I exceed my usage limits. Darwin R. Pilson 12849 SW Kameron Way Tigard, Oregon 97223-0646

Oct 28, 2010 10:29:51 AM
Stephen
Sparta, NJ

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:21:57 AM
Jacqueline
Cambridge, MA

This is a simple solution that puts me in control. I suspect phone companies in the US don't want to implement this simple solution because they make alot of money on over-limit usage! In Europe, where there are such alerts, I have seen how well they work. Why don't we have the same mechanism?

Oct 20, 2010 9:48:42 AM
Michael
Viera, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 11:18:54 AM
Robert J.
Torrance, CA

This is a simple solution that puts me in control.

Oct 28, 2010 7:54:26 PM
Florence
Maple Shade, NJ

This is a simple solution that puts me in control.

Oct 19, 2010 10:13:28 AM
Gloria E.
Falls Church, VA

I don't have a cell phone but I'm writing for those who do.

Nov 1, 2010 12:17:50 PM
Don
Richmond, VA

Wireless communication providers continue to abuse subscribers with no recourse. I have received bills with unauthorized charges and have received limited satisfaction after spending considerable time with customer service trying to resolve these issues. I want to be notified when I hit my contract minute limit. The solution to the problem can be solved by requiring all wireless carriers to notify their customers when they have reached their limit.

Oct 28, 2010 3:32:25 PM
James
Torrance, CA

This is a simple solution that avoids unintended overages and eliminates a source of contention or misunderstandings. It will allow me to utilize the entire allotment for which I've paid in my plan.

Nov 1, 2010 7:12:58 PM
Francis
Sarasota, FL

This is a simple, common courtesy. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my

plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:26:24 AM
Carole
Wayland, MA

I would appreciate a forewarning that I was approaching the set limits on my plan. I consider notification as the same as the credit card company notifying me when I have an unexpectedly large or unsusual purchase from my normal spending habits. If the data connection accidentally gets turned on while moving through screens on my phone I do not want to end up paying for something I did not want or intend to use. Cell phone services are not exactly a "free market" situation. It is a shame that the FCC has to make a rule to force the cell phone services to offer their own customers good service yet, here we are.

Oct 19, 2010 10:11:43 PM
Dean
Duluth, GA

I'm tired of being prey to corporate utility providers. Whatever happened to consumer protection? It seems that corporate America's primary business model has become screwing people at every turn. That goes for utilities as much as it does for banks. I'm just not enjoying this particular aspect of predatory capitalism as much as I used to.

Oct 28, 2010 3:41:11 PM
Richard
Needham, MA

I did go over my minute limit one month and incurred an astronomical bill. Of course being well under the allotment every other month mattered not at all. Verizon Wireless said they automatically do send a text message, but none came to me. If they can't do it voluntarily, then it should be regulated. This would protect the public who increasingly depend on cell phone service.

Oct 28, 2010 4:14:04 PM
David
Davis, CA

I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 7:39:14 PM
Curtis
Portland, OR

Mr friend tried repeatedly to straighten out her family plan to avoid outrageous phone bills. She would call the company and try to find out which plan would fit the family needs at a reliably expected price. The customer representatives were never very helpful. If she did not ask just the right questions, they neglected to inform her of her options. She recieved several bills in the hundreds of dollars over the course of a year and a half, even though she attempted to ask for the right conditions and changed her contract repeatedly. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:35:45 PM
Alan
Penllyn, PA

This is a simple solution that puts me in control. I've often been badly surprised by my cell phone bill. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:40:51 AM
Larry
Yorba Linda, CA

This is a simple solution that puts me in control. Americans are tired of having stuff jammed down their throats by faceless corporations and governmental agencies. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up fully satisfied since I had to waste hours of my time. I'm tired of bill shock, and ready for some real control. Please support this change

Oct 19, 2010 11:53:04 AM
Robert
Colorado Springs, CO

Not providing a warning just makes cell phone customers angry; that's not good for customers or cell phone companies.

Oct 29, 2010 12:44:45 PM
John
Cambridge, MA

This is a simple solution that puts me in control and alerts me to unusual utilization of my phone before a big bill is run up. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault.

I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 3:55:25 PM
Sally
Ashville, NY

I've never come close to maxing out my limits but I can understand how this can happen in some families and I am in favor of any measure that helps the consumer in this way.

Oct 29, 2010 1:37:38 AM
William
Chandler, AZ

There is a simple solution that puts me in control. I've gotten bills for more than expected, spent several hours on the phone with customer service, and I often still end up dissatisfied. It seems that the problem was, in my case that the minutes that I see recorded on my phone do not match the minutes on the companies computer data base. I've given them my numbers and been told I didn't understand my plan. My biggest gripe is, I run out of minutes at really inconvenient times. I'm tired of discussions, and am ready for some real control. Please....

Oct 28, 2010 4:29:46 PM
Cathy
Smithville, TX

This is a fantastic way to help the consumer financially, especially with many people having family plans that include teenagers. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you for your assistance and attention to this matter.

Oct 30, 2010 12:08:57 AM
Charles
Houston, TX

This is a simple solution that puts me in control.

Oct 28, 2010 8:08:08 PM
Charlie
Redding, CA

This solution that puts me in control.

Oct 19, 2010 2:20:15 PM
J. Gary
Cordova, MD

I want to be in control of my Verizion Wireless bill. Finding out what some charges are for is a very time consuming task. I think you should require phone bills to be specific, especially any increases. One thing congress should be doing is protecting the consumer. Why don't you start doing that now. Sincerely, J. Gary Price

Oct 19, 2010 11:42:22 AM
Pamela
Darlington, PA

This is a simple solution that puts me in control. It is being done in Europe and appears to be working well. Most people would welcome the notification that they are about to reach their limits for the month/billing period and adjust usage according. I think the phone companies make so much more on overuse charges that they don't want to do this. I think you need to put the consumer first, not the companies, and pass this proposal.

Oct 21, 2010 10:39:33 PM
Steven
Greensboro, NC

This is a simple solution that puts me in control. I've gotten cell phone bills for time gone over my limits, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I want a notification BEFORE I hit my usage limits!

Oct 28, 2010 9:31:09 PM
Bruce
Normandy Park, WA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 8:43:40 PM
Eric
Madison, WI

Especially with over-loaded phone networks and higher data charges to come in the future, now is the time to implement a rule that will benefit all parties.

Oct 28, 2010 9:27:06 PM

Thomas
Redwood City, CA

The cell phone is a communication device. It should be possible to use it to inform the user before going over a usage limit.

Oct 20, 2010 8:01:20 PM
Jarrell
San Antonio, TX

This is a simple solution that puts me in control. I've gotten bills for many over runs in phone time and messages, requiring hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please work with the FCC to remedy this situation.

Oct 19, 2010 10:34:46 AM
Arthur
Saint Paul, MN

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. It is not fair that control over one's own cell phone use is so weighted in favor of the provider, which includes contract agreements, proprietary restrictions, etc. These unfair conditions allow the cell phone companies to make millions from the customers. It's time to redress the balance and this is one small step to do it.

Oct 29, 2010 3:04:15 PM
Brian
Portland, OR

Verizon charges $5/month for this control! A simple automated text message when I'm down to 10% of my minutes would cost them NOTHING. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 8:34:16 PM
Donel
Bakersfield, CA

This is a simple solution that puts me in control. I'm afraid of bill shock, and ready for some real control.

Oct 28, 2010 5:23:23 PM
Tom
Gig Harbor, WA

This is a simple solution that puts me in control. I've personally never gotten bills for hundreds of dollars, so I've not spent hours on the phone with customer service. But, that's no reason for me not to think that companies don't have a fair responsibility to their customers. While I've never had "bill shock" in regards to my service I do believe that consumers are ready for some real control and fair play from the other side of the bill.

Oct 28, 2010 1:46:49 PM
Lovetta
Tucson, AZ

This is a solution that could be automated so that there is no effort on the part of the phone company to comply. Seems like the moral and correct thing to do.

Oct 28, 2010 3:56:34 PM
William
Gassville, AR

This is a simple solution that puts people in control. What in the world are you looking for? More regulation? Get on the right side.

Oct 29, 2010 1:15:55 PM
Ann
Laguna Beach, CA

This is a simple solution that puts me in control. The technology exists today to help consumers better manage their bills. If the banks can do it, so can the cell phone companies. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 6:43:28 AM
Madelyn
Philadelphia, PA

This is a simple solution that puts me in control.

Oct 28, 2010 12:50:13 PM
HARVEY
Shoshoni, WY

I disagree entirely with the first paragraph. If people are too dumb or lazy to check their own usage, usually easily accessible, and resettable, using phone menus, then they shouldn't be whining. Besides, people that stupid are unlikely to pay any attention to notification messages. I have no sympathy for texters and others addicted to cell phones. I had the texting capability (both send and receive) on my phone blocked long ago, because it seemed a nonsensical way of communicating. Not only that, but when I want to take a picture, I use a real camera. I only turn on my cell phone when I need to make a call ... and NEVER when driving. People should take a little responsibility for their own actions.

Oct 19, 2010 5:49:20 PM
JOEL
Brooklyn, NY

This is a simple solution that puts me in control. I spend lots of time checking balances of time and number of left. when it comes near the end I have to be so careful and it takes time to get the right information. With the economy the way it is I can't spend more.Please help!

Oct 28, 2010 8:18:46 PM
Jeffrey
Clarksburg, WV

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 4:07:00 AM
Nadine
Genoa City, WI

My husband works in the cell phone industry (Verizon Wireless). This is a common customer complaint. Although Verizon offers the opportunity to its customers to change their "minute package" monthly when they think they might go over their limit, often people can't seem to keep track of their minutes used, usually because they have multiple people, and often children, on their plan. Telling people to check their minutes frequently by logging into their account often doesn't work for the person "in charge" of the plan. I think this is a fair and equitable solution to the problem. The cell phone companies would benefit too because it takes lots of customer service time to deal with people who have this problem. And customers are more likely to remain or renew their contracts when they know the company is "looking out" for them.

Oct 19, 2010 5:06:03 PM
E John & Maria-Luise
Brevard, NC

If Europe can do it, why can't we? This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up

satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:10:45 PM
Christine
Mokane, MO

The technology to do this obviously exists because the cell phone company is able to use it to their own advantage. There is absolutely no reason I shouldn't have this information as well. Enacting this rule would also help cell phone companies, as there will be fewer defaults on cell phone plans as a result of a bill the consumer can't pay. It's a win-win, with very little programming time needed and no down side for either cell phone companies or consumers.

Oct 20, 2010 9:39:27 AM
Hassan
Palm Beach Gardens, FL

This is a simple solution that puts me in control. If my bank can send me an email when my balance reaches a certain level why can't my cell phone company do the same? I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Have you ever tried to read all the fine print from your cell phone provider including the insurance contract. I need to spend more money with a lawyer to decipher the leagalize. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 5:13:52 PM
Carmen
Dallas, TX

It is the only fair way to do it. Individual PEOPLE need a fair chance to be as aware of their cell phone usage as a cellphone company's computer is! Not sending such notices encourages cell phone providers to take advantage unfairly of their customers.

Oct 28, 2010 7:06:37 PM
Lenzy
Cross Hill, SC

We would appreciate your consideration of this idea. We don't typically run over our limits because we check our total minutes through your system periodically. But we would like for you to give this idea due consideration. Thank you!! Lenzy Randall

Oct 19, 2010 7:38:58 PM
Christina
Roseville, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:27:16 PM
James
east brunswick, NJ

I am one of many victims of "gotcha" phone bills and on my lowered income cannot afford such surprises.

Nov 3, 2010 7:13:55 AM
Steven
Fairfax, VA

This is a simple solution that puts me in control. I've gotten bills far higher than what was expected and spent hours on the phone with Verizon customer service with little satisfaction. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:31:35 PM
Peter
Tucson, AZ

re: t-mobile I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. my wife and i explicitly told the salesperson that wanted texting blocked from our 2 children's cellphones when we purchased the 2 year plan. we were assured they would not be able to text anyone. one year later we received a bill for hundreds of dollars for text charges alone from our children's phones. despite my many calls the cell company did not adjust the bill. i paid it to avoid even more charges and bad credit reports. i have a new contract with a new cell company but i don't trust any of them. these cell phone companies are arrogant thieves.

Oct 28, 2010 12:38:04 PM
Eric
North Little Rock, AR

This is a very simple solution. I carry a higher minutes plan than I really need because I fear overrunning my talk time and never realizing it until I receive a bill for hundreds of dollars (it's happened to me in the past). A notification when minutes are almost used up would be incredibly helpful!

Nov 10, 2010 12:01:24 PM
Richard

Mandeville, LA

I am quite a stickler over the bills that I receive for services my family subscribes to, including the Cell Phones. However, I know many people who aren't, and I feel this is a good idea for many, many people, and I support the service, especially considering that it would not cost the cellular company any more to send a text using their own existing technology. However, I would not be opposed to a maximum 25 cent monthly regulatory fee if necessary. Recently, AT&T sent us a text when my wife was close to surpassing her data usage limit. Very impressed! However, I know that the man-hours required for staff to address the complaints regarding bill overages would be aleviated, and, of course, there would be many more happy consumers and less frustrated citizens in our country. Lord only knows there are many frustated people in our country now, and if we can stop more of it before it arrives...that's a good thing!

Oct 28, 2010 8:33:04 PM
Richard
Riverton, NJ

This is a simple solution that puts me in control. I've gotten several bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I also want to be able to switch on or off my text capability on the internet.

Oct 28, 2010 5:11:06 PM
David
Mineral Bluff, GA

This is a simple solution that puts me in control. People have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was never the company's fault. They've been told they didn't understand my plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:56:36 PM
Nancy Joan
Stockton, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:34:24 AM
Tina
Lansing, MI

This is a simple solution that puts me in control.

Oct 19, 2010 12:03:35 PM
Roy
Sarasota, FL

Consumer Cellular already does this and it works great. They even let us change our plan the day before the billing perod ends. Love this company they are really consumer oriented.

Oct 29, 2010 10:46:39 AM
Debra
Ocala, FL

A huge (over $200) cell phone bill just happened to me. I am into a new endeavor which requires a lot of phone calls and although the thought did come to me once about my cell phone bill it didn't really register . . . and then I got my bill. True I should've been more alert and called Verizon, but it just didn't register. It would be VERY helpfull indeed if the cell phone companies would send an alert to jog you into action when the charges begin to rise above 'normal'. That would've saved me a lot of money and I would've gone ahead and called Verizon for a different plan. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you and God bless.

Oct 28, 2010 2:31:08 PM
Chance
West Hollywood, CA

Please act on behalf of the consumers on this, there is a tremendous profit margin on cell phones already, they don't need to "shock" us into paying even more. Thank you, Chance This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:34:30 PM
Lippa
Elkridge, MD

This is a simple solution that puts me in control.

Oct 28, 2010 5:50:15 PM
Elena Joan
Chicago, IL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 3:49:16 PM
James
San Diego, CA

Dear Sir, If it can be done - it only makes sense that the phone company should notify the user when a limit is approached. Doing so would remove a source of friction between users and cell phone providers.

Oct 28, 2010 1:06:33 PM
Caer
Santa Fe, NM

This is a simple solution that puts customers in control. Customers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. Theyve been told they didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. Americans are tired of bill shock, and ready for some real control.

Oct 20, 2010 6:25:16 PM
Darlene
Powhatan, VA

Please give this serious consideration.

Oct 28, 2010 5:19:18 PM
Norman
Bakersfield, CA

There is a simple solution that puts me in control and every carrier makes this possible. It is MY responsibility to check during the billing cycle to see if I am within the plan's limits. This is NOT the carrier's responsibility and expense. If my family and I go over our limit it is due to our poor planning and supervision. As long as the carrier gives us access to our totals, it should be of NO concern to the Federal government. Sorry, I'm not an irresponible boob and can manage my own affairs. And, yes, we have three different cell phones and numbers and several people using them. I suspect that this is like forgetting to pay a cedit card bill, once is enought to get your

attention and it definitely will not happen again. I hope this gets to you, but I definitely would not want to bet on it. Sincerely, Norman Reimers

Oct 28, 2010 11:01:51 PM
Judy
Santa Clarita, CA

As a retired person, I don't over-use my minutes. BUT my friends and family with children, especially teenagers have had some very nasty shocks when the bill has come in the mail. A notice to them when the bill has gotten near the maximum for their plan would save them from getting a bill they can hardly pay. It also might increase the chances their teen-aged phone addicts would live to adulthood. Putting limits notification into the law would insure a generation of children grow up without being severely disciplined by their parents and may retore harmony to households across the USA.

Oct 28, 2010 4:00:35 PM
Willy
Grand Junction, CO

This is a simple solution that puts me in control. So far I have not needed this, but there is always a possibility that I might need it, especially if someone in the family becomes sick and/or I am out of town or country. However, there must be millions of other cell phone users that have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. They're told that the problem was their fault and they do not understand the plan limits, etc. Users should not have to endure bill shock, and are ready for some real control.

Nov 11, 2010 1:32:21 AM
John
Kodiak, AK

My cell company, GCI in Alaska, sent me such a message when my air time is nearly used up. I appreciate that. Please make it the law for all cell companies to do that. Thank you.

Oct 28, 2010 5:08:11 PM
Diane
Ithaca, NY

It's good customer service & I am more inclined to go with a company that tries to protect me, rather than take advantage of me. There seems no reason not to do it. Banks do it when customers are reaching their account limits.

Oct 28, 2010 4:03:36 PM
Paul
Hamden, CT

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 12:13:25 PM
Waid
St George, UT

Please stop cell phone companies from ripping off their customers with ridiculous overtime charges!

Oct 19, 2010 9:45:09 PM
Karen
Mulino, OR

This is a simple solution that puts me in control and keeps me and my cell phone company happy with each other. I know what kind of bill to expect and they can expect me to pay without delay or complaint. Especially now, with so many different kinds of cell phone "messages", one never knows for sure which category or how many minutes/megabytes some of these messages use. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:59:29 PM
Megan
Torrance, CA

This is a simple solution that puts me in control. I pay my cell phone company, and I think they should do their best to be honorable. Because it is simple and innexpensive for them to notify customers when they're reaching their limits, I believe the only reason for not doing so is to make a considerable profit at the very high expense of their customers. Unfortunately, they can get away with this, therefore they all do. There is nowhere to turn for good, honest service (I pay good, honest money). Thank you for considering this law. I hope you will pursue it.

Oct 19, 2010 11:54:58 AM
Kim
Ava, MO

This is a simple solution that puts me in control.

Oct 31, 2010 4:38:51 PM
DeWayne
Antioch, TN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:13:49 AM
Sharon
Brooklet, GA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:46:38 PM
Bryn
Morton, PA

This is a simple solution that puts me in control. Occasionally everyone has a month of unusual phone usage, whether its from getting married to there being a death in the family and everything in between. No one needs a shocking bill on top of that. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:51:03 AM
Larry S.
Bellingham, WA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Oct 19, 2010 4:16:25 PM
Salli
Springfield, OR

This is a simple solution that puts me in control. Just as many credit card companies have created an automated alert system so their customers can monitor their card activity, cell phone companies could create an alert system that would automatically warn customers before they reach their usage limits. We all know this is something the cell phone companies will not do on their own. We need you to act.

Oct 19, 2010 9:02:50 PM
Barbara
Camas, WA

Although I've never had this problem, because I use TracFone and just keep my "usable balance" low, if I had a regular phone, I would very much like to be notified PRIOR to the limits being hit. Case in point - one of our phones will dial up and connect to the internet on its own, using our minutes, if just one button is inadvertently pressed if the "key button lock" is not activated! Whoa! That eats minutes up fast! Another friend's child lost her phone, and forgot to tell mom and pop, and by the time they knew it was missing, a HUGE phone bill was run up. This is a case where it should have sent them a message, to a "primary" email or alternate phone, that limit is nearly hit. Thanks for listening! In this day and age, the ways to get "skinned" by technology

are growing faster than we can keep ahead of them. We'd sure appreciate your help at slowing it down!

Oct 28, 2010 5:20:16 PM
Rick
Hillsboro, OR

This is a simple solution that puts me back in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Years have been wasted dealing with this from time to time. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Luckily I managed to reach resolution - this time. What happens next? I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:58:55 PM
Elizabeth
Cuero, TX

This is a simple for cellphone companies to implement, and a solution that puts me in control. And It seems that for some, the problem was always their fault. Families have been told I didn't understand plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they were about to run out of minutes. Families cannot afford extra expenses in these hard times, and need support from cellphone companies so that they can have some real control over their teenagers' debt-incurrence. Please implement this easy but important support for parents and families. Tbanks.

Oct 19, 2010 2:54:21 PM
Bob
Ossining, NY

This is a simple solution that puts us in control. I work for a Not-for-Profit that uses over 100 cell phones. Past invoices have not always been honest in the number of minutes we've used, or when we are charged or not charged for minutes. When we exceeded our minutes one month our invoice was almost double the amount it cost us the previous month. The problem was not our fault. If we had received an honest accounting in the months preceding, we would not have had the unpleasant surprise. But most of all, we just didn't know when we ran out of minutes. There's no reason to ever have such bill shock, and it's time for some real control.

Oct 28, 2010 10:29:01 PM
Donald
Antioch, IL

This is a simple solution that keeps me advised. No reason the cell companies can't provide notification. No reason for big bad surprises.

Oct 19, 2010 12:50:41 PM
Nikki
Valrico, FL

I've got bills for hundreds of dollars when facing a hospital emergency. We had no notice or idea we had exceeded our plan. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:52:00 PM
J
Newton, NJ

This is a simple solution that puts me in control. I have gotten bills for hundreds of dollars (it happened just last month). I have spent hours on the phone with customer service and still never end up satisfied. It seems that the problem was always my fault. I have been told that I did not understand my plan limits, my parental controls or the charges associated with a download or an online service. But the real problem is that I just did not know when I ran out of minutes. I am tired of bill shock. We need some real control!

Oct 28, 2010 2:49:55 PM
Mark
De Queen, AR

This is a simple solution that puts users in control. Cars have a gauge that tells you when you need to buy gas. Ignore the gauge, and prepare to pay a tow charge or be otherwise inconvenienced. Why can't phones do the same when you are low on minutes? Seems pretty simple to me.

Oct 29, 2010 10:59:14 AM
Sandi
North Port, FL

Thank you for your attention. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you for your time and action on our behalf.

Oct 19, 2010 11:03:03 AM
Diane
Burlington, WA

This is a simple solution that puts me in control. I've gotten bills for extra tens of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 8:46:18 PM
Cynthia
Seattle, WA

Please instate this simple solution, which puts me in control of my cell phone charges. Cell phone companies do not hold themselves to the same ethical standards as other companies. Please make them do so. It is my money, and I have a right to be informed. it is extremely difficult to find out the true charges for my cell phone until it's too late. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you for my time.

Oct 31, 2010 9:43:28 PM
Chastang
Southfield, MI

This is a simple solution that puts me in control. This is such a simple solution that can avoid frustration and aggravation. The cell phone company constantly monitors my minutes. In addition, I receive text messages frequently form my cell phone company for promotions. Sending me a simple notice that I will exceed my limits is not burdensome. Cell phones are now very common and almost a necessity. It is difficult to monitor your own minute usage because it is not a feature constantly available on phones. Cell phone companies should not get a windfall because of the difficulty in monitoring personal minutes.

Oct 28, 2010 5:10:15 PM
Robert
Odessa, FL

This is a simple solution that puts me in control.

Oct 28, 2010 3:30:38 PM
Reinaldo
Houston, TX

This is a simple solution that puts me in control. 1) demand that all cell phone manufactures have the internet button on NOT make an automatic connection. The is for cell phone for users not interested in any kind of data plan. 2) the software must NOT default to some kind of internet connection. 3) when you get a cell phone service plan the internet connections are

OFF/DISABLED by DEFAULT. The user must request the service -- no exceptions. I am tried of being hit with a fee because I hit the button by mistake.

Oct 28, 2010 9:49:12 PM
Yolanda
Oviedo, FL

This is a simple solution that puts me in control.

Oct 28, 2010 3:32:07 PM
Gloria
Raleigh, NC

This is a simple solution that puts me in control. It I'm tired of bill shock, and ready for some real control. It seems only fair.

Oct 29, 2010 9:22:37 AM
Ronald
Livingston, NJ

This is a simple solution that puts me in control. Although I've not gotten bills for hundreds of dollars, nor spent hours on the phone with customer service, I have heard many friends complain about the problem. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:23:10 AM
Saul
New York, NY

This is a simple solution that puts ME in control, not the corporation that wants to bill for all it can. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Oct 30, 2010 1:22:05 PM
Robbins
Elk River, MN

This is a simple solution that puts me in control. I'm tired of worrying about bill shock, and ready for some real control.

Oct 19, 2010 10:07:23 AM
Jane
Mount Holly, NC

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:19:24 AM
Karen
Redwood City, CA

This is only fair - it's hard enough to keep track of spending these days, and this would help put some control back into the hands of consumers.

Oct 19, 2010 5:12:16 PM
Lesley
Winter Springs, FL

This is a simple solution that puts me in control. Thank you for your consideration. Sincerely, Lesley Roberts

Oct 28, 2010 12:46:58 PM
Peter J
West Newton, MA

This is a simple solution that puts cell phone subscribers in financial control.

Oct 30, 2010 7:02:45 PM
Robert
Falls Church, VA

This is a simple solution that puts me in control. It should not add much to the cost to have this service, but without it, the phone companies reap the benefits of having customers unknowingly use their phones and incur charges that the users may not willingly have. The practice is very much like the "omission fees" that banks and credit card companies have benefited from until recently. The mindset is too much about gaining unreasonable profit rather than providing customer service. Controlling this type of practice is a government responsibility because the public has no effective way to chose providers when the abuse practice is industry wide. It is more than protecting the consumer. When a service or product costs significantly more to obtain than production costs and the practice is widespread, the effect is the same as wholesale theft in that the currency is worth less and the devaluation leads to inflation. The more "stolen," the more widely felt the increased cost for all economic transactions. If the inflation is high enough, the system will collapse...which is pretty much what just happened when housing costs became so out of touch with actual value.

Oct 28, 2010 6:50:42 PM
Wilfred
Hickory, NC

This is a simple solution that puts consumers in control. Customers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. They are told they didn't understand their plan limits, didn't understand parental controls, didn't understand the charges associated with a download or an online service. But most

of all, they just didn't know when they ran out of minutes. It's time for the FCC to show they represent all the citizens of the United States, not just the telecom companies. I'm asking you to require telecom companies to notify customers when they reach billing surcharges. The technology is already in place to do this, only the will is missing!

Nov 3, 2010 5:28:27 PM
Keith
Fort Lauderdale, FL

This is a simple solution that puts me in control. I have sometimes gone over my voice minutes and the only way I found out was when I got an unexpectedly high bill. I realize that I should be more aware of how many minutes I have left each billing cycle but it would be great if my cell company texted me when I only have X minutes left. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 8:28:45 AM
Rosemary
Franklin, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. The company did help me out but it could have been avoided with this measure. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. With such a bad economy, this would be a wonderful thing to do for consumers and one less worry for parents with children on their plan. No one wants the bad news of a bill that is two or three times more than what they expected!! Thank you, Rosemary Robinson 4 Parliament Dr. Franklin, Ma 02038

Oct 19, 2010 10:37:43 AM
Tony
Federal Way, WA

This is a simple solution that puts me in control.

Oct 28, 2010 3:13:01 PM
Randa
Lady Lake, FL

This is a simple solution that puts me in control. I've gotten bills with unexpected charges, including out-of-area charges when I was within the prescribed calling zone, charges for text messages that I never opened and charges for exceeding my minute limit. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:45:40 PM
Nancy
Littleriver, CA

This is a simple solution that puts the user in control. Customers get enormous bills with no warning. What happened to "the customer is always right"? It seems that the problem is put on the customer. Sure, they know plan limits, parental controls and so on, but there needs to be a fair resolution to running overtime. It would be easy to put a message on that says, only 5 minutes left, or the like. Customers need to have a warning, so they can ration their time (or their children's) - and avoid high changes. The situation now looks like a company policy for shaking more $ out of cell phone users. This is already done in Europe. Please help.

Oct 21, 2010 7:30:32 PM
Burt
Kaufman, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I believe in personal responsibility, but with all the technology it would be child's play for the cell companies to send alerts when a customer is approaching the limit. It's only common courtesy, something most companies have long forgotten I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:51:33 AM
Patience
Malvern, PA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. The other thing I hate is when they slip in services on my bill and then say that they thought I wanted them. They do back down but if I don't check, the services get on there and stay. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 3:20:20 PM
Rolf
Madison, WI

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 5, 2010 3:30:21 PM
Nick
Soquel, CA

This is only fair to consumers.

Oct 19, 2010 11:08:05 PM
Paula
Camp Springs, MD

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. In addition to this control, the extras on our bills that are taxes etc need to also be controlled! Stop nickel and diming us to death with paying for junk fees to finance you. Prices should be reasonable.

Oct 20, 2010 12:40:35 AM
Theresa
Port Trevorton, PA

Same as subject line.

Nov 5, 2010 3:06:48 PM
Steven
Knox, IN

This is a simple solution that puts me in control. I've talked with customer service, and I was not satisfied. It seems that the problem was my fault. I've been told I didn't understand the charges associated with a download or an online service. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 11:45:42 AM
Celeste
Kapolei, HI

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:26:48 PM
Shayna
Portland, OR

This is a simple solution that puts me in control.

Oct 19, 2010 6:35:08 PM
Ermis

Kissimmee, FL

I just got off the phone from talking to T-Mobile regarding a $3.99 monthly charge that has been in my bill for about a year! A year ago a friend of my son used my son's phone once, and quickly went to a game site which must have signed us in automatically. Nobody noticed the game, and I didn't even noticed the charge until recently. Out of one year, the company will refund us one month. If there was some type of alert, this wouldn't have happened. I didn't understand the charges associated with the download/online service. A simple alert for any new charges or going over the limit of minutes, would definitely help. This is a simple solution that puts me in control. I have spent hours on the phone with customer service, and I never end up satisfied. I try my best to read the bill carefully and be aware, but there's always a charge to call about, why not explain it in a short alert? I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:23:07 PM
Nancy
Port Orchard, WA

I feel every cell phone customer should receive notification when they near the limit for voice, data & text service. Thank you for passing this bill!

Oct 19, 2010 3:36:06 PM
Todd
Pen Argyl, PA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:53:54 PM
Craig
Spokane Valley, WA

This is a simple solution that puts me in control. On a trip to Canada a couple years ago, I used my cellular aircard for Internet access. There was supposedly "no extra charge" for connecting to the Internet. Imagine my horror when I received a bill from T-Mobile for around $600 for data download charges. I had no idea I would be charged at all, and had I realized there would be such ridiculous rates for using my card, I would have paid the resort $20 per day for unlimited access through their Wi-Fi system. T-Mobile would not even discuss reducing the charges and let me know they would turn me over to collection, so I paid the charge (and canceled all of our T-Mobile services). This is an unfair and deceptive practice and should not be permitted!

Oct 29, 2010 12:38:14 AM
DiAnn
Lincoln, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that our cell

phone companies should not be taking advantage of the consumers, when European companies can make it a lot easier for their users. It makes me want to just forget about even using cell phones, but it's such a convenience that we've taken for granted. We just don't need to pay through the teeth to use that convenience. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:49:29 AM
Ron
Frederick, MD

This is a simple solution that puts me in control. I've gotten incredibly expensive bills for "overages", spent hours on the phone with customer service, and I was shunted aside by so called customer servic. Stop Verizon from continuing their unethical practices!

Oct 31, 2010 10:08:32 AM
Dennis
Wauwatosa, WI

It's suprisingly easy to lose track of minutes used, especiallly with family plans, where multiple users make it difficult to monitor the usage. Having to account for voice, text messaging, and data usage only complicates the situation. Mobile phone providers think they are making lives easier with all these new services, but in far too many cases the services come with new billing complexities that seem impossible to fully understand. That's not counting outright billing errors on the part of the provider. I've had only a handful of billing disagreements. Invariably I end up spending hours on the phone with customer service, and almost never do I end up satisfied. The problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. It's time to give mobile device users better warning before going into the "red zone".

Oct 29, 2010 2:59:23 PM
Vicki
Jones, OK

Please put consumers in control!

Oct 19, 2010 11:10:19 AM
Helen
New York, NY

This is a simple solution that puts me in control. The cell companies know when I am close to using up my minutes - they should be transparent and tell us! I'm tired of bill shock, and ready for some real control. Thanks.

Oct 19, 2010 11:37:46 AM
Deirdre

Mankato, MN

I'm tired of bill shock, and ready for some real control. As a hard-working, conscientious citizen I'm happy to pay my bills on time and in full. When will I stop being surprised by extra charges? If my service provider will share information with me, as they are willing to text me with upgrade offers, I could take steps to appropriately limit my service.

Oct 29, 2010 2:22:26 PM
Kirsten
Walnut Creek, CA

The costs for exceeding minutes are outrageous. The companies charge ridiculous fees for these minutes and at the same time, they do not help their clients stay happy by avoiding such exorbitant fees. I have only exceeded my minutes once, but that one time cost me $200. That is just too much, even for me, a person who is maintains a detailed and well thought-out budget. Thank you for taking action on this serious situation that is negatively affecting millions of Americans. Sincerely, Kirsten Rosenkrands

Oct 31, 2010 1:05:30 PM
William
Fort Worth, TX

This is a simple solution that puts me in control. The only time I ever exceeded my minutes limit was during a time of major stress in my life. My wife suffered a severe brain anuerism and was immediately placed in ICU. I didn't know if she would live or die for the next three weeks. I didn't even think about limits during that time as I tried to keep our children and friends up to date during our round the clock vigil. It would have been very helpful to know when I was about to exceed limits since I could have had someone else do the calling during part of my billing period. The bill was certainly a shock. But after seven weeks I got my wife back and I simply paid it. I was so happy just to have her back. We just passsed our 50th anniversary and plan for many more. Anyway, I strongly support free notification by phone AND text before a customer runs over their contract minutes. It is a great, painless idea. It should NOT require a new contract to implement since it should apply to all contracts.

Oct 19, 2010 1:06:22 PM
Pam
Chappaqua, NY

This is a simple solution that puts me in control. Even though I rarely go over, it would be nice to know when I was heading in that direction. Thank you for considering this. Pam Rosman

Oct 28, 2010 10:55:08 PM
Bob and Ella
Graton, CA

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control. Anything that puts more control of my expenses in my hands is a good thing. Many who have never learned to budget well are easily overwhelmed by bills that are larger than expected. I believe it is better to protect the consumer from the companies that are in this for profit, and will only do the right thing if it is spelled out for them in law. Please make it so. Thanks for your service to the community,

Nov 1, 2010 9:05:52 AM
Mark
Atco, NJ

I know the cell phone companies have the technology to do this. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It is simply impossible to know what a megabyte looks like when sent over a cell phone. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:03:18 AM
Kathleen
San Antonio, TX

Actually, I have no cell phone, because I do not want to go through the hassle of dealing with the companies. My family and friends are always complaining of the overcharges and worse, trying to deal with a real human to fix problems. I say, no thanks, I don't need the grief and certainly can't afford to be nickled and dimed by CEO's who are already obscenely wealthy.

Oct 19, 2010 10:06:52 AM
George
Washington, NC

This is a simple solution that puts me in control. The cell phone companies can send out messages encouraging me to buy more, they should be able to easily provide a warning/notice of my usage status. It is only fair.

Oct 28, 2010 12:09:07 PM
Douglas
Scottsdale, AZ

I have never encountered this problem personally, but have heard horror stories from others. This would seem to be an easy enough addition to any cell phone service, given today's computers, and would make for a much healthier, happier client relationship. Companies should welcome the chance to serve those that provide them their income in an honest and up front manner.

Oct 28, 2010 8:02:39 PM
Rick

Bowling Green, OH

The tactics that phone cell companies use is intolerable and must stop. End this now before it turns into something like the issue with health care.

Oct 28, 2010 1:03:12 PM
Linda
Minneapolis, MN

This is a simple solution that puts me in control of my own account. I've gotten surprised by large bills, spent hours on the phone with customer service, and I never end up satisfied. Usually this has happened when there has been some family tragedy like a death or serious illness which has suddenly prompted a change in our calling patterns. That is the worst time to expect me as a consumer to proactively monitor my calling usage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control well in advance of excess charges hitting my bill.

Oct 19, 2010 10:35:41 AM
Joy
Austin, TX

This is a simple solution that puts the customer in control. I've known people who have received bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always the customers fault. Customers have been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, the customer just didn't know when they ran out of minutes! Customers are tired of bill shock, and ready for some real control.

Oct 28, 2010 3:54:40 PM
Jill
Lakeport, CA

This is such an easy thing to do. It should be done.

Oct 19, 2010 10:34:13 AM
Stephanie
Burlington, MA

This is a simple solution that gives me some control. I personally feel that the cell phone companies and cable companies etc. go way out of their way to make their billing complicated and difficult, if no impossible to understand out so anything that can help me avoid charges that I might not incur if I know in advance, I'm all for. I'm tired of communication companies and

their unexplained or unexplainable charges and ready for some real control. This is just one of the controls I would like to see on them.

Nov 2, 2010 2:18:37 PM
Denise
Bay City, MI

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 12:29:37 AM
Susan
Bellevue, WA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 5:34:44 PM
Julie
Dayton, NV

They probably won't do anything - there isn't a single government entity that works for the people anymore - they are all in bed with big business. We are the Corporate States of America - and us peasants should just get used to it I guess.

Oct 19, 2010 10:29:34 AM
Richard
Jacksonville, FL

PLEASE FIX THIS PROBLEM This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:24:39 AM
Lona
Shoreline, WA

This is a simple solution that puts me in control as well as fosters a more trustworthy relationship between the provider and customer. We already pay exorbitant fees for a deregulated utility that has become a necessity of doing business in the world.

Oct 28, 2010 8:16:52 PM
DEBRA

Altamonte Springs, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Just last month my bill was $50 more than it should have been because my husband was calling his mother more frequently than usual because she was ill. Her cell phone which is part of our plan and on our bill was not working. So he was calling her on the regular phone. You would think the cell phone company who provides our phones and services to the tune of $175 per month would have cut us some slack on the overage. Trying to talk to the cell phone company is like talking to a wall -- not to mention the very expensive phone doesn't work. The phone company won't give me a new phone. They want me to do a soft re-boot of the software and then if that doesn't work a hard re-boot with two pages of instructions via email. This phone cost us almost $300 and the answer calls function doesn't work. Even when it works the quality of the calls is horrendous -- doesn't matter if my husband is calling from work or out of state. All this for the privilege of signing a two year contract for over $4 thousand dollars. Argghhhh! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. And don't even get me started on the "pay as you go" phones we bought a few years ago. They were charging us additional monthly fees in order not to lose the money we had on deposit for the phones! Unbelievable! I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:44:14 PM
ROGER
San Antonio, TX

This is a simple solution that puts me in control. I repeat this idea would be extremely simple for the companies. You know they are not hurting for funds! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help us! Roger Simon

Oct 20, 2010 7:12:41 PM
Charles
Colorado Springs, CO

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 22, 2010 9:54:15 PM
Mary
Seneca, KS

This is a simple solution that puts me in control. I've gotten large bills and spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:18:24 AM
Robert
Nashville, TN

This is a simple solution that puts me in control. I recently received a bill for $200+ over my normal bill. I was in Canada and made only a few short calls. I used text service only a few times. I used data roaming for less than ten minutes. I had accumulated over three thousand extra minutes with rollover and thought I would be covered through reduction of minutes in my balance. However, this was not the case. Overall, I logged only 38 minutes while in Canada. Boy, was I shocked when I got my bill. I assume full responsibility for not contacting the cell phone carrier prior to my out-of-country usage. And, it would certainly have saved me from going over my bill had the company notified me. This could be done automatically with little cost to the phone company. Thank you for your support.

Oct 19, 2010 9:56:07 AM
George
Alexandria, VA

We need to know what is happening on our account.

Oct 28, 2010 2:19:07 PM
Jacqueline
Fresno, CA

We almost went over our limit last month because of all of the additional phone calls that were needed due to a family member moving to a new city. If I hadn't bothered to check on our minutes used, I never would have known about this until it was too late. So I would really like to receive a text from our cell phone company to let me know whenever we are approaching our limit. Why should Europeans receive better service than we do?

Oct 28, 2010 3:39:08 PM
Arsenio
Geneva, IL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 10:35:25 AM
Charlene

San Miguel, CA

This is a simple solution that puts customers, such as you and I,in control. I have received bills for hundreds of dollars, spent hours on the phone with customer service without a satisfactory explanation or resolution to my inquiry! I was advised that I did not understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. "Bill Shock" - let the consumers have some control.

Oct 19, 2010 11:24:27 AM
Albert
Troy, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, and spent time on the phone with customer service to get partial credit. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 10:30:31 AM
David
Bardstown, KY

I have T-Mobile and it is an option to send an alert to let me know when I get to my limit of anytime minutes. It should be a requirement for all companies and plans; to receive such an alert. Please do as your EU counterparts and make it mandatory for companies to alert customers when they are about to go over their limit before incurring more fees and charges. It is just good business practice. It is a commonsense rule, then the customer can decide if they want to pay more or get another plan with the same or different company if they are unable to stay within their limit. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. David Sallee

Oct 19, 2010 6:32:14 PM
James
Locust Grove, GA

This is a simple solution that puts me in control. My daughrter just got a bill for $700 for a service they thought was free. She should have been worn way before this amount was reached.

Oct 20, 2010 7:38:11 AM
Philip
Canton, NC

Please ignore the embeded messages from Hearusnow.org. I don't believe Cell phone companies should have to notify anyone of impending overages. Americans need to take more personal

responsibility for their actions and those of their children. There are many issues concerning communications that I have issues with but this is not one of them. I do strongly support network neutrality but an issue that only requires that a person be personally responsible for their signed contracts for cell phone services does not need to fall under government control. Phil

Oct 19, 2010 12:43:56 PM
Brill
Gainesville, FL

I once got a cell phone bill for over $800. My teenage son, who was on our plan got a new internet girlfriend. Apparently, in addition to talking to her for long periods of time, would leave the call connected. Wow, what a shock. I wish we had this notification system in place before we racked up these overage charges. Naturally, our son was restricted after this.

Oct 29, 2010 8:25:44 PM
Roger
San Jose, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:26:09 PM
Herbert
Aurora, CO

This is a simple solution that puts me in control. While I never go over my limits, I do get a notice when I need to send more money. That is the way it should be. I have a Verizon mobile "phone. I'm don't want bill shock, and ready for some real control. Every 'phone company should do what Verizon does!

Oct 19, 2010 10:13:33 AM
Rose
Charlotte, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:26:50 PM
Scott
Glendale Heights, IL

This is a simple solution that puts me in control. A quick little message to let me know where I'm at for the month, that's all.

Nov 2, 2010 2:35:32 PM
Katherine

Catoosa, OK

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:42:10 AM
Michelle
Portland, OR

This is a simple solution that puts me in control. I want notice BEFORE I hit my usage limits! I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 9:06:29 PM
Tom
Los Angeles, CA

This is a simple solution that puts me, your customer and whom you depend on for business, in control. I've gotten bills for hundreds of dollars a month, spent close to 45 minutes on the phone with customer service several times, and I never end up satisfied. It seems that the problem was always my suppesed oversights. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:35:26 PM
Bob
Austin, TX

I'M MAD AS HELL AND I'M NOT GOING TO TAKE IT ANYMORE. If the cell phone companies can send me all kinds of text messages about new (and more expensive) monthly plans, new phones, etc., then they can sure as hell can send me a text message when I am approaching my cell phone monthly plan limit. The fact that they don't is just more evidence that their goal is to SCREW their customers. Here's a simple soluton. 1 - cell phone companies MUST send a text message as each customer uses 95% of their monthly plan minutes. 2 - after customers pass their monthly plan minute usage, the phone company may charge for additional minutes actually used at EXACTLY the same per minute rate as the customers' monthly plan.

Oct 28, 2010 9:11:30 PM
Robert
Fillmore, UT

This is a simple solution that puts me in control. I've not had a problem with this but I do like and support this effort to require cell phone companies to provide notification to it's customers. I

like Europe's handling of this and that is, cell phone customers get a quick call or text when they are getting close to their usage limits, and then another one when they hit those limits.

Oct 20, 2010 7:18:28 AM
Thomas
Round Hill, VA

This is a simple solution that puts ME in control---not Verizon! I've gotten bills for hundreds of dollars because of overage minutes without my being aware that it was happening. The problem was my fault. I just didn't know when I ran out of minutes. When I spoke with a Verizon rep, the company was willing to cut back a percentage of the expense. However, it was still a quite costly mistake. The FCC NEEDS to take more efforts to benefit consumers. I'm tired of bill shock, and ready for some real control.

Oct 21, 2010 10:54:13 AM
Wayne
Brockton, MA

This is a simple solution that puts me in control. Thank you for your help in this matter

Oct 28, 2010 12:01:46 PM
Nancy
Port Aransas, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Far from it. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I've even had a new phone and phone number added to my account without my approval or knowledge. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 7:12:47 PM
Arthur
Port St Lucie, FL

This is a simple solution that puts the user a bit more in control. Although I have not received any of these exorbitant, unexpected charges myself, I have friends who have experienced these sudden unexpected exorbitant bills. This is always devastating for their finances. I think AT&T has done a better job with this than most phone companies, since they have their "rollover minutes", which at least provides a buffer for a month of unexpected heavier use. But even with their policy, this is not a good solution, since that "unused time" which the consumer has purchased is difficult to actually access, then expires after a year. It seems that the cellular carriers always find a way to claim that it is the individual's fault. But on most cellular plans, it seems very hard to know when the allotted minutes expire. Often, people just didn't know when they ran out of minutes. People are tired of bill shock, and ready for some real control.

Oct 19, 2010 11:54:19 AM
Tom
Seattle, WA

This is a simple solution that puts me in control. I've gotten bills for unexplained or unintentionally triggered service, and I never end up satisfied. It seems that the problem was always my fault. Long, patient discussions with my cellphone service providers, both online and in person, have led only to "good luck next time" solutions, not useful changes. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. It is time for consumers to obtain some real control.

Oct 28, 2010 1:10:29 PM
James
Asheville, NC

I've spent hours on the phone with customer service and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 10:10:57 PM
Candice
Rougemont, NC

This is a simple solution that puts me in control. Different plans "travel with you" and for example we went from Alltel (that was pretty good with customer service) and had to switch to Verizon. Now I can't check my "plan" on the internet because it's not really Verizon and hard to understand WHAT it is! I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:24:31 PM
William
Cockeysville, MD

I've read about the proposed requirement for cell phone companies to notify customers before imposing what may be unexpected charges. Fortunately I've never been hit with these charges but I've read accounts of some astonishing bills. While it would be great for the companies to act in their customers' interests, it clearly hasn't happened. Thus it seems appropriate to me that the FCC act to set some ground rules in the interests of the public.

Oct 19, 2010 5:30:13 PM
Beatrice
New York, NY

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:39:26 AM
Rebecca
Royersford, PA

This is a simple solution that puts me in control. My daughter received bills for hundreds of dollars, spent hours on the phone with Sprint- Nextel customer service, and never end up satisfied. It seems that the problem was always her fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:30:32 PM
Christine
Milwaukee, WI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I rarely end up satisfied.

Oct 19, 2010 5:02:29 PM
James
Muncie, IN

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. It really is simple - they've got all the data at their finger tips. They can text me, e-mail me, call me w/ a recording - whatever. Just help us.

Oct 28, 2010 5:20:13 PM
Gabriel
Medina, WA

A mobile phone bill should not be a mystery until the envelope is actually opened.

Oct 28, 2010 10:08:50 AM
Ralph
Yorktown, NY

This is a simple solution that puts me in control. I HAD A $600. phone bill earlier this year from Verizon!!!!!!!!!!!! I spent hours on the phone with customer service, and I never ended up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 9:07:56 PM
Jon
Beaverton, OR

This is a simple solution that puts me in control. I am busy with many things occurring in my life and I feel that it is expecting too much for individuals to keep track of their voice, data, and text times. It seems appropriate for the cell phone companies to inform me when my bill is approaching my limits. It is called customer service, I think you owe it to your customers.

Oct 28, 2010 10:19:35 PM
Cathryn
Friendswood, TX

This is a simple solution that puts me in control. We recently went way over our limits because of multiple calls made when my father in law took sick and eventually died. We simply had other things on our minds than phone bills. Since it had never happened before, we didn't consider the need to ration our calls.

Oct 19, 2010 11:04:07 PM
Laura
Powder Springs, GA

Cell phones used to warn you when you were roaming, giving you the option of whether or not to make a call while out of area, incurring extra charges. Somewhere along the way, my cell phone company decided that it's customers didn't need to know when they were roaming. I received a bill for over $200. The cell phone company told me that it was due to roaming charges. Strange - since I never left the Atlanta metro area, which should have all been in their network. The only way to prevent this in the future was to permanently block cell phone usage while roaming. Now, if I have an actual emergency while out of area, I can not even make an informed choice to use the cell phone. With my cell phone company, it is apparently all or nothing.

Oct 29, 2010 11:41:29 AM
Franklin
Peoria, AZ

This is a simple solution that puts me in control. I've been surprised by unexpected bills and spent a large amount of time on the phone with customer service trying to straighten everything out. They were always courteous but firm that the onus was on me to monitor my usage. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:09:11 AM
Aurora
Pittsburgh, PA

This is simply a truth in advertising issue. You should not have the right to operate in such a secretive sneaky way. People have choices in what companies they use, and for this very reason I know many who have sworn off verizon and switched to more accommodating brands. A company that doesn't do this will not retain happy customers and won't last long.

Oct 19, 2010 9:55:26 AM
David
Crittenden, KY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. According to the company, the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:16:04 AM
John
Chesapeake, VA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 10:54:53 AM
David
SALTLAKECITY, UT

Hi Guys: Say I wish you could put some sort of regualtions on these cell phone companies. such as sprint my service was discontinued at my request cause I had made a payment and they agreed to the terms and after the pmt was made they still shut my phone off and demandeed the bal I paid the balance and told therm you shut off my service so you can leave it off they refused to cancel my service and after 5 notices to shut the service off they finally shut it off, after I had sent a letter of complaint to the State Attourny Generals Office in Denver Colorado and according to them thye claim I still owe them ($81) and I have recived 2 threatening notices from a collection out fit if you can be of any assitance you may contact me @ dms_riolobo@singapore-11.com GOOD DAY.

Oct 19, 2010 6:13:26 PM
James
Volcano, HI

This is a simple solution that puts me in control. I've spent a lot of time on the phone with customer service, and I'm tired of it. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Please, do something for the customer, not the bottom line.

Oct 28, 2010 3:44:06 PM
James
Millbrook, AL

I have received these sticker shocks. I wish they would just shut the telephone down or qt least send a warning. I supply telephones for my extended family and they don't always keep up with it. Family and friends helps but that is not the total answer. Some warning would be nice. I the wireless companies were really custome, they would have done this a long time ago, even if it were just an option.

Oct 20, 2010 5:50:51 PM
Craig
Apex, NC

This is a simple solution that puts me in control.

Oct 28, 2010 4:42:54 PM
Sally
Marblehead, MA

This proposal for NOTICE BEFORE myself or ANYONE goes over their call/data/text usage limit on cellphones is FAIR, And it's a simple and upfront solution to benefit many in our struggling economy. I request that you pass this proposed rule.

Oct 19, 2010 10:51:41 AM
John
Rio Rancho, NM

This is a simple solution that puts me in control. I do not want to be overwhelmed by a bill for hugs service overruns. I;d liek tobe warned as soon as I get to 80% of my quota, before it is too late to control. It's simple. I want to know what my status is if my useage is headed over a limit. Often my usage increases a lot during a family emergency, when I am least likely to pay attention to my actual usage. If the phone company warned me when I reached 80% or so of my limit, I wiould be able to react and control my bill. So give me notice and I will control my own spending.

Oct 19, 2010 11:49:23 AM
Andrea
Spring Park, MN

This is a simple solution that puts me in control. I have a daughter with autism, and it would help me keep track of her minutes as she gets close to the limit, and then speak with her about not using any more time on her phone. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:35:27 AM

Andre
Ketchum, ID

Frankly this is the bare minimum of what the FCC should require. The cell phone plans are inordinately complicated and inherently consumer UNFRIENDLY. They are traps for the unwary and require the consumer to waste time monitoring useage or to buy unneeded minutes to avoid huge overage charges. These plans reflect the misuse and exploitation by the wireless carriers of their oligopoly power.

Nov 17, 2010 2:38:39 AM
Bruce
Cherry Hill, NJ

Verizon has its computers programmed to text me when they want me to pay my bill. This is nice; it helps me to avoid late fees. But those same computers could easily be programmed to also text me when I'm hitting my plan limits. The cell companies shouldn't be allowed to play "hide-the-peanut" with important pricing information. It's no more of an imposition on them than the rules that require unit pricing of groceries in the supermarket. Well, that's my stance on this particular rule. Next up - why not outlaw the cell companies' anticompetitive tying practice of contract cancellation fees? The "new every two" lure prevents customers from really shopping for the best providers. Thank you.

Oct 29, 2010 3:50:12 PM
Karen
Kenosha, WI

This is a simple solution that puts me in control. People have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always the customers' fault, and we now know this is not always the case. Customers have been told they didn't understand plan limits, didn't understand parental controls, didn't understand charges associated with a download or an online service. People are tired of bill shock, and need some real control and need to know companies are also (also) held accountable when they erroneously overcharge and don't functionally understand their own billing systems.

Oct 19, 2010 2:16:45 PM
Bill
Harvard, MA

This is a simple solution that puts me in control. I cannot afford any surprise bills.

Oct 19, 2010 2:24:35 PM
Shelley
Belgrade, MT

Wouldn't it be nice if big corporations would do the right thing without being forced???This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:39:41 PM
Robert
Crystal, MN

This is a simple solution that puts me in control.

Oct 28, 2010 5:51:04 PM
James
Robins, IA

This is a simple solution that puts me in control. I've gotten bills for dollars in excess of my usual monthly expenses. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Dec 26, 2010 10:17:48 PM
Anthony
Chapel Hill, NC

This is a simple solution that puts me in control. Despite months of accumulated rollover minutes, my last January AT&T bill shockingly arrived with hundreds of dollars in extra minute fees. I just didn't know when I ran out of minutes, and it is really inexcusable that such notification is not routinely done by cell phone companies. The only reason for not doing so is to entrap customers into overrunning their monthly limits. Since the companies cannot do right on their own, let's ensure that this is required of them through regulation.

Oct 19, 2010 10:33:10 AM
Michael
Pittsburgh, PA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 5:14:31 PM
Edward
Alachua, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:28:13 PM
Ronald
Clayton, NM

This is a simple solution that puts me in control. I would like to know when and how much roaming charges are before a call goes through since in my case they run from $.02/minute to $1 per minute. I've gotten bills for over a hundred dollars, spent hours on the phone with customer service who could not tell me what the roaming charge would be, and I never end up satisfied. The bill is so confusing that even the phone company can not explain it. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:37:04 PM
Ronald
Worthington, OH

This is a simple solution that puts me in control. To avoid overcharges on my business accounts, I overpay every month to maintain a large safety margin for service I almost never use. Knowing what I am buying and how much I will pay, BEFORE I buy it is a basic right. As a small business owner I'm tired of being gamed and ready for some real control.

Oct 27, 2010 8:46:26 PM
Patricia
Dunwoody, GA

This is so obviously the right thing to do. I have had a problem with overages twice--both times during a time of family emergency. If I had known that I was going over, I probably could have made at least some of the calls from an landline and I would have been prepared for a high bill. This is another issue but I also think that there should be more transparency about when a cell phone contract ends. I changed providers one time and called the current provider several times to find out when my contract ended. They seemed a bit unsure at first but finally gave me a date. Well, it was wrong and I had to pay them about $200.00.. Their telephone assistors should have access to the correct info and should provide it.

Oct 19, 2010 11:26:43 AM
Mayer
Bala Cynwyd, PA

.

Oct 20, 2010 6:49:48 PM
Greg

Austin, TX

This is a simple solution that puts me in control. Many cell phone customers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 25, 2010 9:06:46 PM
Teresa
Centreville, VA

This is a problem that could be remedied easily.

Oct 19, 2010 10:15:18 AM
David
Las Cruces, NM

Cell phone companies should have a notification process about going over my limits on voice, data or text service. That way I can make a educated decision

Oct 29, 2010 2:03:51 AM
David
Menlo Park, CA

This is a simple solution that puts me in control.

Oct 28, 2010 7:20:04 PM
Diane
San Jose, CA

This is a simple solution that puts me in control.

Oct 19, 2010 4:40:41 PM
Scheryl
Madison, WI

This is a simple solution that puts me in control. While I am not personally affected by overage, I believe that all people have the right to be in control, and this is a simply solution hat would do so. Customer service would be greatly enhanced. It seems that the problem is always the consumer's fault. We're told we don't understand our plan limits, don't understand parental controls, don't understand the charges associated with a download or an online service. But most of all, people just didn't know when they run out of minutes. Bill shock is manipulative and needs to stop!

Oct 19, 2010 10:30:29 AM
Paula
Lincoln, NE

This is a simple solution that puts the consumer in control. While my cell phone provider is a non-profit, and does not gouge its customers like the large telecommunications companies do, few people are aware of this sort of provider. I suspect that the people who are gouged by such practices are the less fortunate; many businesses seem to design business rules and practices specifically to prey on such people. Please give the consumer the information needed to control their own phone bills.

Oct 19, 2010 10:09:22 AM
Fred
King, NC

This is a simple solution that puts me in control. I have been hitwiwth big bills, but this was when I had teenages in the house. I DO AGREE with the alerts. Would help me when we have to make cell phone calls due to family emergencys.

Oct 28, 2010 7:33:40 PM
David
Southampton, PA

I am tired of cell phone companies waiting to sock extra charges because there is no EASY WAY to know for consumers to know their useage. Something needs to be done. I would like a warning when I am within one hundres minutes of my monthly useage.

Oct 29, 2010 6:14:57 AM
Rajen
El Cerrito, CA

This is a simple solution that puts me in control. It is actually very easy for the phone company to inform me, via text or email, that I am close to my pre-paid limit. I am always concerned that I will pass the limits and then will have to pay more. It sounds like many people get huge bills. For a service-based company, I think it is important to have such notification. It does not good from a public relations point of view to go after customers when they did not know that they had exceeded their limits. The consumer should be protected. The phone companies have enough money, and make enough money, that they don't need to have such "stealth activity" to raise more money.

Oct 29, 2010 11:34:52 AM
Howard
Austin, TX

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't

understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. In one case all parental controls were dumped when our rate plan changed without any warning, resulting in $200 of marked-up data charges on our teenager's phone. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 4:23:46 PM
Aldan
Seattle, WA

Thank you for your consideration.

Oct 28, 2010 5:25:09 PM
Larry
Yorba Linda, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:36:54 PM
Michaele
Encinitas, CA

Please help with this.

Oct 29, 2010 1:48:53 PM
Eleanor
Sacramento, CA

This is a simple solution that puts the customer in control. Cell phone customers in Europe get a quick call or text when they are getting close to their usage limits, and another one when they hit those limits. There's no reason why that can't be the policy in the USA other than the phone companies unwillingness to lose the extra revenue they gain from overages. This is particularly important for families because young peoples' phone usage can't be monitored continuously. Parents need to know when their kids are going overboard while there's time to intervene.

Oct 20, 2010 6:09:19 AM
Herbert
Richmond, NH

This is a simple solution that puts me in control. I have never gotten bills for hundreds of dollars, spent hours on the phone with customer service, because I am a DAMN YANKEE - I watch my usage like a hawk. My neighbor's kids do not! It seems that the problem is always the customer's fault, and it is just that - the customer's fault, percipitated by unreadable contracts designed to be confusing to produce this result. This needs to be fixed too, but most people just don't know when they reach plan limits and start paying BIG TIME. This of course is the intention of providers. We are tired of being used and ready for some real control.

Oct 20, 2010 5:38:31 PM
Alexander H.
Utopia, TX

Several months back , we had our grandson living with us and added him to our family cell phone plan . He was told that we did not have data or texting on the plan . However our first bill after that was for $310.00 or about 3 1/2 times our normal bill . We received notice that we were exceeding our normal cost but it was after the fact. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:36:07 AM
David
Moyock, NC

This is a simple solution that puts me in control. I know young service members who, when deployed to Haiti, have gotten unexpected bills for hundreds of dollars for text messages they thought were free and were never warned that huge bills were being accumulated. They were told they didn't understand the plan limits and didn't understand the free services offered didn't include texting. If they would have been warned at some point during the accumulation of charges they would not be facing the financial difficulty they now face as a result of having to pay these enormous charges. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:27:01 PM
Thomas
San Francisco, CA

In these tough times this would be a cheap(software tweek) way to give consumers a little peace of mind at a time when peace of mind is in short supply. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:54:11 PM
Dolores
Saint Clair Shores, MI

Please lower the bills! Texting is so expensive especially overseas! This is a simple solution that puts me in control. They have so many plans that takes advantage of consumers! I've gotten

bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:57:30 PM
Tom
Portland, OR

Caveat emptor is not a viable basis for policy in a complex society where we all have too much to keep track of. Allowing businesses to become predators by turning customers into prey through "gotcha" policies will eventually kill the golden goose the companies seek. Capitalism nearly destroyed itself at the end of the 19th century, in the 1930s and now again in the 2000s. Market fundamentalism is obviously a false ideology that it is now up to government to over turn in all its manifestations or, as Marx would have said, "contradictions".

Oct 29, 2010 9:39:01 AM
Michele
Boston, MA

I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:54:37 PM
Linda
Lakeside, CA

This is a simple solution that puts me in control.

Oct 28, 2010 3:18:48 PM
Richard
Las Vegas, NV

This is a simple solution that puts me in control.

Oct 19, 2010 1:54:19 PM
Frank
Charleston, WV

This is a simple solution that puts me in control.

Oct 28, 2010 7:29:30 PM
Robert
Syosset, NY

THEY SHOULD ALSO CREDIT ME WITH UNDER-USED MINUTES I PAID FOR. THEY SHOULD ALSO MAKE ALL CELL PHONES ACCOMODATE THE SAME RE-CHARGING UNIT -- WHETHER A HOME RE-CHARGER OR AN AUTOMOBILE RE-CHARGER. WHAT THE PHONE COMPANIES ARE DOING IS TO FORCE THE CONSUMER TO BUY

RE-CHARGERS EVERY TIME A NEW CELL PHONE IS PURCHASED -- RE-CHARGERS THE CONSUMER DOESN'T NEED. These are simple solutions that appropriately restricts the phone companies from exploiting the consumer. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The phone companies always deny responsibility. Their only purpose is to make a profit, too often at the consumer's expense. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:02:33 PM
Joseph
Camp Hill, PA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 11:15:45 AM
Brian
Dover, NJ

This simply makes sense. Over the years I have endured countless hours on the phone with cellular customer disservice departments arguing over calls, texts, downloads, charges, and aggravating billing practices. At a minimum, this policy would alert consumers early on that something is wrong, whether they are using more minutes/bandwidth than they think or whether the provider is making a mistake on their end. In the end, it is also better for the cellular companies to resolve these issues early, than to wait until customers get outrageous bills and call up yelling and screaming.

Oct 28, 2010 8:03:38 PM
Mary Ann
Colorado Springs, CO

This is a simple solution that puts me in control. Because I am on a budget I need to know before I go over the minutes with my plan.

Nov 1, 2010 8:00:59 AM
JK
Alexandria, VA

This is a simple solution that puts me in control. I've been told I didn't understand my plan limits, or I just didn't know when I ran out of minutes. Providing the consumer with the option to sign-up for an automated plan monitoring service seems like a simple yet effective way to protect them from excessive overusage charges.

Oct 19, 2010 10:38:53 AM
Dave
Wayland, MA

This is a simple solution that costs the cell phone companies almost nothing, and will prevent outrageous overage bills that have nothing to do with the actual cost of providing my cellphone service. I once received a one month bill for $1,800 in overage due to extended business travel in a four week period - totally unexpected, and very, very unfair! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control and assistance.

Oct 19, 2010 10:31:06 AM
Vincent
Rochester, NY

This is a simple solution that puts me in control. I've gotten bills for over one thousand dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:18:56 AM
Tom
Willow Park, TX

This is a simple solution that puts me in control.

Oct 19, 2010 4:20:14 PM
Darwin
Alexandria, VA

Cmon folks.....the phone companies already make huge profits. At least force them to be fair with their customers. Tell us when we exceed our plan limits. It's not too much to ask of people already making them rich!!

Oct 28, 2010 3:08:10 PM
Kelly
New York, NY

This is a simple solution that puts the consumers in control, as they should be. It seems that the problems with my bills were my fault. I've been told I didn't understand my plan limits, etc. And I didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 11:19:46 AM
Carl
Monticello, NY

PLEASE

Oct 19, 2010 10:33:13 AM
John
Burleson, TX

This is a simple solution that puts me in control. There are no other simple and straightforward ways for me to know how much I have used. Even checking online has a disclaimer that the information may be days old and not current. Since they can easily set a computer flag to notify me (and their programs run all day, every day) it is common-sense way to help everyone. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:20:01 PM
Mariellen
Naples, FL

European companies provide this service now. This is a simple solution that puts the customer in control.

Oct 28, 2010 7:08:45 PM
Robert
Concord, MA

This is a simple solution that puts me in control. I want to maintain cognizance of my bill as I travel, especially in foreign countries. Please help me avoid getting bills that are beyond my means.

Oct 21, 2010 3:28:49 AM
William
Ashburn, VA

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:59:39 PM
Robert
Phoenix, AZ

Please consider this bill to help the consumers be more aware of our limits before it cost us more. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online

service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:19:34 PM
Valerie
Chandler, AZ

This is a simple solution that puts me in control of my MOBILE usage charges. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I rarely end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I refuse to be subjected to bill shock any longer, and ready for some real control. I implore you to take action immediately.

Oct 28, 2010 5:25:43 PM
Darcie
Oakdale, PA

This is a simple solution that puts ME in control.!! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. !!! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. The celll companies do this to confuse us... to rip us off.. to make more money off of us.!!!!! I'm tired of bill shock, and ready for some real control.!!!!!!!!!!! PLEASE HELP US!!!!!!!!!!!!!!!

Oct 28, 2010 6:25:20 PM
Elaine
Virginia Beach, VA

This is a simple solution that puts me in control. We need to have consumer protection rather than allowing business to use our resources such as cable, phone space, radio stations, etc to monopolize and price fix our access. When we the people grant access to our resources, and cell phone access is only one example, the megabusnesses should not be allowed to create their own rules, rather than treating us fairly in their fees. Profit is necessary but should be reasonable,

Oct 20, 2010 11:29:50 PM
Alice
Las Vegas, NV

My own cell phone appears to have Finally taken this step, as I eas notified before we went over the text message limits recently. But this was not always the case. This is a simple solution that puts me in control, always. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls,

didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:08:52 PM
Brita
Plantation, FL

This is a simple solution that puts the consumer in control.

Oct 19, 2010 10:16:55 AM
Donald
Albuquerque, NM

This is a simple solution that puts me in control. IVery simply, if I am about to venture into excess usage limits of cell phone minutes, then I believe some kind of alert to me is reasonable so that usage may be curtailed and I will not be subject to outrageous over limits fees.

Oct 19, 2010 12:33:16 PM
Michael
Dunwoody, GA

Hi: This seems like a very simple - trivially simple, really - customer service thing to do. Why wouldn't a company provide this notification WITHOUT being forced to? One obvious answer is that the company WANTS these over-charges to occur. This may not be the actual motivation, but in the absence of voluntary notification of customers, it is hard to avoid that appearance. Thus, YES - every cell phone company should be required to provide this notification. A simple text would be fine. Michael Sklar

Nov 1, 2010 3:54:59 PM
Josie
Saint Marys, OH

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:34:14 AM
April
Ohatchee, AL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The cell phone companies are always willing to go back and add additional coverage for an additional monthly billing so why would it be difficult to notify me before it reached that point? It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online

service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:36:55 PM
Heywood
Media, PA

This is a simple solution that puts me in control. Another would be to move me to the most favorable 'bundled or special offer) plan for our usage each month. Seems to me if they can analyse everthing to death (the way they do), change my billing on the fly (which they do) - then they should be able to bill me based on the best plan for a given months usage - not slam me with a penalty. It's like banks paying on overdrafts in the sequence that generates the most overdraft income for them!! It's simply abusive. (Might also add that they need to be CONCISE & CLEAR about what happens when you unbundle services, what the ongoing cost is after the "special" ends, contract extensions, and the list goes on - and have SIMPLE solutions.) I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:37:38 AM
Lauryn
Douglaston, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. When the surprise costs of going over a plan limit are so very high, consumers should have the opportunity to be informed when they are nearing their limit.

Nov 1, 2010 9:59:47 AM
Steven
Kansas City, MO

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 8:25:12 PM
Bruce And Joan
Woodbridge, VA

Why can't our cell phone bills make sense. It seems that the problem was always my fault. I've been told we didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:21:14 PM
Eldon
Louisville, KY

This is a simple solution that puts me in control. This is one European idea which I would like to see the USA adopt.

Oct 30, 2010 2:24:19 PM
Gregory
Bellevue, NE

Sir, This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:57:25 PM
Irl
Concord, MA

The notification should be designed to be noticeable, but not spam. I don't want to hear every time I send a text message that's over the limit, but I do want to hear, say, whenever my current-usage charges go up by, say, 15%, starting from when I first exceed the allowance.

Oct 20, 2010 9:01:14 PM
Philip
San Antonio, TX

This is a simple solution that puts me in control and also helps to put a control on corporate greed. No matter what the plan is nor what conditions apply, it would be a simple thing for the phone companies to send automatically a notice or warning when customers approach their limits. There are already similar requirements in European countries, and they benefit the customers.

Oct 19, 2010 11:36:45 AM
Raymond
Jacksonville, FL

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:28:59 PM
TED H.
Lake Waukomis, MO

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:54:26 AM
Ted
Kansas City, MO

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:44:47 AM
Victoria
Grantham, NH

This is a simple solution that puts me in control. I had signed up my daughter for a special text messaging plan and was shocked when her bill was more three times her normal bill. When I checked it, they had charged her for excess minutes when in fact, she had not even used all of the minutes/texts in the plan. When I called them, I had to wait almost half an hour before a service rep took my call. She did refund the excess charges but it happened again recently and I had to go through the same process. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:58:57 PM
Zan
Cincinnati, OH

We have had several bills in the hundreds due to overages. No clue ahead of time. The excess may have been necessary but I see no reason that the services cannot have their computers flag customers when then get over their limits. Flagging before seems silly. But, say $25 to $50 over for automatic nitification is not unreasonable. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:04:37 PM
Lottie
Rochester, IN

This is a simple solution that puts me in control. I need to know when I am running out of minutes or over on texts.. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:59:02 PM
Keith
Eugene, OR

My brother recently received a $1600 phone bill. His 15-year-old son, Nick, and his best friend, Aaron, used the same carrier, which allowed free calls between phones on its network. Aaron's parents, however, changed networks, and as you surely know, that no longer requiers a change in phone number. The next month, my brother received a bill for just over $1600, due entirely to Nick's calls to Aaron, which until that month had been free. No doubt many others across the US have fallen into the same trap. Indeed, Nick was not the only friend of Aaron's who ended up with an inflated bill, although it seems Nick had by far the highest bill. Notifying customers when they begin to accumulate excessive charges is a very simple solution that would have saved my brother over $1200 (after the family's standard charges). Nick, who has been asked to pay half the costs, will no longer be able to purchase his first car when he turns 16, which is disappointing because he is a responsible young man, with good grades, and good friends. Needless to say, he feels horrible about this. Sure, the problem was technically Nick's fault. We should all really inquire about what celular service provider our friends and colleagues use every month to ensure they haven't changed in ways that would increase our phone bills. The carrier was not particularly helpful or sympathetic. I have also encountered similar problems, once with a company that continued to send text messages to my phone for two months after I unsubscribed. Although my carrier ultimately resolved the problem, and charged only the first month of over-limit text messages, it still cost considerable time and money to resolve. This idea would have made these problems much, much easier to resolve and at far less expense.

Oct 19, 2010 7:31:53 PM
Melanie
Indianapolis, IN

This is a simple solution that would make life easier, and give us back some measure of control as consumers. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I have the sense that my life is just dribbling away resolving consumer issues with big companies who can always outsmart me. We just went over our plan limit due to a family crisis, and that's on top of high medical bills this year. Help-- please represent your struggling constituents, and not the big guys.

Oct 31, 2010 2:04:28 PM
Matthew
San Jose, CA

I am absolutely in favor of notifications before usage limits are hit. My credit card provider notifies me before I hit my credit limit, and my bank notifies me before I overdraw my checking account. Cell phone providers should be able to offer the same service.

Oct 28, 2010 3:28:32 PM
Rav
Lansdale, PA

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm ready for some real control.

Oct 20, 2010 7:19:09 AM
Carol
Pittsburgh, PA

This is a simple matter of doing the right thing for your customers. Tell them in advance when they are close to going over their limits on their cell phone plan. There's an upside in it for you, too. Customers who are surprised by an extremely high bill may be angry enough to switch suppliers. But customers who feel that you are on their side may keep you but change to a plan with higher minutes.

Oct 19, 2010 10:42:04 AM
Patti
Chelmsford, MA

This is a simple solution that puts me in control. I am tired of companies sneaking in charges that they hope we don't notice and knowingly let us go over our usage amount without alerting us.

Oct 19, 2010 12:40:10 PM
Terry
Salt Lake City, UT

My cell provider is AT&T Wireless. Although I have a plan that buys out all services, I have to review my bill very carefully each month. Charges appear from nowhere on a regular bases. It requires me to contact them and work through a bill that is all but impossible to read in the first place. AT&T has always taken off the bad charges in a courteous manner. My upset is that they play this "catch me if you can" game. Instead of my having to catch them, let's make them notify me.

Oct 28, 2010 5:29:10 PM
Ernest
Pisgah Forest, NC

I cannot begin to count the number of times my son & daughter have been shocked by the 'fine print' of their cell phone bill. How about YOU communicating TO THEM they are approaching their limits... This is a simple solution that puts them in control. They've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they were about to run out of minutes. They are tired of bill shock, and ready for some real control.

Oct 28, 2010 4:00:16 PM
James
Austin, TX

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:02:52 PM
Richard
Freeport, IL

As an aside, U.S. Cellular already provides this service!!!!

Oct 19, 2010 10:31:56 AM
Penny
Shelton, NE

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:16:14 PM
John
Ayden, NC

This is a simple solution that puts me in control and I think it is quite reasonable. I have enough to be concerned with without having to worry about surprise phone bills. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 9:52:22 AM
Steven
Jenkintown, PA

I am entitled to have some control over my account and not to be shocked when something happens unexpectedly. If I choose to make a call over my limit or in a roaming area, then it's on me but being blinsided by a technicality is unfair.

Oct 28, 2010 2:45:00 PM
John
Simi Valley, CA

PLEASE LISTEN AND HELP (YOUR) Customers! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the

charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:01:31 PM
Philip
Veradale, WA

Business by booby trap seems to be the norm these days -- banks, cable, cell phones... In fact, some cell phone bandit thought it up first. This is a simple solution that gives me fair warning.

Oct 28, 2010 8:03:52 PM
John
Clemson, SC

This is a simple solution that puts me in control. I've received bills that are farii higher than I expected, including charges that are greatly inflated beond what they logically should be based on the cost to the cell phone company of providing the services.

Oct 19, 2010 7:18:00 PM
Keri
Dearborn Heights, MI

This is a simple solution that puts me in control. Each person deserves to know where they stand in their phone usage and if they are approaching their limits they should be advised of that fact. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:44:26 PM
Marvin
New York, NY

This is a simple solution that puts me in control. I do not know when I run out of minutes, data or text messages. With a simple adjustement to their stsyems, the cellular phone company can send me a free text advising when I'm approaching the limit so I can make adjustments. A failure to do this indicates a desire to take advantage of the consumer by allowing them to inadvertently exceed their pre-paid limits.

Oct 19, 2010 2:21:16 PM
Mildred M
St Pete Beach, FL

Dear Sprint Decision Maker: This is a simple solution that puts me in control. Even though I've not gotten bills for hundreds of dollars nor spent hours on the phone with customer service, my encounters with representatives tends to be unsatisfactory. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of all, I just didn't know when I ran out of minutes. Please notify me via email or cell phone when I am within 15 minutes of my limit per billing cycle. Thank you, Mildred M Stafford

Oct 29, 2010 9:47:49 PM
Edwin
Lawrence, KS

This is a simple solution that puts consumers in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Please make this happen for cell phone consumers - they aren't going to voluntarily give up these huge windfall profits!

Oct 30, 2010 1:04:38 PM
Lala
San Francisco, CA

This is a simple solution that puts me in control.

Oct 19, 2010 1:28:55 PM
Gene
Stafford, VA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars for going over my limits. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:38:19 PM
Robert
Newark, DE

This is a simple solution that puts me in control. I've received overcharge bills, spent time with customer service, and I never end up satisfied. I hardly use my cell phone for fear of going over and being hit with outsized per minute fees. Also, I would appreciate a more limited and less expensive plan that i'm told is not available with Verizon. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 9:12:43 AM
Royal
Boston, MA

Please fix the problem of "cell phone bill shock" by requiring providers, who are already monitoring usage, to inform consumers when they are approaching voice, text, and data plan limits. It is not costly, except to gouging profits. Thank you.

Oct 28, 2010 1:29:26 PM
Allen

Omaha, NE

In this economic downturn, my wife and I are living on a fixed retirement income and it's deadly serious business. Any small increase in our Annual Annuities is completely offset by the annual increase in our Health Insurance premiums. Please help the struggling American Public and us by cooperating with the recommendations in this message. Corporate Greed is really beginning to get on my nerves. This is all about restoring some of the quality to the American way of life. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 24, 2010 4:24:17 PM
Paul
Waynesville, NC

This is a simple solution that makes sense and which will render a valuable and budget saving service to many families.

Oct 31, 2010 2:32:03 PM
Cynthia
Ellicott City, MD

This is a simple solution that puts me in control. One time on the way driving back from my parents, my teenage son used his new cell phone to check out its features. One month later, I received an additional charge for about $100 (on top of my already outrageous bill) for his investigation that morning. Apparently he went on the web and incurred this huge charge accidentally. I have had to disable all data access so as not to accidentally rack up more charges. By doing so, my daughter lost in New York City has not been able to access the needed information in an emergency. This is unreasonable. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:53:19 PM
Joseph
Fishers, IN

This is a simple solution that puts me in control. It is proactive, fair, and cost efficient that should have been in place long ago. Cell phone bills are long, convoluted, and difficult to understand -- probably made that way on purpose. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 7:55:24 AM
Jim
Lansdale, PA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:48:16 PM
April
Williams, MN

Please consider this for families on a limited income that want cell phones for their kids, primarily for safety and communication. It punishes the parents financially for a childs behavior. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 6:32:43 AM
Derek
Minneapolis, MN

S. 510 will finally give regulators the tools they need to focus on prevention, rather than scrambling to identify and remove tainted food after the fact. It will mandate more frequent inspections and enhanced outbreak surveillance. It gives FDA new tools for traceability and better recordkeeping systems for tracking down contaminated products. And it ultimately gives regulators the ability to make sure contaminated food is removed from store shelves -- right now, food recalls are voluntary. The bill also will make sure imported food from countries like China is held to the same standards as food produced here in the United States. Every food company that wants to sell to US consumers -- even ones overseas -- will have to have food safety plans in place in order to identify where food contamination can occur.

Oct 28, 2010 3:26:42 PM
J. R. (Bob)
Cincinnati, OH

A LONG overdue idea! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Dec 11, 2010 4:37:06 PM

Mark
St Anthony, MN

I have REPEATEDLY had to call my cell phone provider -- Verizon -- to turn off all extraneous data services on my children's cell phones. Thankfully, the additional costs have been minimal, but there are friends of mine that have had hundreds of dollars in additional fees that were unexpected. I want to have text, voice mail and e-mail notifications warning me when my family is going to go over their prescribed limits that are called out in our plan.

Oct 28, 2010 1:45:22 PM
Eric
Palm Beach Gardens, FL

This is a simple solution that puts me in control.

Oct 28, 2010 4:12:45 PM
Michael
Phoenix, AZ

Cell phone customers are not lawyers and often can't understand the complex terms and conditions of a phone plan. If companies notify us in some way before we reach those limits, it would be very helpful, and would prevent angry customers from cancelling their plans, and also help prevent fraud.

Oct 28, 2010 4:31:41 PM
Roseann
Spring Valley, CA

This is a simple solution that puts me in control. I've gotten bills for more minutes than I've used, spent hours on the phone with customer service, and I never end up satisfied. When I ask for the appeal process, I get nothing. It seems that the problem was always my fault. I've been told their tracking system is correct, even though the minutes used on my phone don't match their records. I would like to receive a notice before I hit my usage limits and the opportunity prove otherwise when applicable. I believe the phone companies are trying to discourage the limited/less expensive phone plans, so that we give up and spend more money on unlimited plans. I'm tired of bill shock, and ready for some real control. Thank you so much for considering my point of view.

Oct 19, 2010 11:41:05 AM
Daniel
Ann Arbor, MI

I have been stung with phone bills over $300 from Sprint. Then I adjusted the plan and got hit with another snag. I know the phone companies count on my giving up. I hope you will change the law to protect me. They can still set their prices and plans, I will just get a little more information and advance warning. It wont create any hassles for them. They can use the same

messaging tools they already use to pepper me with annoying promotions and sales pitches. Please take actions to prevent phone bill shock.

Nov 1, 2010 8:41:45 PM
Jim
Gatlinburg, TN

Cell phone providers are at an inherent advantage over customers who actually have lives and other things to consider in their 24 hour days, besides how much voice and text allowance they have. Full transparency is essential to a truly free market defined by choice and competition. Allowing customers the decision to not exceed their monthly limit is a simple step, with negligible direct cost to the cell phone provider (other than lost over-limit fees), that will make the company/customer relationship more economically efficient. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:09:09 PM
Martha
Media, PA

This is a simple solution that puts me in control. I've gotten bills above the norm, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:31:48 PM
Sue
Marietta, GA

This is a simple solution that puts me in control.

Oct 19, 2010 9:39:18 AM
Kathryn
Austin, TX

This is a simple solution that puts me in control. I've been shocked by cell phone bills my kids unintentionally drove, not understanding how cell phone billing differs from home based billing. I'm tired of bill shock, and I think this proposal is a low-cost way for mobile phone providers to advise customers BEFORE the issue hits.

Oct 28, 2010 8:08:28 PM
Michael

Pasadena, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. The phone companies nickel and dime as a way to increase their $$$$. It's time to put a reasonable limit on charges that cost approximately 1/10 of what they bill consumers. I'm tired of bill shock, and ready for some real control. Thank you.

Oct 19, 2010 12:00:41 PM
Zev
Brooklyn, NY

These alerts can be by email, postal mail and/or a free call or text message on the phone about to incur the overage.

Oct 19, 2010 10:13:10 AM
Leslie
Sudbury, MA

This is a simple solution that involves informed consent.

Oct 19, 2010 11:36:39 AM
Alex
Medford, MA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for a better way to control my account. The current system is biased in favor of the cell phone companies and creates a situation where they can improve their profits to the consumer's detriment. Thanks for listening.

Oct 28, 2010 10:36:52 AM
Dean
Sioux City, IA

They meter this kind of usage, and the solution to this problem is rather trivial for phone companies to do. Some phones, like the AT&T iPhone, already do this. These simple procedures make it easier for every consumer to make informed choices about the cell phone usage, rather than relying on guess work to figure out how much text, data, and voice they are using each month.

Oct 19, 2010 10:13:22 AM
Wes
New London, MN

This is a simple solution that puts me in control. Last month I received a phone bill from my cell phone company for an x-tra 70 dollars for data overage. I stir don't know if it was from text

messaging via phone, data usage on internet usage, or e-mail communications and related attachments. I've spent hours on the phone with customer service, and I never ended up satisfied or any more understanding of their practices. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 2, 2010 8:56:49 AM
John
Texas City, TX

Please help me control my own life instead of constantly being snookered by giving me the tools I need to deal with a company that is only interested in income at any price. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:10:37 PM
Francy
Washington, DC

I have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:18:19 AM
Deborah
Port Townsend, WA

Please grant your customers the opportunity to be in real control of their expenses. Times are tough enough and contracts and websites are confusing at best. A simple alert will help your customers and in turn will help you keep those customers!

Oct 19, 2010 10:51:13 AM
Theresa
Ballwin, MO

This is a simple solution that puts me in control.

Oct 19, 2010 1:02:39 PM
Peter
Mount Holly, NC

Text messages use little to no bandwidth. The cost of sending a message is incosequential. There is no excuse for cell phone companies not to send you a message when you have crossed your limit or even when you have reached 90% of the limits of your plan. Please protect the consumer against these massive corporations. There are so many other factors that limit our ability to switch cell phone providers. We need your help in standing up to them. This is a simple solution that puts me in control. Thank you, Peter Stoffel

Oct 31, 2010 5:41:07 PM
Ben
Prescott, AZ

This is a simple solution that puts me in control. And its easy for the phone companies and would cost them very little to impliment.

Oct 19, 2010 11:30:55 AM
Jack
Cape Girardeau, MO

This is a solution that really should be an intuitive part of the cell phone company operations. It is very impossible to get them to reconsider an exorbitant amount of overuse by teens. It becomes the consumer's problem but it is set up to allow profits from mistakes made by not understanding policies or software. Please intereject some reason into this company.

Oct 28, 2010 10:41:56 AM
Amy
New York, NY

This idea is beautiful in its simplicity and usefulness to anyone with a cell phone. It isn't possible to plan for an emergency need for more minutes - that's why they're called emergencies. A simple courteous warning can save consumers unplanned and unnecessary overage charges. It's the right thing to do; it's the right time to do it.

Oct 28, 2010 3:18:16 PM
Melissa
Los Angeles, CA

I'm already paying too much in my base rate. I don't need any surprises.

Nov 12, 2010 8:03:38 PM
Bonnie
Downers Grove, IL

This is a simple solution that puts me in control. I've experienced family crises when I needed extra phone time suddenly, and have always been told that if I'd only called first, they'd have helped me with a temporary plan. That's not enough. We pay a lot of money--and can't change

companies without exhorbitant "early termination fees"--and deserve to easily find out when we're nearing trouble on our bills. Please do your part to assure that customers get service, not tricked into larger bills.

Oct 29, 2010 11:16:25 AM
Kathryn
Sparks, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars that were unexpected and could easily have been avoided. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Family share plans are great, but they do mean that minute usage can become unpredictable. Please help me take good care of my family, and make wise financial decisions, by making cell phones notify me before my bill spirals out of control unexpectedly.

Oct 28, 2010 12:03:31 PM
J.Jay
Vienna, VA

Several times I have found charges that are incorrect and would have gone unnoticed if I had not been diligent in my reading of the bills. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:08:09 PM
John
Decatur, GA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Somehow the problem was always my fault. You have told me that I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:34:03 PM
Elizabeth
Austin, TX

I have run into situations with double billing, call waiting problems (error on the phone company's part), etc. This would let me know that something odd was going on, before I got the huge bill. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up feeling fully satisfied. It seems that the company said that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an

online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:07:56 AM
Stewart
Lewes, DE

Do we really need other people doing this ? I mean come on people take some responsibility . If the children are using to many minutes, take the phone away. Dose the gonvernment really have to create a bill, spend all that time because parents can't control themselves or their offsprings

Nov 1, 2010 3:09:19 PM
Barbara
Tallahassee, FL

I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:54:14 AM
David
Henderson, NV

This is a simple solution .

Oct 21, 2010 12:48:21 PM
Peg
Rochester, NY

This is a simple solution that puts me in control.

Oct 20, 2010 7:20:40 PM
Joanna
Salt Lake City, UT

With my first cell phone, the company did not issue me the amount of minutes I signed up for. They gave me 1/4 of what I had requested. This meant that 3/4 of my phone calls were "OVERAGE" amounting to many hundreds of dollars. I was irate and customer service was rude telling me that I should have checked the fine print of the mailed contract. I couldn't help but think there was a deliberate scheme hear that was technically legal, but clearly hoping to deceive. Just imagine the amounts of money consumers were losing. I immediately canceled my contract with that service--it was Sprint and never paid, instead I complained to the Better Business Bureau and my state consumer agency. I never heard back from anyone. If cell phone companies were required to notify you when you were close to your limit, they couldn't have gotten away with this basically fraudulent tactic. This is a simple solution that puts consumers back in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:43:04 PM

Joel Scott
Spring Valley, NY

This is a simple solution that puts me in control. I had to give up my cell phone because it was getting too expensive. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 7:03:09 PM
Kathy
Boulder, CO

This is a simple solution that puts me in control. I've known folks who've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. Notification seems fair and decent, especially in these tough economic times, and the long computer menu selection times and waits on phone lines with mortgage companies, utilities and other businesses.

Jan 27, 2011 10:45:34 AM
Frank
Spring Hope, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Plans have difficult language to understand. When using the internet with a usuage limit it is difficult to judge how close you are to the limit and the company won't tell you.

Oct 29, 2010 1:50:01 AM
Diane
Burnsville, MN

I have a family plan which includes teenage grandsons. My daughter also travels on business extensively and I never know when she is going to need the phone for extended onversations. It would be a big source of comfort to know if and when we are approaching our time limits.

Oct 28, 2010 1:04:01 PM
Linda
Cottonwood, ID

This is a simple solution that puts me in control. I'm not as tech savvy as young people and deeply appreciate all the help I can get!

Oct 28, 2010 5:18:27 PM
Nathaniel

Weston, MO

This is a simple way to help consumers control their cell phone bills.

Oct 28, 2010 10:58:57 AM
Jacquelin
Philadelphia, PA

This is a simple solution that puts me in control. If they can do it in Europe, it can be done here. Please endorse this common-sense solution to give consumers more control of their bills ... and keep cell companies from hitting us with big surprises. Thanks for your consideration.

Oct 30, 2010 3:17:06 PM
Mary-Helen
Richmond, VA

Although I don't know that our family has ever had a shocking cell phone bill, I can certainly see the potential--given that so many children and teenagers, not to mention temporarily off-balance adults, use these instruments every day. If European companies can provide this service--alerting customers that they're nearing their limits--I see no reason why American companies can't follow suit. I don't see this as a "nanny" option but rather a reasonable service. Cell phone companies are raking in big bucks, for heaven's sake, and American families are very stressed these days--given the economic doldrums, among other factors outside their control. Having control over personal expenses is essential. Please empower folks to maintain that control. Thanks,

Oct 28, 2010 5:57:25 PM
Debra
Ruther Glen, VA

This is a simple solution that puts me in control.

Oct 19, 2010 12:41:28 PM
Ron
Portland, OR

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, talked with customer service, and I never end up satisfied. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:47:05 PM
Baird
Pine Island, MN

This is a simple solution that puts the consumer in control. My phone company, Consumer Cellular, already does this. All phone companies should.

Oct 28, 2010 12:38:31 PM
Don
Spokane, WA

This is a simple solution that puts me in control. With the technology that is available today, it is irresponsible on the part of the Cell companies not to provide an alert to every user when they are about to exceed any limit of their plan. It would be simple and inexpensive for the companies to implement, and we'd all save a lot of money. And I'm sure that's why the companies don't want to do this. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 7:01:37 PM
Jerry
Jefferson City, MO

I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:16:01 AM
Elizabeth
Wilmot, WI

My son got a bill for hundreds of dollars over his plan. It would have been nice to get the alert as he would have not continued calling his brothers so much for the month. My experience with my cell phone was they never changed my plan and I did not notice it because I had five people on it. We had our own company and it paid for the phones. The cell company was the one who finally caught it but I do not think I was credited the whole amount they over billed me for. My fault there but their fault for the mistake in the very beginning! All they care about is the money and I know they are making money hand over fist with the text messaging. Their costs are tiny but they bill big! I am also getting very angry about the commercials telling parents it is time to get their pre-teen children a cell phone. Why? They do not need one until they are old enough to pay for it themselves. It adds pressure on us as parents.

Oct 19, 2010 4:36:31 PM
Kelly
Niles, MI

NOW IS THE TIME TO MAKE THIS HAPPEN! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:07:48 PM
Roland
Sacramento, CA

Just like the speedometer in our cars that tell us when we're driving too fast or the thermostat guage that let's us know if the engine is running hot, a simple text message alerting us the approach of our allotted minutes of cell phone usage would help us in avoiding extraordinary financial bills. Please carry out your duties in the public interest and pass the proposed rule.

Oct 28, 2010 12:26:51 PM
Jack
Oakdale, PA

This is a simple solution that puts me in control. My grandson ran up a bill of almost 1,000 before received the bill. This was (and still is) a real hardship on our family. The cell phone carrier has refused to lower the bill. Before this happened we received a large bill and asked if there was a way to cut off service or have some other warning and they said there was not. There is on reason they could not do this, they simply didn't want to. Please require them to notify users. Thank you. Jack Swisher

Oct 19, 2010 5:08:49 PM
Edward
Houston, TX

The major cell carriers like Verizon, AT&T, Sprint and T Mobile have customer account data that is routinely accessed by sales reps for each customer that visits a store. Each sales rep must make quota on a variety of metrics and one is upselling customers on their account limits. The customer account screen facilitates the sale by highlighting customer overages. This FCC regulation would cost the FCC very little in staff and facility costs if execution was assigned to the carriers. They need the sales.

Oct 28, 2010 3:27:59 PM
Michael
Washington, DC

I recently switch to Google Voice, and as a result, Verizon->Verizon calls are not being recognized as such, and suddenly I got a $200+ phone bill. This is a simple solution. Either cut off my phone usage at the limit, or at the least send me a message when it's close. Like the banks, the phone companies are practically criminal in the amount they steal from consumers. Yes, it's legal for them to steal, because you (Congress) allow it. Not everything thinks the government and regulation are bad. Frankly, I'd rather have Big Government regulating than Big Telecom making the rules.

Oct 19, 2010 1:13:53 PM
T M

Washington, DC

This iis not too much to ask and is a simple fix that will help families struggling to parse their pennies among the mounting bills we have to manage. Please show some courage and pass this bill.

Oct 28, 2010 3:41:46 PM
Andy
Ridgeland, MS

This is a simple solution that puts me in control. I like this idea, it helps me to manage my spending before it is too late. I do not have a teenager yet, but this will be a good thing before he gets there. (12 years old at the moment)

Oct 20, 2010 7:15:44 AM
Ralph
Larchmont, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars when I could have controlled our usage and avoided going over. I am not satisfied. It seems that the problem was my fault because I didn't know when I would run out of minutes. I'm tired of bill shock, and ready for some real control. Cell phone companies should be required to provide thresholds beyond which customers will be alerted about usage.

Oct 19, 2010 4:39:13 PM
Karen
Shutesbury, MA

This is a simple solution that helps keep billing under control. I do trace most of my usage online, but it would be nice for a standard notice if for some reason the users on my account go over their large bulk limits

Oct 28, 2010 11:50:31 AM
Doug
Cranston, RI

[I am a citizen and voter, and I approve of the following message:] This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:40:26 PM
Dan
O Fallon, IL

This is a simple solution that puts me in control.

Oct 20, 2010 9:05:18 AM
Richard I.
San Antonio, TX

I recently added a teenage grandson to my cell phone service and I need to be wary of excessive or inadvertent use. I was shocked at the first bill and would like notice if excessive usage occurs. This is a simple solution that would help put me in control. Thank you for your consideration .

Dec 12, 2010 1:58:42 PM
Ronald
Katy, TX

This is a simple solution that puts me in control. Stop using a cell phone. If you do not know when you are going over do you have the common sense to actually own a cell phone? Having more regulation to control our lives because we fail to properly be responsible for ourselves is not the answer. Let the nation put on it big boy and big girl underwear and stop acting like babies.

Oct 29, 2010 6:25:12 PM
Karen
Rancho Cordova, CA

This is a simple solution that puts me in control. I've received bills for $50 to hundreds of dollars over the amount I contracted for, just because one of the four people in our family "went over the shared minutes limit." How was I to know? A laborious daily check-in? What a hassle & waste of valuable time. I am very irked with additional "download charges". The bill most every month is $10 to $25 higher with niggley $1.50 to $5 fees for various 1 time/downloads/connections that my family admittedly erroneously hooked onto, but was too late to go back. It seems that the problem occurrs without a "are you sure you want to continue for a fee of $x per minute/download/etc" warning. Many times, the surprising excess bill occurrs simply because I just didn't know when I ran out of minutes--as there are four of us in the family who share one plan of 3,000 minutes. I'm tired of bill shock, and ready for some real control.

Oct 23, 2010 5:11:38 PM
James
Palmetto Bay, FL

This is a simple solution that puts me in control.

Oct 28, 2010 4:40:11 PM
Steven
Pelham, NH

I have used Verizon Wireless for several years, and they claim to have parental controls over their voice and text usage. Unfortunately they refuse to let me control the number of texts my teenage daughter receives...I can control the number of phone calls, but not the number of texts. In this age of cyber-bullying and sexting, as a parent I want to cap or limit her texts, but not the other members on my plan. The option Verizon provide is to get her own cell phone plan at a an additional 69.99 per month....this is outrageous. Over the past several years I have watch Verizon increase the cost of their base plans and try to bump me up to a hire plan on renewal. Right now, we pay for a 1400 minute per month plan, but use less than 700 minutes per month. Unfortunately Verizon does not sell a plan that include text and voice for a family at 700 minutes per month...they did once, but don't any longer. I am sick and tired of how Verizon and ATT fee and tax us to death cell phone fees and restricted programs. The BabyBells have returned with a vengeance. Please stop this and force the cell phone companies to provide more information and control to parents of children with cell phones. This is no longer a luxury item, i want to drop my land line. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:01:36 PM
Samuel
Fort Walton Beach, FL

My suggestion is to notch up to the next higher monthly plan if you exceed minutes - never charge for mionuted more than a monthly plan! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:16:43 PM
Lawrence
Plainview, NY

This is a simple solution that ensures that I'm in control.

Oct 30, 2010 10:34:58 PM
Carolyn
Potomac Falls, VA

This is a simple solution that puts me in control.

Oct 28, 2010 6:42:37 PM
Alma
Oak Island, NC

This is a simple solution that puts me in control. This information is available. My cell provider has no problem texting me with my bill, so why not give me information I can use. The biggest outrage to me is receiving and being charged for a text message when I don't want texting, never "opted in" and have no recourse to "opt-out". The wireless providers ARE NOT operating on a customer focused business model. How is it that they have all the control and not the customers? If you don't protect us, who will? I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:52:39 PM
David
Montebello, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:07:39 AM
Joseph
Atlanta, GA

This is a simple solution that puts me in control. The principles of fair disclosure so that individuals can exercise choice are at the heart of this. Hep me avoid the got-cha practiced by the telecommunication firms.

Oct 19, 2010 10:16:03 AM
David
Maryland Heights, MO

This is a simple solution that puts me in control. It seems that the problem was always my fault. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Actually I have not had a problem because I do not use my cell phone that much. My limits are plenty high enough - probably too high so that I pay for more service than I get. however, I do know people who either pay for very high limits or get extra charges for going over their limits and thus pay extra. Requiring the phone companies to notify customers when they are close to their limit would be very helpful to them and maybe some time to me.

Oct 28, 2010 5:05:10 PM
Gary
Eugene, OR

I have gotten cell phone bills that have "startled" me in the amount of it. When I checked on the bill, I was told there were services used by myself or a member of my family. I have the "family" plan on my billing. I would like a notice to be sent to me when I reach the limits of my plan and the "gross" billing will starting to occur. It is interesting how different the per minute, or per anything jumps in cost from the "plan" portion to the "exceeded the plan" portion. It has been more than double the cost. The notification would work in both ways. I could decrease my usage or better yet for the companies, increase the plan. Please pass this measure or rule.

Oct 19, 2010 9:51:03 AM
Gerald
Bedford, TX

Just treat people fairly.

Oct 19, 2010 10:13:45 AM
Stephen
Wakefield, MA

This is a simple solution that puts me in control.

Oct 19, 2010 4:36:52 PM
Mike
Tulsa, OK

Allowing these companies to continue these practices is shameful.

Oct 29, 2010 6:43:44 PM
Richard
Lafayette, CA

This is a simple solution that puts me in control.

Oct 19, 2010 11:46:28 AM
William D
College Station, TX

This is a simple solution that puts me in control. I am ready for some real control.

Oct 28, 2010 6:47:38 PM
Zina
Amherst, MA

I'm tired of being the victim of "gotcha" billing.

Oct 19, 2010 6:50:57 PM
Charles
McLean, VA

This is a simple solution that puts me in control. I've gotten bills for many dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 7:43:50 AM

Gail
Louisburg, NC

This is a simple solution that puts me in control.

Oct 19, 2010 10:36:23 AM
Claire
Richfield, MN

This is a simple solution that puts the cell phone user in control. While I've been lucky enough not to have gotten bills for hundreds of dollars, or had to spend hours on the phone with customer service, I know this has happened to many other customers. The companies try to blame it on their own customers saying they didn't understand the plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. But most of all, the customers just didn't know when they ran out of minutes. I would be very upset if this had happened to me. I know it has happened to my son and daughter-in-law. We are tired of bill shock, and ready for some real control. Of course the companies make more money without controls, but they are cheating their customers. They are cheating the people you, the FCC, are supposed to protect. Please, do your job and help us, the citizens of this country. We would appreciate your helping us to have reasonable bills we can afford to pay. Thank you !

Oct 30, 2010 11:12:43 PM
Bruce
Woodside, CA

This has been a scam for a long time, usually conning the least able among us to go way over their limit without their being aware. It's time the government protected us from this predatory practice

Oct 29, 2010 12:56:29 AM
Anne
Cambridge, MA

This is a simple solution that puts me in control - and is a very important protection for all cell phone users. It's time to end bill shock with simple advance notification information. Thank you for standing up for consumers.

Oct 20, 2010 11:47:40 AM
Terri
Willard, NC

The ability to have a telephone accessible at all times has created the situation for people to talk without barrier, and ergo, to easily go over their allotted package minutes. Given the high prices consumers pay for what is largely an 'intangible' good, the least that cellular providers could do is to give customers a 'warning' that they are close to maximizing their allotted time for a given

period. How about step up and do something that's really easy, and could make a big difference to America's already financially strained households?

Oct 28, 2010 4:01:22 PM
Joanne
Bellefonte, PA

This is a simple solution that puts me in control. It seems that the problem with higher than expected cell phone bills was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please change the cell phone regulations to require providers to email/text us when we are nearing our monthly limits - be it minutes, number of text messages, etc.

Dec 27, 2010 6:04:33 PM
Greg
Franklin, TN

Show the American people you're supposed to protect and represent that you don't work for big business. Help consumers by limiting the ways these carriers legally pick our pockets.

Oct 28, 2010 3:46:32 PM
James
Elk River, MN

This is a simple solution that puts me in control. I I'm tired of bill shock, and ready for some real control. Thank you.

Nov 3, 2010 2:02:33 PM
Sherri
Camarillo, CA

This is a simple solution that puts me in control. I am tired of bill shock, and ready for some real control.

Oct 28, 2010 3:37:58 PM
Philip
Fresno, CA

Why is it that I get billed for text messages that I receive from anonymous sources - span? That is like me mailing you a bag of dirth and you having to pay the postage.

Oct 19, 2010 12:30:18 PM
Mary
South Bend, IN

This is a simple solution that puts me in control. It is just good common sense. We customers have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and we never end up satisfied. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. We are tired of bill shock, and ready for some real control. The folks with the technology to count our minutes need to share that information with those of us who need to know!

Oct 20, 2010 12:32:53 PM
Tony
Cedar Park, TX

I am always reluctant to change anything on my cell plan because I'm afraid of what might show up on my bill and then I'll have to spend hours trying to undo it. These people can really set you back. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:38:03 PM
Cheryl
Sammamish, WA

This is a simple solution that puts the consumer in control. I have a close friend that received a huge bill recently because she was unaware she had gone over her minute limit. She can't afford this. Please help her and others by notifying them when they are close to running out of minutes. Thank you.

Oct 19, 2010 2:35:05 PM
Richard
El Paso, TX

This is a simple solution that puts me in control. I do not use my cell phone overseas when I travel because my cell carrier does not present the cost of using my cell overseas in an understandable manner. Since I cannot predict itr and they will not send me notice, it is safer for me to rent a cell phone, especially since all of my calls would be to the local area.

Oct 28, 2010 5:41:52 PM
Robert
Albuquerque, NM

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:33:50 AM
Lauren
Columbia, MD

This needs some type of control. Companies should be transparent when it comes to billing customers. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:39:24 AM
Peter
Ithaca, NY

Cell phone companies a re like banks. They are not transparent and consumers are getting ripped off left right and center in the USA. In Europe, Switzerland for example, cellphones are substantially cheaper that in the USA and service more transparent. COnsumers need protection.

Oct 20, 2010 9:15:30 PM
Howard
Irving, TX

This is a simple solution that puts me in control. I am sick of oligopolies and monopolies that control the US citizen. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. This was with both T-Mobile and with Verizon. It seems that the problem was always my fault. I've been told I didn't understand my plan limits and overage costs with these service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:26:19 PM
Alden
Lakeland, FL

This is a simple answer to a problem which can cause cell phone users, like myself, unexpected costs that cannot be planned for under the current system. Please act on this

Oct 22, 2010 9:28:35 AM
Gregg
Washington, DC

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. A matter of integrity...

Oct 19, 2010 9:42:30 AM
Linda
Madison, NH

This is a simple solution that puts me in control.

Oct 19, 2010 10:05:58 AM
Sharon
Saint Louis, MO

When traveling to London recently, I signed up for the international plan to reduce my roaming charges. What I didn't know is that texting wasn't included. (I have unlimited texting in my regular plan.) I had a bill for a couple hundred dollars from the texting. Had I understood, my thumbs would have been less active. That's a lot of money for five days!

Oct 28, 2010 4:46:29 PM
Ciaran
New York, NY

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:29:06 PM
Chyril
Modesto, CA

My grandchildren have gone over the limit by accident and cost my children over a hundred dollars. Please reauire a notice.

Oct 28, 2010 12:54:30 PM
Louisa
New York, NY

This is a simple solution that puts me in control. It is a simple programming change for the cell phone companies to do this automatically, for everyone. For me to know my usage, I have to remember to be concerned, and then to go make a special call to get my report. I have to repeat that procedure until the month flips over to a new one. If I forget to check and have extra charges, I feel snookered into the situation. I feel that the cell phone company is more interested in getting money from me, and they are willing to be sneaky about it, than they are interested in providing good, useful service to their customers. I'm tired of bill shock, and ready for some real control.

Oct 22, 2010 8:48:25 AM
R
Massillon, OH

This is a simple solution that puts me in control.

Oct 28, 2010 12:35:27 PM

Aaron
Washington, DC

This is a simple solution that puts me in control. I've gotten bills for much more than I expected, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits or didn't understand the charges associated with messaging. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:26:38 AM
Douglas
Dayton, MN

This is a simple solution that puts me in control. I've gotten bills for charges that I was unaware. It seems that the problem was always my fault. I've been told I didn't understand my plan limits or didn't understand the charges associated with a download or an online service. I'm tired of bill shock, and ready for some real control. Please help in getting some better control over what the cell phone companies can charge. Thank You,

Oct 30, 2010 2:16:32 PM
Juan
Chula Vista, CA

I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 6:21:34 PM
Lawrence
Margate, FL

This is a simple solution that puts me in control. It is as simple as the bill already already passed requiring banks to have custumers 'opt in' to have their ATM accounts automaticly approved advances on accounts withinsufficien balances to clear that specific request.

Oct 28, 2010 10:17:27 PM
Gail
Moneta, VA

This is a simple solution that puts me in control. I personally don't have a problem with my units because I keep close watch on them however my children and their families do. I would like to see a text message when I am getting close to using all my units or data. This is especially a problem with a family plan -- the parent should be notified asap. I have had data charges on my bill due to accidently hitting the button too long and it dialed the web. I was successful in talking with verizon who credited me the amount and suggested I put a block on my phone. Verizon seems to be having this problem with a lot of users so those that can put blocks on their phones, but for those that can't they could be overcharged. Make it a law that cell phone companies notify the owner when getting close to using up their time. Thank you.

Oct 19, 2010 12:51:10 PM
Thomas
Durham, NC

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:25:44 PM
Sheri
Vancouver, WA

This is a simple solution that puts me in control.I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 12:45:55 PM
Brandon
Winston Salem, NC

We live in a busy world, and we don't have time to monitor our possible phone bills every day of our lives. Phone companies know this and the game they are playing is predatory. They wait for the day when we were traveling or shopping and had 1 bazillion things to do and happened to go out of some invisible coverage area. Then they pounce and charge as much money as they can in a short period of time. Do you have the mind of a full time accountant? Most people don't.

Oct 28, 2010 4:33:55 PM
Sandra
Seattle, WA

Recently, my step daughter discovered texting. She ran the bill up to $700.00, or about 1/100th of our yearly budget. Verizon wouldn't budge, and I ended up paying the whole thing. If only we had a system in place in the U.S. like they have in Europe, where consumers get a warning when they are about to reach usage limits. Why do they get all the consumer protection over there, and we don't? The cell phone companies don't want us to know when we're about to get hit with those bills. They like the profits. But it is an unfair burden on an average family, The system as it stands today strikes me as predatory. Please change it.

Oct 19, 2010 10:01:29 AM
Rob

Orlando, FL

850 dollars isn't a phone bill, Its a mortgage payment! This is a simple solution that puts me in control. . I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 2:49:19 PM
Frank
Lafayette, NJ

This is a simple solution that puts me in control.

Oct 19, 2010 10:12:13 AM
Anita
Bozeman, MT

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. How about making the phone companies give some REAL customer service!!! I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:53:05 PM
Carol
Montpelier, VT

The cell phone industry has learned from the banks that the American public tolerates intolerable behavior. We tax the income that people need to pay for the basic requirements of life, but hardly tax the millions of dollars of disposable income of the wealthy. We allow banks to encourage people to spend more than they have by letting debit cards charge more than is the account then charge a $35 dollar fine immediately with an additional $25 fine every 5 days until the error has been recognized and corrected. Worst of all, the wealthy bank customer can talk their way out of the fine by threatening to take their business elsewhere. The poor person who has less money will be pummeled by fines with the bank acting like a common thug. This is despicable behavior that some want to call free enterprise. Well why should the cell phone companies behave any differently? They are using exactly the same tactic- levy a ridiculous fine once the person has been caught. Who are the people on the board of directors of these companies? Is that the way they teach their children to behave? Like bullies and thugs? Or are these family values? It is ok to beat up anyone outside of your own family? at least as long as they are too weak to defend themselves. We need to reign in the usurers, thugs and bullies of the world of commerce and finance. Tight restraints over industries that show no conscience is the only way to protect those who cannot adequately protect themselves- which in reality is all of us. This behavior of banks and now the cell phone companies would not be acceptable from children at school or from our neighbors. There is no reason for us to accept it from the wealthy and corporations. The charge for excess minutes has no justification other than to trap the unwary. In a complex society such as we have, if we continue on this course of encouraging abusive behavior by corporations we are heading toward a life spent on reading contracts for the

land-mines. We have far too many contracts that we must sign to possibly protect ourselves from singing our life away and still get out for a cup of coffee. .

Oct 19, 2010 12:21:35 PM
Sandra
Richmond, MA

This is a simple solution that puts me in control. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. It is a matter of simple business ethics similar to what was needed in some of the credit card scams that have been going on.

Oct 30, 2010 10:23:21 PM
Nydia
Guaynabo, PR

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:49:15 PM
Silvano
Katy, TX

This is a simple solution that puts me in control and is simple common sense. Make companies responsible for communicating charges before they accrue and surprise consumers with them. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:29:26 PM
Antonio L
Swansea, MA

This is a simple solution that puts me in control.My cell phone bill always has a data charge on it even though I NEVER use it. There is a button to close to others that may make it easy to accidentally hit it and then there is an automatic charge for $1.99. These can easily add up and there is no way to disable that key. No matter how often I speak to the company, it's always supposedly my fault!! My family and I get tired of being blamed for this constantly when the company can easily provide a solution. It's plain and simple greed and profit that it demonstrates. The carrier doesn't make a difference. All of them do the same. Please put an end to these behaviors. Thank you,

Oct 23, 2010 12:39:46 PM
Raymond
Westford, MA

This is a simple solution that puts me in control.

Oct 31, 2010 3:55:24 PM
Karen
Poughkeepsie, NY

This is a simple solution that puts me and other cell phone users in control. Please get a system that would advise the cell phone user a warning that they are approaching their monthy user limit and over usage would inccur extra charges. This would avoid bill shock and make the consumer less likely to want to change carriers. Bill shock of any kind is not a happy feeling, especiallly with today's economy. Thank you, Ms. K . E. Venzen

Oct 28, 2010 6:57:39 PM
Hans
Colorado Springs, CO

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:58:40 AM
Bruce
Ashburn, VA

This is a simple solution that puts me in control. I have not had the problem, but I see the potential for very expensive over runs on bills.

Nov 2, 2010 4:45:10 PM
Tommy
Thomasville, GA

The phone company knows me on a first name basis I've been on the phone with them so much! Not many of their employees could give me straight talk on how my bill is calculated.

Oct 31, 2010 2:16:54 PM
Vladimir
Ridgewood, NJ

This is a simple commonsense solution that puts me in control, and, as I'm the one who pays, getting warned about starting to use extra minutes that are way too expensive, doesn't seem as anything unreasonable. Cell phone companies should have done this on their own, and their resistance to the measure tells a lot about what they are.

Oct 28, 2010 7:16:28 PM

George
Port Chester, NY

This is a simple solution that puts me in control. A REMINDER FROM MY PROVIDER, Via phone call, e-mail or text message. I've gotten many bills exceeding my minutes limits, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 6:33:37 AM
Steven
Coventry, RI

This is a simple solution that puts me in control. Especially when you have a family plan and anywhere from 2 to 5 phones can be sharing your amount of included minutes before the astronomical rate per minute kicks in. So we all know why they DON'T want you to know! I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:18:06 PM
Harry
Bigfork, MT

Today, I got a $190 unpleasant surprise - my monthly phone bill. And by the way, that's $190 more than the "normal" monthly bill for 700 minute of usage. The culprit, of course, is a child who is on our family plan. But with it's elaborate call tracking and billing system, Verizon could have easily sent an e-mail when the account was at, say, 650 minutes. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 8:24:30 AM
Harry
Andover, MA

Consumers should have a right to be warned when their bills will be higher than the agreed upon monthly fee.

Oct 28, 2010 4:24:24 PM
Bill & Marilyn
West Tremont, ME

This is a simple solution that puts us in control. We've known of many people who've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and yet they never end up satisfied. It seems that the problem was always their fault. They've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. We can understand how tired they are of bill shock, and they are ready for, and deserve, some real control.

Oct 28, 2010 9:25:54 PM
Christopher
Wharton, NJ

This is a simple solution that puts me in control. There is no reason why consumers in the USA should not have some common sense controls in place against this abuse. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:59:19 AM
Scott
Pensacola Beach, FL

This is a simple solution that puts me in control.

Oct 19, 2010 2:03:48 PM
John
Daphne, AL

This is a simple solution that puts me in control. I want to be notified that I am nearing my limits so that I do not have to spend hours on the phone with customer service, and not be satisfied with the resolution. Cell phone companies are very nice to you while trying to get your business and a two year commitment, but they are not so nice when you are on the hook. Because of this, we need regulations such as this to help consumers avoid huge, unexpected bills. By the time a bill is received, the problem may have already affected the following bill, and it is not fair for the companies to have so much control. Please make the cell phone companies notify their customers before limits are reached and give them the option of having service denied when the limit is reached. This is similar to the regulations recently enacted to limit bank charges for overdrafts on debit cards.

Oct 28, 2010 3:55:59 PM
Jonathan
Fort Wayne, IN

This is a simple solution that helps everyone. Please enact a law requiring notification about nearing usage limits. Thanks for your help!

Oct 19, 2010 9:54:44 PM
Rosanna

Bemidji, MN

This is a simple solution to a problem faced by many. And, while we can check on how many minutes we have used at any time, it would be easier for the cell phone companies to just build it into their setup of our account so we would know when our limit is near.

Oct 19, 2010 9:57:27 AM
Stanley
Brownwood, TX

This is a simple solution that puts me in control. I have received statements for hundreds of dollars and spent hours on the phone with customer service, primarily due to the cell phone companies deceptive advertising which caused usage beyond our plan's limits. They make it was always sound like my fault. I was told I didn't understand the advertising. If there were controls (warnings) that we were about to go over our plan's limit, we would have not incurred such outlandish charges. I'm tired of bill shock, please help the consumer. Thank you for your attention to this matter.

Oct 31, 2010 10:50:32 AM
John
Vista, CA

What a friendly and humane solution: Be nice to customers, not blindside them! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 3:37:54 PM
Liz
Dallas, TX

Why didn't our companies do this on their own? This is a simple solution that puts me in control. I've gotten large bills and spent hours on the phone with customer service,without ending up really satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.I didn't really know how to find out. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 9:52:45 AM
Adrian
New York, NY

This is a simple solution that puts me in control. I've gotten bills for THOUSANDS of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. MY BILL FOR JULY WAS $4000 BECAUSE MY 17 YEAR OLD DAUGHTER WAS IN ISRAEL AND DID NOT KNOW THAT SHE HAD TO PAY FOR INTERNET AND BBM! This was unbelievable.

Oct 28, 2010 4:22:36 PM
Andreas
Lakeside, CA

This is a simple solution that puts me in control. I've gotten bills that were way to high, for hundred and something dollars and I never end up satisfied. It seems that the problem was my fault as I didn't checked my minutes. I've been told I didn't understand the charges associated with a download or an online service...sometimes I receive messages for instance that I have no clue why they come to me with "services" I haven't ask for and no real way to instantly act on, to my knowledge, so 'they' can be stopped in the get go. The simple solution I suggest is that I receive an automated message from you telling me when I'm about to run out of my plan limits and - a way to eliminate such kind of messages that only charge up the bill. I'm tired of bill shock, and ready for some real control. I greatly appreciate your efforts in the past and would absolutely be thrilled if the mentioned issue above could be fixed in a timely manner ASAP. Thank you in advance.

Oct 28, 2010 10:05:58 PM
Norris
Clinton, MD

This is a simple solution that puts me in control. . I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:53:04 PM
Susan
Tucson, AZ

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:05:29 PM
Othann
Schertz, TX

This is a simple solution that puts me in control. In this day of advanced technology this would be a very easy thing for the phone companies to institute, unfortunately, greed gets in the way of good customer service.

Oct 19, 2010 12:12:34 PM
Barbara
Snellville, GA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:03:49 PM
Garry
Cottondale, AL

This is a simple solution that puts me in control. This solution is a "no brainer!" I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've been told - it's MY fault! MAYBE that's so, but if I was told when I was about to run out of minutes, I would have avoided it! I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:13:05 PM
Peter A.
Culver City, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars which could have been avoided, had I been informed of my account status during my billing cycle. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. But in reality, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.Please take this step towards improving consumer protections for all Americans. Thank You.

Oct 20, 2010 6:39:50 AM
Annamarie
Montgomery, NY

I prefer to know when we are near our limit on time for calling so we can make adjustments and avoid overcharges.

Oct 28, 2010 2:32:21 PM
Kathryn
Cambridge, MA

This is a simple solution that puts me in control.Thank you.

Oct 24, 2010 5:58:37 PM
Charles
Wake Forest, NC

This is a simple solution that puts me in control.

Oct 19, 2010 8:23:00 PM
Ian
Carmel, IN

While I have never encountered this situation, this seems like a common courtesy to customers. I have been in other countries and seen things like this work, so it is technically possible. While it may not be enough to trap a real-time situation, it should be generally helpful.

Oct 28, 2010 7:54:44 PM
Nancy
Sequim, WA

This is a simple solution that puts me in control.

Nov 23, 2010 3:23:18 PM
Patsy
Abilene, TX

This is a simple solution that puts me in control. I got hit when my father was terminally ill and dying. No one bothered to let me know I could change plans and make the plan retroactive, so that the excessive minutes would have been covered. A warning would have been much appreciated. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 6:34:37 PM
Carol
Seattle, WA

I need to know when I'm about to run out of minutes. With today's technology, it's easy to automate a feature like this. Only the phone companies won't want to, because they like it when consumers overspend.

Oct 28, 2010 8:38:46 PM
Alicia
Lebanon, CT

This is a simple solution that puts me in control.

Oct 29, 2010 11:00:56 PM
Bryan

Clinton, UT

Even though this is a form letter created by Consumer's Union, the following is true of my personal experiences. So please make the cell phone companies to be fair to consumers: This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:07:46 PM
Mary
Naples, FL

Why are the phone companies allowed to get away with gouging us with all sorts of exorbitant fees when we go over our alloted minutes on voice, data or text service?? That's just not right. Thank you for considering my request!

Oct 28, 2010 2:41:50 PM
Lisa
Parker, CO

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've even received these notifications from Verizon, but it's usually been a mistake and I hadn't really used those minutes or data and I still have to spend a ton of time trying to clear it up. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:54:55 AM
George
Chesterfield, VA

This is a simple solution that puts me in control. I know many others have received shocking cell phone bills. I have not. However, I think this bill makes sense. If I should approach my limits, I'd like to know.

Oct 19, 2010 4:14:39 PM
Lorin
Prairie du Sac, WI

This is a simple solution that puts me in control. We recently added our grandson to our plan, and we need a way to be sure we know what he's doing, and have a way to warn him when he's

close to his limits. We don't want any surprises on his phone. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:55:19 PM
Lucy
Seattle, WA

This is a simple fix. Customer service is not helpful and takes too long to get to talk to a person. If people can tweet every detail of their lives, cell phone companies can certainly inform customers of over plan usage.

Oct 20, 2010 7:37:09 AM
Toni
Windsor, WI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem is always my fault. Most of all, I just didn't know when I ran out of minutes. My current carrier is suppose to alert me but always fails. They agree I have enrolled in their program and am to be alerted but never give an answer why I am not. They can't even show record of them contacting/alerting me of getting close to my limit. With all that I still end up paying out the butt for their error. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:54:07 PM
Barry
Branchville, NJ

It would only be fair if cell phone companies notified us before we went over the contract limits This is such a simple solution that puts me in control. why should we get bills for hundreds of dollars This could easily be prevented But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:32:58 PM
John
San Francisco, CA

This is a simple solution that puts me in control.

Oct 19, 2010 1:29:20 PM
Robert
Denver, CO

I am on a family plan that includes my 82 yr old mother, who is slightly senile. Imagine our surprise when our family bill, usually $115, came in at $345, when mother all of a sudden decided to use her cell phone extensively. There was no recourse after the fact, and Sprint of course has no reason to notify us when they are about to hit a bonanza. Cell phone companies

should absolutely notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. Thank you.

Oct 28, 2010 3:24:53 PM
Diane
Corona, CA

This is a simple solution that puts me in control. And one that would build a positive customer relationship program for your company. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. This hurts both me and your company---and can be easily fixes by having limit notification. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 31, 2010 10:57:15 PM
Michael
Griswold, CT

This is a simple solution that puts me in control.I

Oct 19, 2010 7:37:29 PM
Robert
Sunny Isles Beach, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 12:44:36 PM
Sandra
Oxnard, CA

This is a simple solution that puts the user in a possition to make a decision. No hidden gotcha bills for the user. People have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they never get resolutions. Too many variables that are not explained. You try to put the blame on the user. Saying they should have understand their plan limits, or should have better parental controls that could have led to excessive charges associated with a download or an online service. All charges should be explained in advance as well as a notice when one is about to exceed thier plan time limits. .

Nov 1, 2010 11:28:46 PM
Jan
Trinidad, CA

This is a practical solution to huge, unnecessary phone bills, especially if children are using a parent's cell phone or in once case I know, where a teenage boy loaned his phone to a girl who ran up a huge bill on it. Please help Americans be able to monitor their phone usage by this simple solution of notifying them when the limits are being reached. Thank you! Jan West

Oct 19, 2010 11:42:29 AM
Kathleen
Stafford, VA

This is a simple solution that puts consumers in control. People get bills for hundreds of dollars, spend hours on the phone with customer service, and never end up satisfied. We're told the problem is always our fault. We've been told we didn't understand our plan limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most of all, we just didn't know when we ran out of minutes. We are tired of contracts that contain so much fine print it takes a lawyer to figure it out. We are tired of bill shock, and ready for some real control.

Oct 19, 2010 3:20:06 PM
Marie
Saint Louis, MO

Cell phone companies need to inform consumers when they go over the limits on usage. People are getting bills for hundreds of dollars and are not aware of this situation; There should be proper information on monies charged for phone, text, or data usage, without suprising consumers. Please make some laws to stop this nonsense. Thank-you for your time.

Oct 22, 2010 9:10:57 AM
Elizabeth
Flint, MI

This is a simple solution that puts me in control. It's a great idea that should be a no-brainer ! I pay for the service that I want, and to be overrun by a child and their texting habits is ridiculous.Pay as you go phone companies cut you off when you hit your limit, why can't they all? This is how these companies take advantage of us, and I am feeling angry about it. Please look into this matter, and take action. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:16:50 AM
Jim
Kirkland, WA

This is a simple solution that informs the customer, does away with a nasty surprise, and provides the customer an opportunity to respond.

Oct 28, 2010 6:25:55 PM
Pam
Urbandale, IA

This is one reason I use a prepaid cell phone!

Oct 28, 2010 3:37:19 PM
Janet
Chicago, IL

This is a simple solution that puts me in control. It seems that problems are always my fault. Transparency would make it easier on the consumer. It's our responsiblity to abide by the rules, but make the rules clear. I addition, by notifying a consumer before limits are broken, the well-meaning consumer has one more chance to reassert control over their lives.

Oct 19, 2010 11:58:50 AM
Diane
Versailles, KY

IThis is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 5:04:45 PM
James
Lowell, MI

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:17:26 AM
Ronald
Tallahassee, FL

Absolutely this needs to be done. My son has sent texts with pictures when he was over his text limit and AT&T charged $25 for one text. This happened several times. My bill was over $250 twon months in a row. Thats just criminal. And something needs to be done NOW!! Start watching out for the consumer. We are tired of getting worked over by these large companies with no recourse for action. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 9:49:27 PM
Toma
Hot Springs, AR

Cell phone companies have no rules - customers don't generally know the difference between 2 gb or 2 mb of data. And you won't know to change your applications or usage without feedback. They can send me messages when i owe them $$. Seems like they could send me a message if I was on track to exceed my plan limits. There is no standardization of plans - so you can't compare. They make millions by confusing consumers and having systems siloed.

Oct 20, 2010 11:03:11 AM
Ann L.
Arlington, MA

This is a simple solution that puts me in control. And we know It's already working in Europe.

Oct 31, 2010 1:59:13 PM
Stephen
Kensington, CA

This is a simple solution that is a perfectly fair and reasonable consumer protection measure.

Nov 6, 2010 8:20:40 PM
James
Denton, TX

This is a simple solution that puts me in control. ALL CELL PHONES SHOULD HAVE A MANDATORY ON LINE REAL TIME "RUNNING DURATION" showing BOTH BILLABLE MINUTES AND DOLLARS DUE OF THE CURRENT CALL OR APPLICATION BEING USED FOLLOWED BY A "TOTAL TIME AND DOLLARS OF THIS USAGE" popping up after the call followed by a "Cumulative Bill since LAST Payment" to help folks plan their time and expense control. We would love to ditch land lines, and use wireless only..but will never use anything but the cheapest 90 day $15.00 plan emergency throw away cells until and unless we can be GUARANTEED we have constant feedback at and after EVERY CALL that will help us control our expenses. It is YOUR JOB TO mandate the technology..they can do it, AND SO MUST YOU.

Oct 19, 2010 5:54:39 PM
James
Conway, AR

This is a simple solution that puts me in contro I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:28:57 PM

Fredric P
Eugene, OR

Some time back I was paying for five cell phones on the family plan and because three of the phones were held by family members away from home at the time I could not easily keep up on the usage. I got a real surprise when one of the kids started connecting with a girl friend in another state and ran up a horrendous bill which really set the family budget back for months. This happened because of lack of knowledge of the billing process on the part of my child and could have been easily remedied with a simple reminder on the part of the cell phone company. This is a simple solution that puts me in control and could raise the very negative image of the phone companies as well. I realize that this flies in the face of what the phone companies would want as it eats into their profits but it is the right thing to do.

Oct 28, 2010 2:27:21 PM
Theodore
Rochester, NY

This is a simple solution that puts me in control. Although my experiences were not as bad as the ones detailed below, I too have had bad experiences and a warning system makes sense! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 11:23:04 PM
Debra
San Francisco, CA

This is a simple solution that puts me in control. With a family plan, it is hard to know what others have been using. It would also be nice to be alerted to international phone numbers before a large bill is run up. Canadian numbers look no different from US numbers but are not included in our texting plan. A warning that a number is not free would also be nice.

Nov 5, 2010 3:46:13 PM
Dave
Arlington Heights, IL

This is a simple solution that puts me in control. I have data limits on my family's phones, and I need to know when we approach or reach them. If we go over it is very costly. My cell phone provider's solution is for me to monitor it. They should be able to tell me when I'm approaching the limits. I shouldn't find out when I receive the bill with the charge for the overage. Thanks, Dave

Oct 19, 2010 10:33:00 AM
Edward

Jonesboro, GA

This is a simple solution that puts me in control.

Oct 20, 2010 12:26:12 PM
Glen
Starkville, MS

This seems to be a simple solution to a common problem.Thank you.

Oct 20, 2010 10:56:57 AM
Janet
Marietta, GA

This is a simple solution that puts me in control. It is not reasonable to expect consumers to continually check their usage when there are numerous users on a cell phone account. It is easy enough for the phone company to text or call me if I owe them money. Surely they can do the same when I am approacing my limit.

Oct 19, 2010 6:31:59 PM
John
Tallahassee, FL

These companies have got to be reeled in. Please help.

Oct 19, 2010 10:09:38 AM
Jonathon
Asheville, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:00:01 AM
K
Burkesville, KY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that they say the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:37:37 PM
Sharon

Brooklyn, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:01:20 AM
Kirk
Kennewick, WA

It just makes sense.

Oct 19, 2010 9:46:57 AM
Malcolm
Fayetteville, AR

This is a simple solution that puts the consumer in control. Friends of mine have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and not received satisfaction. This is a simple case of consumer exploitation, with the cell phone service providers basically setting a trap for trusting consumers. I am tired of this, and am prepared to vote and lobby my opinion. Please do the right thing and give us some reasonable control.

Oct 28, 2010 6:25:24 PM
Douglas
Cedar Rapids, IA

This is a simple solution that puts me in control. They are using the public air-waves to make a very large profit with. The public should be given a warning when we are getting near plan limits and will hit per unit of time and unit of data transfer rates.

Oct 19, 2010 11:43:01 AM
Herbert
Austin, TX

I think the growth of the cell phone industry has been exceeded by the cell phone companies hunger to amass fortunes. They are taking advantage of their customers and blaming the "over-limit" problems entirely on their customers. It is time for the "over-limit" problem to be solved and it is a simple solution. A requirement for the cell phone companies to notify their customers before their limits have been exceeded would do the trick. Please review this situation thoroughly and make the changes that will eliminate the conflict that the "over limit" problems have caused.

Oct 28, 2010 12:52:03 PM
Leslie
Santa Barbara, CA

This is a simple solution that puts cell phone users in control. Many have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and have never ended up satisfied. It seems that the problem was always the phone owner's fault. People have been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. It's time to end bill shock...people are ready for some real control.

Oct 28, 2010 3:32:13 PM
Mary
Tucson, AZ

At 40 cents a minute (e.g., Credo), you will eventually have a call that breaks your monthly budget. People can't just absorb this without giving up something else important. They need a chance to avoid it. Actually, the number of minutes left should appear as an app on the phone--what's wrong with that idea?

Oct 19, 2010 1:06:44 PM
Q Ford
St George, UT

Please listen to the consumers and instruct cell phone companies to alert me prior to going over.

Oct 19, 2010 10:51:13 AM
Neil C
Oklahoma City, OK

This is a simple solution that puts me informed. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, increased my hours and I never end up satisfied. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 1, 2010 10:09:25 AM
Dave
Seattle, WA

I am demanding regulation that requires my cell phone service provider to notify me if my cell phone bill will exceed it's normal monthly charges. Please help, FCC. Thank you.

Oct 24, 2010 8:36:10 AM
Denny
Orange, TX

This is a simple solution that puts me in control.Thank you.

Oct 19, 2010 10:13:50 AM
L. Lee
McLean, VA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and spent hours on the phone with customer service. It seems that the problem was always our fault. We just didn't know when we ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 3:41:29 PM
Diane
Saint Louis, MO

This is a simple solution that puts the customer in control. A friend's son went off to college. My friend got a bill for several hundred dollars. A simple alert to her when her son first started to cause the bill's skyrocketing could have alerted her that they were going over their minutes. She could have contacted the son, laid down rules for use BEFORE the bill became astronomical and saved everyone a lot of sticker shock and anxiety. The problem, of course, was my friend's fault ... according to the phone company. She was told she didn't understand the plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. All of this could have been avoided, though, with a simple notification from the phone company when her minutes got close to the free limit for the month. Phone bills shouldn't be a guessing game about how much will I owe this month! Get rid of bill shock, and give the consumer some real control of their costs.

Oct 19, 2010 10:15:06 AM
Michael
Royal Oak, MI

I am sick of getting incorrect bills and having to spend hours on the phone with customer service just to get my $20 credit after their mistake. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Dec 9, 2010 12:50:43 PM
Glen
Edmonds, WA

This is a simple solution that puts me in control. and is offered in other countries presently. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits and didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:02:39 AM
Gustave
Owings, MD

This simple solution puts me in control of my bills and my money. I've gotten three bills from T-Mobile for hundreds of dollars, and even after hours on the phone I never end up satisfied. According to them -- the problem was always my fault. I didn't understand my plan limits, I didn't understand the charges associated with a download or text messaging service. But most often, I didn't know when I ran out of minutes. I'm tired of bill shock, and ready to take control.

Oct 28, 2010 10:53:19 AM
Vern
Portland, OR

This is a great idea. Inform customers rather than trick and deceive them. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 7:46:17 AM
John
Chambersburg, PA

When I first purchased my new phone I was checking the differenct features and was charged because I just brought up a particular catagory. Not that I used it. I only looked at it. I have two children ages 10 and 12. I do not get them cell phones because of the concern for high bills without knowing it is happening. It wouold be good if any unusual significant increases in my bill causes me to be immediately notified. My credit card company notifies me if they see something unusual or my charges are increasing drastically. Why can't the cell phone company do the same thing. It would be nice if they included that feature now but they don't.

Oct 28, 2010 2:21:28 PM
Ben
Baltimore, MD

This summer my daughter had gotten a scholarship to study in Russia. We wanted to be able to stay in touch and selected a calling plan that we thought would be about a dollar a minute. It actually was 3 times that. The result was a bill that was close to $2000! Not something that my household can afford. There should be some way that we can be alerted that we are going over our "normal" usage and significant charges are occurring. I could've avoided a lot of grief otherwise. Credit card companies red flag for unusual usage. the phone companies should as well.

Oct 28, 2010 9:37:19 PM
Dorothy
San Diego, CA

This is a simple solution that puts me in control. After a vacation cruise to Mexico I received a bill for hundreds of dollars over the usual amount. After spending hours on the phone with customer service, they compromised discounted the bill. However, It should never have gotten that far. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 30, 2010 8:24:51 AM
L.
Cambridge, MD

If they don't want to provide this simple notice, then they are attempting to profit from others mistakes.

Oct 20, 2010 12:46:34 PM
Robert
Pinckney, MI

Sounds like a logical solution to the problem.

Nov 13, 2010 10:16:08 AM
Debra
Champaign, IL

Cell phone customers tend to be very busy people. Cell phones are supposed to simplify our lives, but the bills can get out of controls as family members sharing plans might go over the minutes. Please help your customers manage their time better. Consumer Cellular does this and it is very helpful to my husband. I'm tired of bill shock, and ready for some real control.

Dec 18, 2010 2:37:30 AM
Denise
Chicago, IL

This allows me more control of my cell phone usage.

Oct 19, 2010 11:00:18 AM
Martha
Gig Harbor, WA

This problem further contributes to the ongoing forclosure crisis. They could set up an automatic system to alert us before our cell minutes run out.

Oct 29, 2010 6:38:25 AM
Jim
Fairfax, VA

This is a simple solution that puts me in control. My bill is always for a different amount because I get charged ten cents for every text message over my limit. I find myself thinking, what is this, long distance? I know companies are in business to make money for their shareholders but it sure feels like someone is slipping their hand into my pocket and lifting my wallet!! Since these companies won't voluntarily do the ethical thing, please use your authority to regulate this matter to the benefit of the consumer and not big business!

Oct 28, 2010 5:46:27 PM
Beth
Forest, VA

This is a simple solution that puts me in control. I've gotten bills for double my normal rate and gotten no relief. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:07:50 AM
Nina
Menlo Park, CA

It's easy, especially in families with kids, for use to get out of control. It's equally easy for carriers to notify parents. Not doing so is appallingly inconsiderate.

Oct 19, 2010 6:54:41 PM
Michele
Muncy, PA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 20, 2010 7:56:27 AM
Tina
Wolfforth, TX

This is a simple solution that puts me in control. I have started keeping a record of all my calls/texts because they are not agreeing with my cell phone company. I work all day and do not talk on my phone at work unless it is an emergency. I turn my phone OFF when I get home around 5:00 and use the land-line only, so I very concerned about my phone bills over the last 2 months that were well over $100. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental

controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 2:52:38 PM
Judith
Lynnville, IN

'

Oct 28, 2010 4:15:54 PM
Judith
Lynnville, IN

This is a simple solution that puts me in control.

Oct 19, 2010 10:01:54 AM
Michael
American Fork, UT

Cell phone providers have no incentive to notify users that they are about to exceed their plan minutes, etc. This results in surprise charges for millions of customers.

Oct 28, 2010 4:01:24 PM
Harvey
San Jose, CA

This is a customer friendly solution.. Right now, I have to micro manage my minutes. I really can't keep a paper or computer daily list of my calls and the time and have running totals. The phone company has just that and they can Email it to me at an appropriate time without it costing them anything. It really prevents the phone company from adding 50% the amount of a two year contract by having a $500-600 bill even once in two years. On a $40 month contract, they easily kick this up the equivalent of 50%.

Nov 2, 2010 2:53:23 AM
Malan
Lawrenceville, GA

Please ask cell phone companies to alert me when I go over my monthly calling ceiling so that I don't receive shocker bills. Sincerely yours Malan Yao 711 Veranda Chase Dr Lawrenceville, Ga 30044

Oct 29, 2010 3:09:06 PM
Flemming
Santa Rosa, CA

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm ready for some real control.

Oct 28, 2010 2:37:16 PM
Deanna
Boulder, CO

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:58:55 PM
Kim
Nashville, TN

This is a simple solution that helps puts me and everyone I know in control. I've known friends that have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my or my friends fault. We've been told we didn't understand our plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help the entire country with this problem.

Oct 19, 2010 9:48:04 AM
Robert
Kearney, NE

Thank you for your support.

Oct 28, 2010 8:35:57 PM
Stewart
Woodbridge, VA

This is a simple solution that puts me in control. Or even better put the real time usage cost of phone on the phone that gets update every 720 sec I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 4:19:12 PM
Suzanne
Tallahassee, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars.It seems that the problem was always my fault. I've been told I didn't understand my parental controls. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 6:25:52 AM
mary
Bloomington, IN

I am forwarding you a new report from Consumers Union, the nonprofit publisher of Consumer Reports, that found nonprofit Blue Cross Blue Shield plans pocketed more than $32 billion in surplus profits during the past decade. Some of these plans hold up to seven times the minimum regulators say is needed -- while hiking some customers' rates up to 20 percent each year. You can read the report here at http://cu.convio.net/SurplusReport. The 10 nonprofit Blue plans that Consumers Union studied had $4.61 billion in surplus in 2001. By last year, that surplus had grown to about $9 billion. The study describes how these surplus profits have a direct impact on customers' wallets. Even if insurers have plenty of surplus, they may still try to build more with our premium dollars. These kind of surplus profits aren't unique to Blue Cross Blue Shield plans. Despite big profit cushions, health insurance companies keep asking state insurance commissioners to charge us higher and higher premiums. State insurance commissioners have the ability to examine the surplus profits of insurance companies operating here. I urge you to hold a public hearing when insurers try to raise insurance premiums, so we can see how much surplus insurers in our state have collected, and whether these rate hikes are justified. It's critical that this information be made public so rate hikes can be rejected if they're not needed! If insurance companies are holding surplus profits that aren't needed for financial protection, then the funds should be returned to customers, or at the very least, be used to hold down rate hikes. The new health reform law also sets out a fair and reasonable medical-loss ratio to ensure the bulk of my premium dollars are going to my health care, and not marketing, overhead and profit. I also urge the state Insurance Commissioner to support this ratio (85 percent for group policies; 80 percent for individual policies) and not allow any weakening of it. Our state should do all it can to prevent insurers from gaming the system by simply reclassifying administrative or overhead expenses as health care expenses.

Oct 19, 2010 10:19:06 AM
va
Heathrow, FL

I do not wish to spend any more3 than I have to - especially now that costs and expenses are going through ther roof and will only be increasing come January. I therefore support this effort to inform cell phone users that their minutes are about to go over their plan. Greg Mactye

Oct 19, 2010 11:39:00 AM
Don C.
Meridian, ID

There is a simple solution that puts we clients in control. Many clients, including my extended family, have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they (we) never end up satisfied. It seems that the problem is always the client's fault. Many of we clients have been told we didn't understand our plan limits, didn't understand our parental controls, didn't understand the charges associated with a download or an online service. But most

of all, we just didn't know when we ran out of minutes. We are tired of bill shock, and ready for some real control. You, our representative, can resolve this frustrating, costly problem.

Oct 31, 2010 8:39:36 PM
John
Del Mar, CA

This is a simple solution that puts me in control. I don't want to end up with a big cellular phone bill when it could be prevented by my receiving a notice from my cellular phone company that I am nearing my limit. I want some real control.

Oct 28, 2010 5:27:40 PM
Guy
Aptos, CA

This is a simple solution that puts me in control. I've gotten bills for over a hundred dollar, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 5:21:32 PM
R
Los Angeles, CA

This is a simple solution that give me some control. I just didn't know when I run out of minutes.

Oct 28, 2010 4:49:29 PM
Dan
Chatsworth, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I do not even know when I am using data. It has become criminally confusing. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 3, 2010 7:02:37 PM
Dorothy
Ypsilanti, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:15:47 AM
Lawrence
Minneapolis, MN

The phone companies already track our usage it is a simple matter for them to send an alert when it exceeds the norm. This is a simple solution that puts me in control.

Oct 28, 2010 3:55:13 PM
George
Newaygo, MI

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I have never end up with a satisfactory resolution.. The problem is always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:16:42 AM
John
Saint Cloud, FL

Help!! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:19:11 AM
sandy
New York, NY

I have recently gotten bills for hundreds of dollars, spent time on the phone with customer service, and I never end up satisfied. i then got a second bill for items that didn't hit when I got the first bill and I got slammed again for items that didn't make the first bill. It seems that the problem was always my fault. I've been told I that I went over my minutes and that is that. ut most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:38:06 PM

elaine
Wappingers Falls, NY

It will be good honorable business practice for companies to help its customers. Those with children have often been placed in difficult financial straits because of unintentioned usage. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 1:11:48 PM
annie
Alexandria, VA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:42:39 AM
richard
Amherst, MA

Please stop the cellphone companies from ripping us off. What they do comes close to criminal behavior, They give you dubious overcharges without telling you. When you complain, they first put you on "hold". When you finally get someone he refers you to someone else so that you are on hold again etc. Someone may eventually explain the charge in incomprehensible language, then tell you that you don't understand the program. The whole idea behind the terrible customer service is to wear you down so you'll stop complaining and give up. In addition to requiring that customers be notified, there should be strict financial penalties when customers are not notified, in the form of credits to the customer's bill. $500.00 would be a good start. Thanks, Dick Bentley

Oct 28, 2010 11:53:32 AM
Bob
Warrenville, IL

Most US corporate monoliths view a rate paying customer as nothing more than a source of revenue - rather than an air-breathing mammal. This is a simple solution that puts me in control. When I've gone over my allotted, I was hit with substantial, unreasonable, and seemingly punitive per-minute charges. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 7:48:13 PM

delvin
Carver, MN

There should be some sort of notification from the cell phone company that I am nearing my phone plan limit. A status from my Internet provider is an example. We would definitely change our cell phone usage if we were aware BEFORE we get the phone bill! Thank you for your support. Del Burmeister 612-834-4418

Oct 28, 2010 2:30:59 PM
brian
Camillus, NY

This is a simple solution that puts me in control. I would actually use my cellphone more if such a policy was in place, because I would feel my phone was more secure! I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 1:30:08 PM
c
Richmond, IN

We should keep track of this ourselves but if it is simple for them to send an alert, would be helpful. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:50:30 AM
mark
Ardmore, OK

This is a simple solution that puts me in control.

Oct 19, 2010 7:09:34 PM
rebecca
Valatie, NY

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 7:09:34 PM
rebecca
Valatie, NY

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 2:20:30 PM
carol
Lincoln City, OR

This is a simple solution that puts me in control. I've known people who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and rarely end up satisfied. It seems that the problem was always their fault. they've been told they didn't understand their plan limits, didn't understand their parental controls, or didn't understand the charges associated with a download or an online service. But most often, just didn't know when they ran out of minutes. I don't know why people can't keep track unless the minutes don't show up clearly on their phone screens. TracFOne displays the minutes remaining clearly, so I know it can be done. I'm tired of companies pretending it's the customer's fault for falling into traps the companies set. Resulting bill shock is horrible for people on fixed incomes or of little means. The banks pull something similar which was recently addressed; i.e. they would extend credit or overdraft rather than assuring the customer was warned by their debit card being declined. Then they merrily charged their fees. I see this as the same type of bad faith activity, and the American people are ready for some real control. We want our regulatory agencies to regulate and enforce. These rules are supposed to protect consumers by assuring honest business practices. Too many companies act like pirates and then blame their victims. Do your part to correct bad businesses, please.

Oct 19, 2010 8:22:49 PM
sharon
ship bottom, NJ

This seems honorable and honest.

Oct 19, 2010 12:21:00 PM
lizzie
Tampa, FL

This is a simple solution that puts me in control. I don't exceed my minutes often, but when there is a need to communicate with snyone frequently during a bill cycle, i tend to exceed my limit without even giving it a second thought. But if i were made aware that i am close to exceeding my limit, then i would find other ways of staying in touch with whomever i really need to be in touch with. Emergencies do come around, and that's those are the only times i overuse my cell phone. And yes, it is pretty shocking to see a bill over $100, over $75 even! Yes, i will greatly appreciate this little alert. Thank you.

Oct 29, 2010 4:59:22 AM
shannon
Dorothy, NJ

It's the right thing to do! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 11:33:08 PM
kirk
Sisters, OR

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Oct 29, 2010 12:50:37 PM
david
Denham Springs, LA

This is a simple solution that puts me in control. i recently purchased an iphone. restricted call roaming. still recieved a bill for $64.00 of roaming charges from a mexico tower when i was 35 miles south of fouchon, louisiana. had i not checked my bill which is auto draft i would not have known. of course att removed the charges, this happens too often.their was no excuse. i have to pay the bill, then wait for a refund. seems that i have to wait for the next bill to see if they fixed the problem. maybe have to do same thing again.i work offshore and am hundreds of miles away from a mexican tower. its just not right! stand up for hard working people that pay their bills.do whats right and do it now! I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 11:19:57 AM
stephen
Austin, TX

This is a simple solution that puts people in control. With children more and more on the phone, this is family-friendly ruling. What does a six year old know about limits on minutes. what does a teenager care, with their hormone-driven ditzy brains?

Oct 24, 2010 4:08:56 AM
kathleen
Lancaster, PA

This is a simple solution that puts me in control. Please pass this bill....

Oct 29, 2010 10:46:28 AM
daniel
Hampton, NH

This is a simple solution that puts me in control.

Oct 19, 2010 11:03:30 AM
angelita
Bronx, NY

Thank you,

Nov 9, 2010 5:52:59 PM
kathy
Oakland, CA

Many parents are at odds with their children over cell phone bills. This is a safety issue for children who need to be able to contact their families.

Nov 25, 2010 12:21:17 PM
mark
Erie, PA

Every time rates go up, people who can't afford the new rates have to drop their coverage. A reasonable rate review process should have the following elements: * Prior approval of rate hikes before they go into effect * Notice to the public of proposed rate hikes with public comment period * Hearings for rate hikes greater than 10% in the individual market * Consumer and consumer representative participation in hearings * Public disclosure of complete rate filings with readable summaries of justification for rate hikes * Standard rate filing format, documentation * Detailed justification for all rate increases, including data on how much medical costs are rising * Approval of rate hike must take into account company profits, existing surplus, rate increase history and impact on policyholders * Notice to policyholders and the public of approved rate hikes at least 60 days before the effective date

Oct 29, 2010 5:23:10 AM
michael
Dorr, MI

This is a simple solution that puts me in control.

Oct 19, 2010 1:41:11 PM
rigmor
Palm City, FL

This is a simple solution that puts me in control. . I've been told I didn't understand my plan limits ,did not comprehend the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 10:36:44 PM

Chris
Shorewood, IL

This is a simple solution that puts me in control.

Oct 19, 2010 1:27:04 PM
Sanda
Bismarck, ND

An email or text could easily be automated from the telephone company like the daily emails I get from my bank stating my balance. Perhaps the phone companies are making so much money that they don't care about frustrated customers. Sanda

Oct 22, 2010 4:19:20 PM
marcella
Hampton, NH

My husband and I don't usually come anywhere near using our minutes, but we sometimes hardly use our phones for fear of being charged extra. We already feel the cost is more than we, as retired seniors should pay. We do not give out our number to many people, because we don't want to pay extra fees. This, of course, decreases the usefulness of the phone. We, use the phones mostly on a trip or to call eachother. Sometimes, one of us has accidently opened a text message sent to us, in error. Although the fee has been small, we should not be charged for a service we do not use. I definitely sympathize with those with growing families who can be charged unfairly. This problem should be corrected.

Oct 28, 2010 4:44:52 PM
Rita
Nutley, NJ

This is a simple solution that puts me in control. The technology is there for them to do this. It isn't as though they have to spend a fortune to create it.

Oct 29, 2010 6:09:26 PM
ron
Aurora, CO

IThis is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. t seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please adopt this simple fix for us the consumers. Thank you!

Oct 19, 2010 10:10:15 AM
eric

Broken Arrow, OK

SOMETHING MUST BE DONE! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges. But most of all, I just didn't know when I ran out of minutes. One time I CHANGED my plan based on the company's representative advice that the change was going save me money... at the end it cost me more. When I complained they said, "well is your word against our agent, she did not write any comments similar to what you are saying in your file, so.... there is nothing we can do, but get your payment today." I'm tired of bill shock, and ready for some real control. I used to average $150 dollar per month on my bills, but in the last five months my average with the plan the suggested... is close to $400 a month!!! Last month September, MY BILL WAS $564!!!

Oct 29, 2010 11:23:35 AM
kathy
Logan, UT

This is a simple solution that puts me in control; a courtesy that helps me keep my budget in line. Basically it is good business sense: a customer service that makes sense.

Oct 19, 2010 10:51:42 AM
james
Kansas City, MO

We need protection from these companys. I have never gotten any satisfaction after waiting through the long hold times and lack of solutions. Please help. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 28, 2010 4:41:31 PM
tom
Enid, OK

This is a simple solution that puts me in control. I've gotten bills than I expected. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I might want increase my plan.

Oct 23, 2010 4:41:44 PM
T
Albuquerque, NM

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. For the amount we spend on basic and extra services, these simple customer friendly solutions should be a given. If the Cell phone companies won't act on their own, FCC Regulation is our only option.

Oct 28, 2010 4:06:50 PM
s.
Cummington, MA

Frankly, my husband and I are smarter than that... we do not text, we do not go on the internet via our phones, we do not download or send stuff back and forth. We only use our phones to call and that within our minutes. This is a simple solution that puts us in control. But I believe it is critical to keep companies under some kind of control - more, more, more control than they are currently under. Their greed is part of what is bankrupting this country. This bill will help to some extent to curb their intentional encouragement of 'excess' on cell phones. S. Thomson

Oct 28, 2010 3:44:58 PM
Tom
West Chicago, IL

This is a simple solution that puts me in control,not the cell phone companies. Thanks Tom

Oct 19, 2010 3:49:02 PM
John
Chapel Hill, NC

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Oct 19, 2010 10:15:34 AM
Margaret
Wayne, PA

I feel cell phone companies should consider their customers' perspectives!

Oct 19, 2010 12:26:11 PM
Peter
Seattle, WA

Actually, it's preposterous that phone companies manage to get paid several cents per text message in any case. The actual cost of an SMS message whose content is a handful of bytes

must (should) be extremely low. It's clear that phone companies are making insane amount of profit on cell phone plans. What else would make it profitable for them to have retail stores all over the place with ten-person sales staff, etc. Why else would there be ads showing customers leaping for joy about trivial savings on "minutes"? Ambushing customers with huge bills when they stray into the extreme triple-rip-off rates of their demeaning and unreasonably complicated and overpriced "plans" is just part of it, and should certainly at least be controlled per this suggestion.

Oct 19, 2010 11:00:13 AM
karl
Penfield, NY

Let's have some sanity here PLEASE. Gov't should be on the side of citizens not big corporations. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm ready for some real control and some fair play.

Nov 23, 2010 3:42:24 PM
AMY
Kildeer, IL

This is a simple solution that puts me in control. I'm on a family plan with my kids, both of whom live away from home. So it's not easy to check with them on what they are doing, whom they're calling, how much time they're spending on the phone each month. Having a simple text message when we're approaching the end of our minutes would greatly help make my life so much easier. A couple of months ago when my daughter was setting up her apartment, she had to be on the phone a lot with cable company, electric company, etc. She normally uses the phone for texting, but this one month she had to use it for calling. We went over the limit and I had to pay a considerable amount in overage charges. How much more civil and pleasant the whole thing would have been if we had been alerted to the status ahead of time. We could have changed our calling behavior, my son and I could have used land lines or texting more. There are a number of things we could have done if we had only known. It is time for cell phone companies to quit gouging customers.

Nov 24, 2010 12:49:24 AM
Conchita
Brooklyn, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and although a small adjustment was made, I never ended up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Dec 3, 2010 6:40:08 PM
Carl

Dublin, CA

This is a simple solution that puts me in control.

Nov 24, 2010 7:27:02 AM
Eugene
Mitchellville, MD

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:43:43 PM
Hugh
Mechanicsville, VA

Thank you.

Nov 23, 2010 11:26:06 AM
Suzanne
Indianapolis, IN

This is a simple solution that puts me in control. Banks offer a similar service through their websites; this seems to be a reasonable & entirely doable service.

Nov 23, 2010 12:31:05 PM
Stuart
Monticello, GA

This is a simple solution that puts me in control. These multi-billion dollar corporations don't know what true customer service is. Their primary interest is higher bottom lines, not taking care of their customers. I'm tired of bill shock, and ready for some real control. I would also like to put an end to the "regulatory recovery" charges or as I like to call them, the CEO Bonus charge.

Nov 24, 2010 9:11:30 AM
Christopher
Davie, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:14:57 AM
Irwin
Village Of Nagog Woods, MA

The phone company should alert users when they are about to exceed limits. Sincere,y, Irwin B Abrams Acton, MA

Nov 16, 2010 5:00:30 PM
Michael
Baltimore, MD

This is a simple solution that puts me in control. Thank you for your attention to this common-sense legislation.

Nov 25, 2010 4:19:06 PM
Chris
Coronado, CA

This is a simple solution that puts me in control.

Nov 16, 2010 5:30:04 PM
Daniel
East Haven, CT

Banks warn you when you are facing an overdraft - at least some do and all should be required to do so. Utility companies are required to notify you before the cut off service. Why are wireless companies exempt for this humane practice?

Nov 23, 2010 2:04:19 PM
Mark
Santa Monica, CA

This policy needs to be put in effect immediately. The USA is so far behind many other countries in mobile phone services and support. The USA should be the world leader in this area. The very least cell phone companies can do is ensure fairness when it comes to their billing practices.

Nov 27, 2010 10:46:52 AM
Paul
Endwell, NY

The wireless companies are taking advantage of consumers by providing a service during a 30 day period that is invisible to the consumer until huge, unexpected bills are accumulated. This lack of transparency has created nightmares for many cell phone users, who find that the phone companies also make it extremely difficult to contest the charges. It is time to put the consumer back in control and elimnate this unfair practice.

Nov 26, 2010 3:51:31 PM
Elizabeth
Chicago, IL

This is a simple solution that will allow me to control the limits of my spending on cell phone service. It's too much to expect the ordinary consumer to be able to keep track of the details his/her cell phone usage. Thank you for your attention. Elizabeth Adkins

Nov 26, 2010 12:22:48 AM
Aldo
Vancouver, WA

I appreciate your taking time to read this form letter, even if you are inundated with them. I've gotten unexpected charges for going over my plan limits. I don't know how much control this will give customers like me, but it would certainly help save money - something the cell phone companies are in no hurry to help with. This idea does make sense.

Nov 23, 2010 1:22:07 PM
Michael
Danbury, CT

This is a simple solution that puts me in control, and is a common sense solution, particularly for those of us with children that are on our family plans. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:07:57 PM
Andrew
Jackson Heights, NY

I paid T-mobile $1,600 once in late 2008. For one month. I had just recently become unemployed, and was utterly clueless about how much I had gone over my phone limit since I had rarely done so with T-Mobile prior to this. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:25:46 PM
Raymond
Cambridge, MA

This is a simple solution that puts me in control.

Dec 18, 2010 11:21:02 AM
Ronald

Ovilla, TX

This is a simple solution that puts me in control. I have a grandson living with us who downloaded $1500 worth of stuff one month before I was notified. Admittedly the cell phone company never did charge me for it but I want to be sure I'm ahead of the problem so it won't happen again. I also have a 21 year old daughter who occasionally adds up extras I would like to know about ahead of time. Sincerely, Ronald E. Ahman 315 Willow Creek Ln. Ovilla, Tx. 75154

Nov 23, 2010 5:11:19 PM
Punita
San Jose, CA

Thanks for taking the time to "listen" to me.

Nov 23, 2010 3:15:47 PM
L
Patchogue, NY

This is a simple solution that puts me in control. I've heard people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they never end up satisfied. It seems that the problem was always their fault. I've been told they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know whentheyI ran out of minutes. They're tired of bill shock, and ready for some real control.

Nov 23, 2010 9:14:53 PM
Robert
West Roxbury, MA

I have a gas guage on my car to let me know when I am about to run out of gas. It even lights up as I get real close to Empty. Why can't my phone let me know also and send a warning?

Nov 25, 2010 7:35:38 AM
D
Cincinnati, OH

John, This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Sincerely, David Akester

Nov 24, 2010 8:56:08 AM
Kannan

Irvine, CA

This is a simple solution that puts me in control. Any service that's above usage limits should ask for a confirmation of the cost before being accepted. E.g. An international call is billed in say $12 per minute where as the same thing costs less than a few cents per using a calling card - so alerting the user before the call that it is going to cost $12 will immediately put us in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:37:35 PM
Jim
Waitsfield, VT

This is a simple solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. But most of all, I just didn't know when I ran out of minutes. I am ready for some real control.

Nov 23, 2010 3:36:54 PM
Gregory S
Glenelg, MD

This is simple solution puts me in control of my phone usage and monthly expenses. Phone usage alerts before reaching service limits on minutes, data or texts will provide an opportunity to modify calling behavior and avoid monthly billing over-runs. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:30:18 PM
Ina
merion station, PA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and spent hours on the phone with customer service to correct a preventable problem. I just didn't know when I ran out of minutes. Simple notification will work for both of us.

Nov 23, 2010 10:51:41 AM
Burcin
Milpitas, CA

This is a simple solution that puts me in control. It is just common courtesy. It should be very easy and cheap for the companies to implement.

Nov 23, 2010 11:33:50 AM
Beverly

Mickleton, NJ

This is a simple solution that puts me in control. I'd like to know that I'm close to my limit of minutes, rather than get hit with a large bill after the fact.

Nov 23, 2010 4:19:22 PM
Thomas
Coatesville, PA

Please alert me ahead of time as I approach my limit on minutes, data and/or text messaging. Stop taking advantage of customers and put automated alerts in place.

Nov 24, 2010 10:42:41 AM
Carolyn
Salt Lake City, UT

I hate getting high bills from my cell phone company. They e-mail with new offers. They should be able to e-mail with allerts that I am over my minutes or text plan amount. If they have e-mail to sell options they should be able to e-mail when the bill hits an amount over I set. - Just like some credit card companies do. Please make the necessary changes. Thanks

Nov 23, 2010 8:39:58 PM
William
Pulaski, NY

This is a simple solution that puts me in control. I came close to going over my limit on voice minutes this month. I was able to avoid costly overages by changing my rate plan. If I weren't vigilant it could have cost me a lot. It shouldn't be this hard to manage your minutes.

Nov 23, 2010 5:43:18 PM
Mitch
Centennial, CO

If the cell industry were the so called "free market" I hear about, I wouldn't send this email. The programming required to do what this bill suggests is from the 1980's so obviously we're all getting hosed on purpose. I can't argue anymore so we look to pay more and go for unlimited programs to avoid the issue. Is paying for things we don't want good for the economy? There's never any consideration from the cell carrier regarding past months when the allowed minutes weren't used. I'd even like an option that cuts off my phone service when it reaches the contract allowed minutes, if that's what I want and select. We just want to be treated like semi intelligent consumers. regards Mitch Albert, Ph.D. Economist

Nov 23, 2010 12:51:10 PM
Howard
Silver Spring, MD

This is a simple solution that puts me in control. I've gotten bills that surprise me with excessive charges for unwittingly going over allotted minutes or usage for my plan and then spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. PLEASE HAVE CELL CARRIERS GENERATED NOTIFICATIONS WHEN CUSTOMERS ARE APPROACHING THEIR USAGE PLAN LIMITS! Sincerely, Howard J. Albin

Nov 23, 2010 3:54:56 PM
Robert
Kiawah Island, SC

This is a simple solution that puts me in control. This affects my wife and family more than it does me, since I have more minutes with a smart phone. It's frustrating to have the modern convenience of cell phone messaging and to pay so much extra when a little phone and messaging discipline would solve the problem. Please let us know when we are getting close. RA

Nov 27, 2010 1:13:31 AM
Philbert
Honolulu, HI

This is a simple solution that puts me in control. I've heard about people getting bills for hundreds of dollars not realizing that the charges were being made to their account. I don't think this is right and it is time for some real control. Cell phone companies should be required to inform customers when the limits on their plan are reached.

Nov 23, 2010 3:38:37 PM
James
Lawrenceville, NJ

I strongly support providing this information to consumers IN ADVANCE! Having to go through painful customer service calls is a burden.

Nov 26, 2010 11:59:30 AM
Babar
Woodland Hills, CA

To Whom It May Concern: There are always a few simple solutions that go a long way in helping consumers be better and more responsible citizens. I believe advance notification of cell phone usage limits is one such solution that will put consumers in control. The inability to check when you run out of minutes is akin to entrapment. You only really know after the fact. The system as it exists is set up to make overbilling my fault. It is not a convenient. Most of all, I just

didn't know when I ran out of minutes or how much the charges will really be. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:36:24 AM
Laurie
Nevada City, CA

I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 10:45:57 AM
Calvin
Asheville, NC

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I need to be notified when I am nearing my plan limits.

Nov 23, 2010 12:04:25 PM
Caron
Glendale, CA

This is a simple solution that puts me in control. The phone company can just send me an email or text message on my phone when I reach my limits. I've been shocked when the bill arrives and talked many times with customer service. The rate for going over my normal plan is outrageous. In addition, I get spam texts. It seems there is no law for preventing that so I am charged for each one. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service or a text. I'm tired of bill shock, and ready for some real control. Please help.

Nov 23, 2010 11:20:47 AM
James
Midlothian, VA

This is a simple solution that puts me in control.

Nov 26, 2010 2:49:13 AM
Susan
Newark Valley, NY

This measure just seems like good old common sense. Thank you for your time and attention.

Nov 23, 2010 9:37:52 PM
John

Los Angeles, CA

The cell phone companies avoid transparency in any way they can. This is a simple step forward for consumers to help themselves.

Nov 23, 2010 3:08:57 PM
Daniel
Milford, PA

This is a simple solution that puts me in control. This issue only happens with cell phone service. Why? Because it's broken and needs to be fixed.

Nov 23, 2010 1:57:26 PM
Andrew
Slingerlands, NY

This is a simple solution that puts me in control.

Nov 23, 2010 4:24:29 PM
Joel
Palm Beach Gardens, FL

Please see to it that my cell provider Verizon is required to inform all of it scustomers before they hit their usage limit

Nov 23, 2010 11:59:58 AM
Steve
Asheville, NC

This is a simple solution that puts me in control. It would be extremely low cost for providers and would allow consumers to make informed decisions about their cell phone usage and cost. Without easily accessible information, many people simply cannot make good choices, and companies will continue to take advantage of those who can often least afford it.

Nov 23, 2010 11:06:00 AM
T
Evanston, IL

This makes sense. It is a simple solution that puts the consumer in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:51:51 AM

Faisal
Houston, TX

This is a simple solution that puts me in control not the Cell phone company. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you, Faisal

Nov 23, 2010 3:30:37 PM
Paul
Buda, TX

This is a simple solution that puts me in control. I recently received a bill for over $600, spent hours on the phone with customer service to get it waived since I have been with the cell phone company for over 9 years and have never even come close to my minute limit, and I never end up satisfied. It seems that the problem was my fault. I was told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Jan 14, 2011 11:26:28 PM
Wayne
Sunnyvale, CA

This is a simple solution that puts me in control.

Nov 23, 2010 8:18:19 PM
Christopher
Saint Louis, MO

It is horrible to deny parents the right to prevent their children from running up huge bills if a notification can be sent to the account holder. We want them to have the phone but know children aren;t responsible enough to control their behavior. We pay the bill so we need the tools to control the use.

Nov 23, 2010 11:54:56 AM
Wayne
Boise, ID

This is a simple solution that puts me in control. I've gotten bills for thousands of dollars, from usage charges from my children which I would and could have stopped with any kind of advance notice. I don't understand why this has not been done way before now.

Nov 23, 2010 4:53:00 PM

Amy
Newburyport, MA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 19, 2010 10:02:46 AM
David
Olympia, WA

We have had shockingly high cell phone bills when our adolescent children incurred expensive overtime minutes and when I used the phone in Canada and was charged a very high international rate. It would be useful if the cell phone company sent a text message alert, or a recorded phone message, to notify the customer that their plan limit has been reached. This proposed rule would avoid the unanticipated expensive bill that are a financial burden for most families with other financial responsibilities and a modest income.

Nov 26, 2010 11:43:00 AM
Dennis
Sultan, WA

I will never forget the bill I received years ago. I had put a granddaughter on my phone plan. I had requested unlimited texting as part of her program. As a result of an oversight, it was not added. Shock is a mild word when I received the first bill. It was adjusted, but only after a considerable amount of time was spent on the phone and a trip to the store. Dennis Anderson PO Box 266 Sultan, WA 98294

Nov 23, 2010 8:02:34 PM
Elaine
Santee, CA

This is a simple solution that puts me in control. As a consumer, I want to be informed along the way as use my cell phone. In fact, I want to be notified when I've used 75% and when I've reached 100% of my plan limit. It is the responsible thing to do. It is the right thing to do.

Nov 24, 2010 6:00:42 AM
Gregory
Frederick, MD

This is a simple solution that puts consumers in control.

Nov 23, 2010 10:48:34 AM
James
Fallon, NV

In addition to providing a warning to customers that they are nearing their normal limits, cell phone companies SHOULD NOT be allowed to bill the recipients of text messages. Only the party that generates a text message should be billed. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:52:59 PM
Jeff
Shawnee, KS

This is a simple solution that puts me in control.

Nov 23, 2010 1:04:36 PM
Kevin
Plano, TX

I think it is only fair that cell phone companies notify the user each month when they have reached their monthly usage limit. In this manner the user can consciously make a decision to use more minutes as opposed to doing so unwittingly.

Nov 24, 2010 6:55:54 AM
Lizette
Miami, FL

This is a simple solution that puts me in control. I once received a bill so large that it came in a box. $1200 of charges for a teenager's text messages in one month!! Seriously! I could not believe that one kid could possibly have sent that many messages, but there they were, itemized, incoming and outgoing. The company had an unlimited text plan for only $10 per month that we were not aware of. Had I been notified that we were at our limit for text messaging, I would have been able to control the usage. The company did not budge on giving us any break on those charges even though we signed up for the unlimited text plan. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:30:35 PM
Mary
Carbondale, CO

This is a simple solution that puts me in control. In my past experiences, I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. It is most certainly reasonably simple with today's technology for cell service providers to provide their customer's with alerts and updates on the status of their cell phone usage and charges so they can be certain they are staying within their budget.

Nov 24, 2010 9:48:45 AM
Tom
Hudson, NH

Near the end of every month I have to remember to check my minutes used to make sure I don't go over. If I forget I may miss it and be charged high over fees. It should be easy for them to send a text message saying that I am getting close or gone over.

Dec 1, 2010 6:59:14 PM
Zell
Athens, GA

Many families have multiple family members on the same cell phone plan. This makes it virtually impossible to track usage. A simple alert would allow individuals to limit usage or change plans before a huge bill arrives. This is a simple solution to a major problem with cell phone plans.

Nov 23, 2010 12:07:13 PM
Kent
Stillwater, OK

This is a extremely simple solution that puts me, the consumer, in control. And since we consumers are the ones that your entire revenue is completely dependent on, giving us what we want ought to be your highest concern. We do not mind paying for the services you provide, we just want to avoid getting into financial difficulties because we did not notice that our kids already used up all the minutes.

Nov 23, 2010 11:27:14 AM
Dennis
Sequim, WA

please pass this now

Nov 25, 2010 9:18:22 AM
Greg
Jarrettsville, MD

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:33:37 PM
James
Katy, TX

This is something already offered by banks and is a prudent, customer-friendly way of getting a heads up before savaging the family budget. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 11:25:26 PM
Walter
San Jose, CA

I VERY Strongly favor this proposal.

Nov 23, 2010 1:00:46 PM
Beth
Bozeman, MT

This is a simple solution that prevents waste and trouble. Please require cell phone companies to provide this consumer protection rather than allow them to make the extra money off of unintended usage. I'm happy to pay for services I want but only when I have complete information about my account that is up-to-date. Thanks for acting on this issue!

Nov 26, 2010 10:12:22 AM
Sheila
Rosamond, CA

This is a simple solution that puts me in control. I've just changed my rate plan and I need to know if I'm about to exceed my limits. If I have advance notice I can have the opportunity to subsscribe to a higher limit before I get charged the outrageously high fees for going over my limits.

Nov 23, 2010 9:57:41 PM
Frank
Northford, CT

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Frank Antonucci Northford Ct 06472 frank.nkf@gmail.com

Nov 23, 2010 10:43:25 AM
Joseph
DeLand, FL

This is a simple solution that puts me in control. I live on a fixed income, so I need to stick to a budget. I need stable, predictable monthly bills. I don't like expensive surprises, so I want to be alerted so I can control my expenses.

Nov 23, 2010 12:04:00 PM
Susan
Brooklyn, NY

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. The bill never indicated total minutes. Sincerely, Susan Appel 12 Butler St Brooklyn, NY 11231

Nov 23, 2010 10:44:06 AM
Ben
Flowood, MS

This is a simple solution that puts me in control. I've avoided using my phone for fear of going over my limit without knowing how close I was.

Nov 23, 2010 2:36:01 PM
Barbara
Waban, MA

We consumers need your help in battling mysterious and unanticipated phone charges.

Nov 23, 2010 10:48:11 PM
Pierre
Matthews, NC

Bill shock is bad business whether you are the phone company or the consumer. I budget a certain amount for my phone bill and when that is exceeded by hundreds of Dollars I want to cancel the service and go to another company etc.. bad experience to all involved. Please notify me before I reach my usage limits

Nov 23, 2010 11:14:24 AM
Russ
Glenwood Springs, CO

Information is the fundamental basis for a successful and equitable marketplace that works for service providers while also protecting the interests of consumers. Unfortunately, the current situation puts consumers at a disadvantage by denying them the information necessary to make informed decisions in their own best interest. This is a simple solution that allows consumers to make informed decisions about their telecom services use.

Nov 27, 2010 9:51:10 AM
Dona
Arlington, WA

This is a simple solution that puts the consumer in control. The statements are difficult to understand, knowing when minutes are exceeded is a guessing game. Please fix this problem by simple to understand statements and notification when minutes are about to exceed limits. This is not too much to ask. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:04:14 PM
Pamela
West Palm Beach, FL

This is a simple solution that puts me in control. STOP bill shock, the technology is sophisticated enought to provide me with alerts. The cell phone company's will incur initial costs but they should think of the number of cell phone bills that might actually get paid instead them having to write them off.

Nov 23, 2010 10:34:47 AM
Harold
Highland, KS

I had the experience of specifying a texting package on one of our two phone numbers and having it applied to the opposite number. Without notice, then, we ended up with over $40 in extra charges that would not have happened with a required notice when approaching limits. This should not place an unreasonable burden on providers, given the ever increasing "secret" fees and charges for automated services using a pricing model still based on the ancient times when human operators had to handle long distance calls, etc.

Nov 23, 2010 6:59:43 PM
Robert
Eugene, OR

It seems simple enough. I get a text message for my bill each month just send one with my minutes/data/etc. usage once it hits the limit, or a configurable amount.

Nov 25, 2010 7:54:38 AM
Stephen
Bristol, IN

This is an easy fix to help those people who receive these outrageous bills. The money saved would be put to a far better use by families struggling to get by in our troubled economy. Thank you for asking for my feedback. Steve

Nov 23, 2010 2:19:52 PM
Renee
Tower, MN

This is a simple solution that puts me in control. Telephone bills are getting so expensive. Please be considerate and help telephone users better plan for their monthly bills. Demands on

one's time are excessive these days. Digging out of unexpected debt is difficult for the individual but also a huge drain on American productivity. Please show us that you care. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Renee Aro PO Box 872 3215 Strandlie Lane Tower, MN 55790

Nov 23, 2010 12:37:55 PM
David
Silver Spring, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. The cell pone companies are preying on our forgetfulness, and this legislation gives appropriate notice to customers on the plan limits they are reaching.

Nov 24, 2010 11:52:19 AM
Antonio
College Station, TX

This is a simple solution that puts me in control.

Nov 23, 2010 11:10:53 AM
Joyce
Irwin, PA

This is a simple solution that puts me in control. I've gotten bills for more than I expected them to be when I went over my minutes limit. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:56:59 AM
Ricardo
San Lorenzo, CA

This is a simple solution that puts me in control.

Nov 24, 2010 11:47:59 AM
Wiliam
Germantown, MD

The phone companies keep very close track of my minutes usage, so they should alert me when I'm getting close to a limit. An alert at 85% of the minutes limit would be very helpful for preventing unpleasant surprises in the billing statement.

Nov 24, 2010 7:26:36 AM
Mary
Casanova, VA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. In my case, the problem involved moving to an area with poor connectivity and being charged for reattempted calls without realizing the affect these repeat calls had on my phone bill. The result was horrible service, a huge bill, no information as to how my attempts to send and receive calls were pushing up my charges, and extra profits for the company. I'm tired of bill shock, and ready for some real control.

Dec 12, 2010 3:22:08 PM
Janis
Wittmann, AZ

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Janis R. Atherton 24541 W. Mark Lane Wittmann, AZ 85361

Nov 27, 2010 8:26:33 AM
Kevin
Southport, CT

As the father of teenage children, the solution proposed is a simple one to address everyone's issues including the cell phone companies. Let's put transparency into the system and end seemly disingenuous on the part of the companies. While we are at put transparency into skipping by the voicemail message. Why is it the companie's have this unneccessarily long voicemail intro...to use up time.

Nov 23, 2010 10:35:15 AM
Michael
Atlanta, GA

This is a simple solution that puts me in control. With usage limits now for all kinds of cellular service such as smart phones and data limits, we need this kind of notice more than ever. Without some type of message from the service provider, II just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please pass such legislation as soon as possible.

Nov 23, 2010 10:59:42 AM
Jeanne
Norcross, GA

This is a simple solution that puts me in control. While I personally have not gotten bills for hundreds of dollars or spent hours on the phone with customer service, I still believe this is the right thing to do to help all consumers.

Nov 23, 2010 6:25:22 PM
Richard
Davidson, NC

This is a simple solution that should have been implemented voluntarily long ago but since the cell phone providers won't do this, it's time for the FCC to requrie them to do so. The cell phone companies seem to think that I should have to keep careful track of my useage when only they have the necessary data to do so. Furthermore, they refuse to provide even mnarginally useful tools for me to check if I'm nearing or exceeding my plan limits. I'm tired of cell phone carrier arrogance, and ready for some real tools to avoid their over limit traps. Just as we have given customers the ability to protect themselves from automatic charges for overdrafts and the like, it's time to give customers the ability to protect themselves from cell phone over limit charges.

Nov 24, 2010 5:27:54 PM
David
Raleigh, NC

This is a simple solution that puts me in control. I want fair warning when I am about to run out of minutes. This facility should be a standard feature of cell phone use. Its use in Europe is strong evidence that it is feasible as well as desirable.

Nov 24, 2010 11:16:55 PM
Joseph
Apex, NC

And while we"re talking communications: I thought y'all were trying to increase competition to improve services and lower prices. So what happened???? We've got a tower of Babel in communications now! * Please separate the common carriers from the content providers from the equipment providers. ='m sick of not being able to use THIS phone on THAT network, or not get THIS content on THAT device--not for any technical reason, but just because somebody wants to try to force me to buy thier product! * And treat ALL communications the same. What's the difference if I use twisted pair or coax or fiber or WIFI or Cellualr or cable or satellite or over-the-air? I should be able to talk or text or email or video chat or download or browse or listen to music or watch videos or watch movies, on whatever device and network I find most capable and economical, so long as the technology and bandwidth support it. Joe Austin Apex, NC * And make the service and content providers UNBUNDLE. I can only watch one channel at a time; why must I pay for hundreds I NEVER watch just to get a few that I do? And I can only use one gadget at a time; why must I pay separately for land phone and cell phone and WiFI or internet and cable and IP phone? And why do I have to pay for "basic" (analog) cable AND "digital" cable, for the same channels twiice? All the signals come over the same wire; why do I get charged 2,3,4 TIMES? I'm spending hundreds per month on communications, many of the services overlapping. I can't afford to keep it up, and the providers aren't using dropping technology costs to lower my bill, but their using it as an excuse to charge me several times for the same content and RAISE my bill!

Nov 25, 2010 9:42:26 AM

Jyrki
Miami, FL

This is ethically the correct thing to do. Not doing this, will nothing but reflect poorly on your company, its management and the share holders.

Nov 23, 2010 12:26:34 PM
Ruth
Brooklyn, NY

This is a simple solution that puts me in control. Checking online is a hassle. Help make our lives easier with technology. Not more difficult! When did you worry about local minutes on a home phone?

Nov 23, 2010 3:15:20 PM
Susan
Wayne, PA

This is a simple solution that puts me in control.

Dec 20, 2010 10:47:38 PM
Oren
Arlington Heights, IL

This is a simple solution that puts me in control.

Dec 1, 2010 4:35:41 PM
Michael
Los Angeles, CA

While I try to take careful steps to ensure I do not exceed my usage limits, in times of high stress like the holidays, it can be overwhelming to constantly check account usage, and it is frequently those times that we cell-phone users experience increased call volume. I definitely support a rule that requires cell phone companies to notify their customers when they are near their usage limits, and again when they hit their limits.

Nov 23, 2010 11:43:14 AM
ROBERT
CHRISTIANSBURG, VA

Control is one thing. Personal responsibility is another. I would rather see cellular providers give us "alert" choices that trigger messages or lock out devices than the FCC getting involved in a non-issue to help stupid people. Please do not waste your time enacting another unnessary intervention by the government. Consumers Union needs to advocate for issues involving consumer products and services we as individuals have no power to control. Surely we can control our personal voice, data and text service usage. Thank you very much.

Nov 16, 2010 5:49:49 PM
LANCE LEONARD
ALEXANDRIA, VA

This is a simple solution that puts me in control.

Nov 23, 2010 11:47:58 AM
JOHN
New York, NY

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:37:00 PM
JOSE
KEY BISCAYNE, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:25:51 AM
Neil
Cupertino, CA

This seems to me a very worthwhile proposal to protect consumers from significant loss without really costing the cellular providers much beyond the lost windfall opportunity for 'purchases' that the consumer didn't really want or plan to make.

Nov 23, 2010 11:15:48 AM
MAUREEN
HINSDALE, MA

This is a simple solution that puts me in control. We were recently in Europe and were hit with outrageous charges when we used our cell phone and there was no alert to warm us that it was not covered by our plan. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thanks for fixing this problem.

Nov 23, 2010 4:15:48 PM
MARCIA
PARK RIDGE, IL

WOULD APPRECIATE YOUR NOTIFICATION TO HELP ME SAVE THE EXTRA STRESS AND FINANCIAL DRAIN OF GOING OVER MY MINUTES LIMIT. THANKS..

Nov 23, 2010 11:46:06 AM
Ann
Salt Lake City, UT

This is a simple solution that puts me in control. I'm afraid of getting bills for hundreds of dollars, spending hours on the phone with customer service, and never ending up satisfied. I'm tired of the fear of bill shock, and ready for some real control.

Nov 23, 2010 3:33:54 PM
Bette
Montgomery, TX

This is a simple solution that puts me in control. Bette Babers 16 Balboa Rd Montgomery, TX 77356 .

Nov 28, 2010 1:22:55 PM
Stephen
Knoxville, TN

This is a simple solution that puts me in control. Until such regulations are in place, I will not sign on to an internet access smart phone. So such requirements of cell phone companies would make me much more likely to upgrade my phone and my service.

Nov 16, 2010 10:30:10 AM
Kyle
Denver, CO

I am amazed that cell phone companies don't send this communication as a quality standard for customer service. It is a shame that these companies have grown too large to be concerned at all with customer service, since it would take a union of consumers to make an impact. Thank you for keeping utility companies in line by placing simple requirements of communication before over-usage and over-billing occurs.

Nov 23, 2010 7:09:27 PM
Janet
West Hartford, CT

This is a no brainer. Cell phone companies have taken advantage of consumers for quite sometime. Expecially vunderable are families with children where monitoring the actual data and minutes used is time comsuming and in-efficient. In addition, cell phone takes advantage of their comsumers every day when they require them to sign a new contract in order to replace a phone in a cost efficient manner. Everyone knows these phones are not worth the $300-$500

required to replace them within an existing contact period. Sincerely, Janet and Stephen Bacon 33 King Road West Harford, CT 06107

Nov 23, 2010 1:31:33 PM
Rod
Walnut Creek, CA

This message is indeed from me, Rod Bacon. I have a family of 5 using cell phones. I've read the suggested content and agree with it fully. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. - Rod Bacon 781 Hazelwood Drive Walnut Creek CA, 94596

Nov 23, 2010 11:35:47 AM
Donna
Tampa, FL

This is a simple solution that puts me in control. This shouldn't be a difficult thing to accomplish, as they already send unsolicited text messages selling products and services. They sent a text suggesting that I may want to change my plan due to my usage, but that's AFTER I went over limit.

Nov 24, 2010 12:50:44 PM
Elizabeth
Plymouth, MA

The FCC should be looking out for cell phone customers first; the cell phone companies are making plenty of money. This is an easy fix to a predatory practice. Please act soon.

Nov 23, 2010 1:38:01 PM
Ernest
Provo, UT

Great amounts of money which hopefully could be better spent are sent to cell phone companies because a consumer didn't understand their plan or weren't aware of their balance. This seems a simple solution to inform consumers when they are about to incur a significantly different level of expense.

Nov 23, 2010 6:55:04 PM
Jeffery
Excelsior, MN

This is a simple common sense process that does not inhibit free markets. It merely requires phone companies to provide timely information to their customers,

Nov 27, 2010 3:56:25 PM
Kathleen
Washington, DC

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Nov 25, 2010 2:43:04 PM
Laura
Loveland, CO

This is a simple solution that puts me in control.

Nov 24, 2010 12:15:22 AM
Joseph
Desert Hot Springs, CA

Verizon Wireless! Please respect your loyal paying customers enough to institute this policy of notification.

Nov 23, 2010 3:12:50 PM
Gail C
Bellingham, WA

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Sincerely, Gail C Baker

Nov 23, 2010 12:59:41 PM
Mark
Aptos, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars It seems that the problem was always my fault. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:22:57 PM
Tom
Birmingham, AL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Dec 4, 2010 11:38:12 PM

Samuel
Rockville, MD

This is a simple solution that puts me in control. My children are on my account and they text. I could use this notification from my cell provider.

Nov 23, 2010 12:06:43 PM
Diana
Saint Leonard, MD

I used to have a Verizon air card for my home internet service. My son was playing Xbox 360 live online with it and would routinely get so close to our limit of 4 Gigabytes per month that for two weeks out of almost every month none of us could use the computer Twice he ran us over our megabyte limit of 4 Gigabytes even though I checked every day to make sure we didn't go over. Once he was visiting my mother for four days and the megabytes were still being added to my account even though no one had been on the internet at all for those four days. I argued and they took the expense off of my bill. Even Verizon could not explain how they calculate the megabytes or why they would continue to accumulate days after they were used. They told me the account would be fully up to date within 24 hours but it was not and it was not the first time this had happened. They are a bunch of crooks who can't even manage their own billing issues. They are either severely mismanaging how they handle this particular segment of their business or are deliberately keeping consumer's in the dark just to make a buck. As if they needed to rip us off to get our money for what they charge for a family plan these days! Sincerely, Diana Baldwin 1970 Windsong Lane St. Leonard, MD 20685

Nov 23, 2010 12:08:20 PM
Joseph
Mount Angel, OR

This is a simple solution that puts me in control. If I had notice from the telephone company that these extra charges were about to go into effect I could change the way I use the phone until the next billing period started. I feel they are taking unfair advantage of me the consumer by not notifying me when my plan has reached it's limits and it then becomes a shared responsibility to correct what may be a problem or at least raise my awareness as to what my phone will be costing.

Nov 23, 2010 10:24:06 AM
Harley
Cabin John, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. My service provider consistently turns temporary charges into permanent monthly fee increases, which can be removed only by wasting enormous amounts of time fighting to talk with a human being. . Some of the changes requiring banks and medical insurance companies to cease burying information in unreadable fine print have been tremendously helpful (like the requirement that my bank tell me

when they shifted my funds to an account that was not FDIC insured). We need the same type of protection from other service providers. Please adopt the rule to require notification when customers reach their usage limits! It is a good first step. Harley Balzer Cabin John, MD

Nov 28, 2010 4:36:44 PM
Vicki
Tampa, FL

I believe that it is irresponsible for cell phone companies to not tell us when we are close to or at our limits. Please help us with this problem. This is a simple solution that puts me in control.

Nov 24, 2010 4:06:55 PM
Alex
San Carlos, CA

I've tried to manage this so far with my wife but my kids will soon be cell phone age and then I know it will be a challenge for them to learn how to use the phone and keep within limits. I've heard about the proposal to require cell phone providers to send messages to their customers when they are close to the limit on minutes, texts, or data for their current billing period. I think this is a great idea. It is a good consumer protection and, unfortunately, something they won't do unless you prod them to do so. Please help make this a reality.

Nov 23, 2010 5:18:34 PM
Sandra
Granada Hills, CA

This is a simple solution that puts me in control. . I'm ready for some real control.

Nov 23, 2010 11:55:12 AM
Linda
Gainesville, FL

We have had several problems with unexpected charges. If we had known that we were incurring such huge costs, we would have definitely stopped using the phone/texting. Advising the customer seems like a simple solution to a problem that has palgued many for years.

Nov 23, 2010 11:00:04 AM
Gustavo
Dallas, TX

In reality it is a legalized form of robbery what the cell phone companies are allowed to do. I have spent hours on the phone with customer service, and I never end up satisfied. Customer service is a joke. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:19:57 PM
Russell
Evanston, IL

This is a simple solution that puts me in control. I do not want to get bills for hundreds of dollars & spend hours on the phone with customer service.

Nov 23, 2010 12:48:42 PM
William
Dayton, OH

However, wireless carries SHOULD NOT be permitted to charge customers (in any manner) for these notifications. Although my cellular/wireless provider (Verizon) is usually very helpful in explaining overages (and in some cases crediting smaller amounts) having advance notices sent to my cellular device would be extremely helpful. This would reduce the amount of time spent waiting to discuss issues with a customer service rep. Yes, I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:06:25 PM
William
Deltona, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I up satisfied most of the time due to my persistence and threats to leave them for another cell phone company. It seems that the problem was always my fault. I've been told that I didn't understand the charges associated with a download or an online service or roaming charges. But most of all, I just didn't know when I ran over my limits. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 6:50:59 AM
Brady
Chandler, AZ

More than once have I exceeded my limits and the additional fees that cell carriers charge is significant and unnecessary. The best and most fair way to deal with this problem is to simply notify the consumer of when they are about to exceed their usage limit.

Nov 24, 2010 6:44:15 PM
Tim
Apache Junction, AZ

I'm a business traveler. Despite my best efforts to keep track of my minutes, I've have had a few times where I've been surprised overages in my minutes. This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Thx,Tim

Nov 23, 2010 4:26:50 PM
Douglas
Springfield, MA

I recently received a bill charging me .50/minute since I was over my limit which cost me $25 before I realized what was happening and used a different carrier. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Doug Barnshaw 237 Longhill St Springfield, Ma 01108

Nov 24, 2010 9:15:43 AM
Brian
Monson, MA

This is a simple solution that puts people in control. I monitor my phone usage very carefully and have not had a major problem. Nevertheless, an alert would be a simple solution to avoid bills for hundreds of dollars, wasted hours on the phone with customer service, and never ending up satisfied. I don't want bill shock, and I am ready for some real control. We should take a lesson from the Europeans. Best Regards, Brian Barr 44 Maxwell Road Monson, MA 01057

Nov 24, 2010 2:29:10 AM
Chris
Durham, CT

This is a simple solution that puts me in control. Implementing a consumer-friendly change--imagine that(!!!)--would free me from having to go on line several times per month to monitor my family's usage. While you are at it, please prohibit carriers from deducting minutes from monthly allowances for calls made to check usage. THAT IS A RIDICULOUS PRACTICE that has been going on far too long. I hope to hear the FCC has made a consumer-friendly decision in this matter some time soon.

Nov 25, 2010 6:10:48 AM
Robert
Leyden, MA

I try to be a careful consumer, but with multiple people, including children, using my cell phone account, this can be difficult. And it is easy for the cell phone companies to notify my. They have no trouble notifying me about the latest 'deal', so why shouldn't they be required to notify me about pending usage overages?

Nov 23, 2010 5:20:06 PM
Alexis
Woodside, CA

This is a simple solution that puts me in control. It would be a great service and much appreciated by customers. Thanks! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always

my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 12:28:57 PM
Twila
Bothell, WA

This is a simple solution that puts me in control. I've gotten unexpected bills with charges for minutes over my plans limits. Usually we are way under but with a family plan having several users racking up more minutes then usual the same month quickly puts the minutes over. If we had just known we could have made changes before having such a high bill. The problem wasn't difficulty understanding my plan limits, I just didn't know when I ran out of minutes. The companies solution is to constantly check minutes to make sure that doesn't happen. The amount of time needed in a year to constantly check to prevent this is too much when a notice from the company could prevent overages. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:04:20 PM
J
Los Altos, CA

My phone company has told me that they already had the capability to send me a notice in advance of hitting my limits and offer others this service, BUT my credit is too good. I asked them if this basically was because they knew that I could afford to pay for excessive fees and although the customer service rep said this was more or less the case. Please change the rules so that the companies can offer the consumer the tools to manage how much they want to spend especially since the cost to the cell phone service companies is negligible ... let them make their money in a fair and upfront way rather than relying on the lumpiness of consumer demand and making the information inconvenient to obtain. Thanks, J Barton

Nov 23, 2010 11:49:20 AM
Chuck
Ithaca, NY

I strongly support usage notifications for cell phone charges. Because there are so many arcane rules it is impossible to predict ahead of time what your bill is going to be. But for people on a budget the risk of huge cost overruns is real and damaging. We deserve the right to know when we're about to run out of normal minutes or cross over to a higher rate plan or system.

Nov 24, 2010 8:48:47 AM
Kim
Hawthorne, NY

I would really appreciate to have knowledge before the limit is reached as this would provide better customer satisfaction & loyalty in the long run. I've been tempted many times to disconnect completely and have actually switched providers because it.

Nov 30, 2010 2:30:30 PM
Jill
Riverton, UT

You must have some way of tracking the minutes anyway. I hope it wouldn't be too expensive to notify customers before they go over plan limits. Maybe customers could even be given choices of how close to their limit they would be before receiving notification. You might even save money because some people who stop service after going over limits might keep the service.

Nov 26, 2010 6:45:03 PM
Rolland Neil
Lincoln, NE

This is a simple solution that puts me in control. I've gotten bills for tens or even a hundred dollars over our regular charges, and spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. This has happened repeatedly, and was, at times, a result of billing errors which included charges for services we did not know we used. Neil Bateman

Nov 23, 2010 10:55:19 AM
Roy
Phoenix, AZ

This is a simple solution that puts me in control. My current provider gives me this choice. ALL providers should!

Nov 23, 2010 12:03:54 PM
Monika
Los Gatos, CA

Dear FCC, Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Pass your proposed rule to require notice to me via

phone or text before I go over my usage limits! Monika Batista 4 Glen Ridge Ave Los Gatos, CA 95030

Nov 23, 2010 11:01:30 AM
Todd
Austin, TX

Please support this notification legislation.

Nov 24, 2010 7:57:01 AM
Mary
Spooner, WI

We live in a rural area of Wisconsin and use a cell-phone based USB modem from Verizon for our internet needs. We connect this to a router so that guests can check their email on their laptops and PDAs. This summer, a group of nieces came to stay and in one day, we surged over our data limit of 5 gigabyte a month. The additional cost: $250! After a little cajoling, Verizon offered to knock our bill down $50, but we were on the hook for the rest. Verizon makes it possible to check our usage online, and we were conscientious about checking it with so many girls in the house. But there is a 1- or 2-day delay in posting our data usage. So we went over our limit before we even knew it. Had we only known, we could have turned off the internet and saved ourselves $200. Please pass this rule change. It's about time. Mary

Nov 23, 2010 8:46:08 PM
Randy
Omro, WI

This is a simple solution that puts me in control.

Nov 24, 2010 4:16:51 AM
samuel
redwood city, CA

I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:46:07 AM
Robert J
Lexington, KY

In this era of computerization it should be easy and inexpensive for the cell phone company to supply this information.

Nov 23, 2010 6:20:28 PM
John
Castleton, VT

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. John Baumgartner

Nov 23, 2010 11:05:18 AM
Greg
Munhall, PA

It is simple, and it is fair.

Nov 24, 2010 8:44:05 AM
Ronald
Pelham, NH

To Whom It May Concern: This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Ronald Bavin PO Box 325 Pelham, NH 03076

Nov 23, 2010 11:33:06 AM
Marilyn
Eads, CO

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, when my granddaughter was staying with us and was on our plan. I had not idea a bill could even get that large. I didn't know parental controls could be installed. If I had been notified I could have taken her phone away for the rest of the month or altered my plan to help control the cost. I'm tired of bill shock, and ready for some real control.

Nov 29, 2010 8:50:21 AM
Cynthia
Oviedo, FL

This is a simple solution that puts me in control.

Nov 23, 2010 2:53:42 PM
Sally
Atlanta, GA

Cell phones have become one of our primary communication tools, yet the pricing is so difficult to decipher and the charges are difficult to monitor, especially on family plans in which several members are using the same pool of minutes or texts within a given plan. I support requiring providers to give notice to their customers BEFORE usage limits on minutes, texts, or data are

reached. This change would offer customers the opportunity to decide whether to incur the additional charges. It might also work to the cell phone companies' advantage because customers might decide to switch to plans offering more minutes/data/ texts. Sincerely, Sally Bayless

Nov 23, 2010 6:19:49 PM
Andrae
Vale, NC

This is a simple solution that puts me in control. I've gotten bills that were ridiculous, spent hours on the phone with customer service, and I never end up truly satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. I'm tired of bill shock, and ready for some real control. I'm also tired of them now requiring that you buy their extra packages to get a decent phone. You should get a warning message telling you that a service or action that you are getting ready to do will cost you money.

Dec 21, 2010 9:27:16 AM
Janet
Charlotte, NC

This is a simple solution that puts me in control. It is absolutely ridiculous how much it costs for cell service to begin with, and to have to pay extra when running out of minutes and you don't even know it, is absurd. With the kind of controls that were exerted on phone companies in the past, I am shocked at what is NOT done to control costs now. Having worked for the Bell System for years, and seen the hoops we had to go through to control costs and be fair to the consumer (which I applauded), I am dismayed at what is allowed now. Greed Greed Greed. I firmly believe there needs to be more control over this. Sincerely, Janet Bean 4925 Lindstrom Dr. Charlotte, NC 28226

Nov 23, 2010 11:16:22 AM
Roger
Salt Lake City, UT

This is a simple solution that puts me in control. The phone company says you can check but trying to keep track of your family is difficult. With this change to the primary party would make it much easier for everyone.

Nov 23, 2010 4:59:07 PM
Marianne
Punta Gorda, FL

This is a simple solution that puts me in control. Put the power where it belongs, to the customer and not the cell phone companies who are only after a buck, These are hard times and its about time the consumers should have a voice,

Nov 23, 2010 1:12:11 PM
Sam
Baltimore, MD

Most phone contracts are simply too complicated for people to fully understand or adjust their habits to avoid these problems. The phone companies simply have to do this.

Nov 25, 2010 5:32:14 PM
Pam
Spokane, WA

This is a simple solution that puts me in control. Although I am careful about my minutes, I always have to worry that I could run over. Yes it is true I can call and work my way thru a menu and find out my balance at any time, but the technology is there for the phone company to set an arbitrary "critical limit" and notify me first. That would be great customer service and potentially save me a LOT of money if I accidentally run over.

Nov 23, 2010 1:32:20 PM
Jack
Chambersburg, PA

I've only gone over cell phone usage limits deliberately, when the expense was worthwhile. But every moment I spend being careful is a moment wasted doing something other than my real job. In India, all cell phones have a usage limits notification that appears after every call, showing how much much money your call cost, and how much money remains in your account. After every single call! Can you imagine how much money that would save average Americans? And it's never been more important to save money than now. The fact is, we're not a nation of bean-counters, and even if we could become one, it's not something to be proud of. They call them smartphones for a reason. We should automate our accounting, and help keep ordinary Americans doing what they do best, instead of double-checking their accounts several hours a week.

Nov 23, 2010 12:46:50 PM
Jennifer
Townsend, MT

This is a simple solution that puts me in control. Most of the time, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:54:21 PM
John
Westford, MA

This is a simple solution that puts me in control. I've gotten unexpected bills for more than 200 dollars, spent time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. Either I didn't understand the plan limits, didn't understand

my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:39:11 PM
Rebecca
Sherman Oaks, CA

This is a simple solution that puts consumers in control. I have a plan with unlimited minutes, but many people have plans with limited minutes. The practice of notifying cell phone users prior to running out of minutes is a practical and inexpensive solution to the problem. Consumers should not have to manually track their usage in order to avoid additional charges; since phone companies have the technology, let them keep their customers apprised.

Nov 23, 2010 1:05:25 PM
Leslee
Sacramento, CA

This is a simple solution that puts me in control. If there is some reason I have inadvertently used too many phone or text minutes, it should be a simple thing for my phone company to notify me BEFORE the bill mounts up to ridiculous sums! In addition, if they are going to accept contracts for Family Plans, they should notify each adult participant in the Plan, before the bill has risen well above the original monthly payment. Please work to pass requirements that would put an end to the problem. Thank you for your attention to this matter. Sincerely, Leslee G. Beaudoin 4601 Blackrock Drive, Apt. 420 Sacramento, CA 95835

Nov 23, 2010 4:34:41 PM
Marie-Regine
Scarsdale, NY

This is a simple solution that seems to be working in Europe where it has been already implemented. It would foster a better feeling of customer service than just waiting for people to rack up huge bills that are difficult to understand, difficult to compare, difficult to undo and above all difficult to pay. Given how easy it is for your company to contact me anytime you want me to spend more it seems only right that you use that ability to save problems down the road.

Nov 23, 2010 1:17:27 PM
Donald
Des Moines, IA

This is a simple solution that puts me in control. Currently I'm on the phone constantly asking for an update of my minutes. If this provision were in effect, I wouldn't have to do this.

Nov 23, 2010 4:22:30 PM
Joan
Saint Peters, MO

If the capability is there to notify customers before they reach their limits, the it should be utilized. There is no good reason that it should not. It is that simple.

Nov 24, 2010 2:55:44 PM
Steve
New Bern, NC

This is appears to be a simple method for giving consumers control over their cell phone charges. I would appreciate your support.

Nov 23, 2010 11:29:45 PM
John
caledonia, MI

It's also too confusing to know which activities on non "smart phones" you'll be charged extra fees for.

Nov 23, 2010 3:57:04 PM
Richard
Webster Groves, MO

This is a simple solution that puts me in control. I don't want bill shock, and I'm ready for some real control. Just need a little nudge.

Nov 23, 2010 12:07:53 PM
Tom
waltham, MA

This is a simple solution that puts me in control. It's only fair that I have access to the same information about my fees and charges that the telephone companies have.

Nov 23, 2010 12:46:50 PM
Nancy
Highland Falls, NY

This is a simple solution that puts me in control. I haven't had a lot of problem with high billing but I know people who have so I believe this bill is a good idea.

Nov 24, 2010 8:23:03 PM
Judith
Englewood, CO

It is a simple business expectation. A person should KNOW the cost of what they are receiving BEFORE they are expected to pay for it. It is simple fairness and a simple common business courtesy (and business requirement) that I be notified if a large bill is being generated, both for

my land line and for my cell phone. Their plan limits and explanations are hard to understand, and I'm highly educated. Pity the poor person with less education!

Nov 23, 2010 11:33:22 AM
Charles
Zeeland, MI

This is a simple solution that puts me in control. I've gotten billed for mystery charges, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:23:35 PM
Jon
Cincinnati, OH

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 7:45:47 AM
Diane
Elgin, IL

While I can monitor my phone calls fairly well, occasionally a family emergency or unusual circumstance will put me close to my limit In years past, I have spent so much time on hold waiting to talk to a representative or trying to navigate my way through the phone tree maze to get the answers I need. The technology is available to notify customers. Must we always lag behind the rest of the world in customer protection. Few people in this bleak economy can afford to be gouged for extra funds. Please do the right think and protect the American consumer. Diane Behymer 229 Vincent Place Elgin, IL 60123

Nov 23, 2010 1:54:55 PM
Kathleen
Los Angeles, CA

This is a simple solution that puts me in control. Being soaked for exhorbitant bills is always shocking, and spending time on the phone with customer service is often unfruitful. It seems that the problem is always to blame the customer even when some plans/controls are unclear. But most of all, some just didn't realize that they had run out of minutes. Please stop the consumer bill shock, and allow consumers some real control.

Nov 23, 2010 5:06:21 PM
Betsi
Audubon, NJ

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I have spent endless hours on the phone with my company trying to get them to reverse charges. I'm tired of bill shock, and ready for some real control.

Dec 4, 2010 12:18:56 PM
Dan
Portland, OR

This is a simple solution that puts me in control. I've been surprised by large cell phone bills, spent hours on the phone with customer service, and I never end up satisfied. It is my responsibility to track my usage, but technology allows for a simple, consumer friendly fix. Through automated systems, cell phone companies can send a text message letting customers know when they are close to exceeding their monthly plan limits. That seems better for everyone.

Nov 23, 2010 4:23:39 PM
David
Dover, DE

This just happen to me recently. We moved to Delaware and wanted to change our number so it reflected the Delaware area code. We went into a service center and asked for the change. Our plan renewed itself three days after we made the change. Our bill went from 76.00 to 164.00. After hours on the phone with agents, we were told that this was prorated and that was added because we increased our number of minutes. It was a nightmare and I was ready to drop it all. We received a email from the company and they reduced the charge by 32.00. I a feed up with the cell phone companies. DBB

Nov 24, 2010 5:29:02 PM
C. Jeffrey
Pleasant Grove, UT

This is a simple solution that puts me in control. I have not personally had a problem with this but I know how I would feel if I had experienced such a problem. It seems easy enough for the company to notify when it's time to pay the bill. It ought to be just as easy to generate an e-mail when I'm close to going over the limits on my plan.

Nov 23, 2010 11:15:05 AM
Denise
Pittsburgh, PA

My mother recently passed away and between notifying everyone plus being on some long conference calls at work since I was out of the office, I went way over my limit in October and my phone bill was huge. If I had been notified that I hit my limit, I would have made other

arrangements to call, even in such a difficult time. Considering what we pay for cell phones every month, the least cell phone companies can do is notify us.

Nov 23, 2010 11:17:48 AM
Jay
Layton, UT

This is a simple solution that puts me in control. It's not my intention to go over my basic plan. It happens becuase it's not easy to know when you reach your limit. A quick indicator that the plan limits have been reached, or are approaching would allow me to change my behavior.

Nov 24, 2010 10:51:32 AM
Harrison
Hastings, MN

This is a simple solution that puts me in control. I am tired of constantly looking up how many minutes I have used and trying to figure out what the message is telling me.

Nov 23, 2010 1:26:50 PM
Jamie S.
Aiea, HI

This is a simple solution that puts me in control.

Nov 24, 2010 8:09:21 AM
Michael
Springfield, MO

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Text messages are especially troublesome as teenagers don't comprehend how quickly the limits can be exceeded. The same goes for talk minutes. I also find it more than annoying that unwanted calls and texts go against my limits, especially those annoying sales/robo calls! I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 6:24:53 AM
Randall
Neenah, WI

I know that you are recieving thousands of these notes, mostly identical, which may cause suspect on the importance of this issue. I have had to deal with the cell phone companies twice in my life on these overage bills, and in both cases spend HOURS and ended up negociating down the bill. The piece that folks are missing here is that the fear factor of this happening again, supported by the excessive overage cost, drives the parent to increase the phone plan to ensure that the overage NEVER happens again. The cell phone company WINS TWICE, once with you paying a portion of an excessive bill, and twice by having you increase your plan (this

is the real crime). I am not a goverment contol advocate, but we get a text for everything. Let's put in place a process so that text messages actually service a protective purpsose.

Nov 24, 2010 3:30:45 PM
Susan
tacoma, WA

I have a pay-as-you-go phone and have sworn not to buy into a plan for the very reason that I do not want to pay unexpected, exorbitant rates for unknowingly going over a certain number of minutes or texts. I would consider buying into a plan if these reasonable notifications were a part of the plan.

Nov 23, 2010 2:05:17 PM
Frank
Sequim, WA

Public utilities, like phone companies, must operate for public benefit or be replaced with those that will. Any abusive profiteering tactics must be made the basis of immediate tripple damages payable to the citizen.

Nov 27, 2010 1:02:18 PM
Janet
Manhattan, KS

This is a simple solution that puts me in control.

Nov 24, 2010 5:06:40 PM
Sarah
Berkeley, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I got a partial refund once because I refused to go away and kept complaining until I got bumped to manager at Verizon. Verizon said it was my fault for not knowing that the game I allowed my son to download for a onetime fee would connect to the internet a couple times a day for updates. None of that was clear at the time we downloaded it. I don't want to experience that again -- they should send us warnings before these sort of charges get out of hand.

Dec 11, 2010 12:46:55 PM
CJ
Livermore, CA

This is a simple solution that puts me in control.

Nov 23, 2010 5:36:50 PM
Terry

Fayetteville, NC

Cell phone charges skyrocket when you exceed your minutes for the month. This becomes a trap for people who normally do not use nearly the minutes they pay for, but when unusual usage occurs, they are not used to having to routinely check their usage. Many times this affects those that can least afford it. Requiring cell phone companies to notify users when they are paying above their normal expected rate would be a fair business practice.

Nov 23, 2010 9:40:27 PM
John
South Windsor, CT

Please require that the cell phone providers keep the customer informed. Cell phone bills should not be surprises.

Nov 23, 2010 12:55:33 PM
Howard
Oswego, IL

This is a simple solution that puts me in control. This is a good idea whose time has come. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:47:15 PM
Lauren
Atlanta, GA

It is time that cell phone companies create transparency in usage and billing. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I often end up less than fully satisfied. It seems that the problem is connected to intricate and confusing rules that are not made clear at the outset. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 12:46:31 AM
David
Palos Verdes Peninsula, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Sprint has no way to limit the number of text messages that I, as a parent want my child to have. The sky is the limit. So if I want only 1000 messages at $10 and my child goes over 200 messages (20%), the bill is an additional $40 (400%). I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 5:49:27 AM
Peter

Rose Valley, PA

This is a simple solution that puts me in control. I've gotten bills for many dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:23:24 PM
C. Elizabeth
Tacoma, WA

This is a simple solution that puts me in control. I haven't gotten bills for hundreds of dollars, or spent hours on the phone with customer service,but I don't want to either. I just want to know before I run out of minutes. This change will help me avoid or catch fraudulent use of my account(s). I'm ready for some real control.

Nov 23, 2010 4:34:41 PM
James
Dunwoody, GA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 5:19:16 AM
Michael
Tolland, CT

This is a simple solution that recognizes that I am a consumer with choices. Choices that are not available to me when the information about what I am purchasing is not available at the time of purchase. There is no need for bill surprises. This process works well with AT&T on the iPad service and there is no reason why it cannot work for cell phones and all cellular devices. It's time to give the consumer real control over their purchase of cellular services.

Nov 23, 2010 9:11:49 PM
Joe
Madison, WI

If this continues to happen, I will be forced to cancel my cell service, which is not good for the recovery and it would deny my family of a good service that just got too expensive. Sincerely, Joe Bertalan Madison, WI 53717

Nov 23, 2010 11:18:28 AM
Jane
Bracey, VA

This is a simple solution that puts me in control. I've gotten bills for excess usage of minutes and want it to stop. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:26:47 AM
Manoj
Garnet Valley, PA

This is a simple solution that puts me in control. Information will help cut unnecessary disputes with wireless phone companies.

Nov 23, 2010 6:25:50 PM
Scott
Medford, MA

Given that I give twenty five hundred dollars a year to my cell phone provider, without the extra charges when one of the four users runs up the bill, I would definitely think the provider could program in a simple alert when my usage time is being maxed out, a simple computer program.

Nov 29, 2010 9:21:53 PM
LaVonne
Arlington, WA

Please realize that I speak for tens of thousands of others (if not exponentially more than that) when I request that cell phone usage limits be made aware to cell phone users within 30 minutes or more of reaching usage limits.

Nov 23, 2010 1:19:30 PM
Barbara
Annapolis, MD

Cell phone ompanies are already setup to send messages to custoers; this would help us as consumers.

Nov 23, 2010 4:36:34 PM
Stan
Old Lyme, CT

This is a simple solution that puts me in control. I just want to be alerted BEFORE I run out of minutes. Thanks for your interest and help.

Nov 23, 2010 11:32:53 AM
Patricia

Houston, TX

I have not had to deal with this problem to-date. Although, I have a child who will be going off to college in the near future and I can see this problem really hitting home. I think it's a good idea.

Nov 23, 2010 3:31:03 PM
William
Hilton Head, SC

This is a simple solution that puts me in control. In addition, I would ask that cell phone companies be required to obtain a signature on any cell phone contract, any addition or deletion, in which the specific limits are clearly spelled out. I have recently contacted the FCC, after I got a bill for $1500 for "roaming charges" that I was never advised would apply, since I had a America-wide Canada-wide plan. This is not the first time. And I, as the consumer, have no power of leverage. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand that while 2 lines were under the Canada plan, the third was not. They ended the conversation with the comment: "It is your word against ours." I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:48:14 AM
Karen
San Antonio, TX

This is a simple solution that puts me in control. If a family member is sending texts, or downloading data that I am not aware of, I would like fair notice so that I can be in control of the situation before I get an excessive bill.

Nov 23, 2010 11:09:58 AM
Jennifer
Arlington, VA

This is a simple solution that puts the user in control. This is especially important for families with multiple phones and especially those with youthful users. Checking on the status of one's monthly usage is a time consuming and sometimes less-than-straight forward process. Unless cell phone providers are banking on these overages to insure their bottom line, a simple message letting the user know when they're on the verge of exceeding their plan's limits will cost the companies virtually nothing. In these tough economic times, bill shock is something we can and should do what we can to avoid.

Nov 23, 2010 2:24:39 PM
Kim
Sierra Vista, AZ

Although I am usually grossly under for my phone bill, the one time that my husband and I exceeded the minutes on our plan, the charges were shocking. Phones have the ability to display

cumulative minutes -- but they do not count the minutes the same way that the companies charge. It seems like an extremely unfair bias that would be easy to fix. By requiring cell phone companies to give status updates when a user is within a 10-5% tolerance of usage, it would allow consumers to fairly judge their consumption and have awareness of their status. A text message has such low memory requirements, it should not unfairly burden the cell phone companies. The rates for overage charges are ridiculous, but that is another matter entirely. If a person chooses to use more than they're paying for, it is the consumer's choice -- but if they are not informed of that decision, it causes huge burdens that could easily be avoided.

Nov 23, 2010 3:52:00 PM
Dwight
Kaysville, UT

This is a simple solution that puts me in control. I got bill for $1700 hundreds of dollars traveling in England, Much of it for calls that I didn't need to make and wouldn't have if I'd know how quickly it was adding up. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:28:04 PM
Jerome
Baltimore, MD

Please require that the cell phone companies notify me BEFORE I reach my limits... Jerome Bird 1323 Ri verwood Way Baltimore, MD 21226

Nov 23, 2010 1:05:57 PM
Stefan
Lexington, KY

I think it would be a good idea to send messages before I hit the limit of my cell phone plan. Please work to get this done.

Nov 23, 2010 11:00:48 AM
Edmund
Chatsworth, CA

This is a simple solution that puts me in control. I've gotten bills for double my plan rate per month, and even changed to a different cell phone company with a more reasonable text plan. Of course, the problem was always my fault. This is one part of the solution; to make the cost of the service more in line with it's value. I want the option of seeing the costs. (The easiest way is a free notification (via text) at some preset limits). It doesn't have to be difficult.

Nov 23, 2010 11:14:38 AM
Paul

Gilbert, AZ

This is a simple and needed solution that puts me back in control of my cell ph charges. I've gotten bills for excessive charges because of unknown current minute usage, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:53:11 PM
Alan
Orlando, FL

This is a simple solution that puts me in control.

Nov 24, 2010 8:46:55 AM
Dixie
Marietta, GA

Your customers deserve the courtesy of a notification if they are getting close to reaching their limits. That can be very hard to track, especially if you have a family plan or using it a lot for business every day. Dixie Biser 1698 Nordic Trace Marietta, GA 30068

Nov 23, 2010 11:31:42 AM
Michael
Portland, OR

This is a simple solution that puts me in control.

Nov 23, 2010 3:05:06 PM
Russ
Punxsutawney, PA

This is a simple solution that puts me in control.

Nov 24, 2010 4:22:43 PM
Brian
Valencia, CA

I believe that it is fair for the company to provide notification of limit overruns. This is a simple solution that puts me in control.

Nov 23, 2010 3:10:16 PM
Henry
Oak View, CA

It's offensive that a law is required to get cell phone companies to extend a small courtesy. This is a simple solution to a significant problem. I've been shocked by excessive bills. And customer service is not any help. I'm tired of bill shock, and ready for some real control. Please make this simple courtesy a requirement.

Nov 23, 2010 11:19:58 AM
Martha
Studio City, CA

Cel phone usage, especially over a whole family, is not similar to a chequing account and should not be treated as such. Notice as we come up to the top of our usage would be wonderful.

Nov 23, 2010 11:01:19 AM
Brian
Baldwinsville, NY

The above paragraph is a prime example of some of the nonsense that consumer advocacy groups are pushing. People need to be responsible if they sign up for a plan they need to stay within the plan or face the consequences. PLEASE HELP ME SAVE WHAT IS QUICKLY BECOMING AN ENDANGERED SPECIES "THE AMERICAN WITH PERSONAL RESPONSIBILITY"! Vote against the ridiculous mandates that systematically erode personal responsibility. Our grandchildren will be sorry if you:

Nov 25, 2010 1:28:09 PM
Glenn
Fort Worth, TX

I appreciate Consumer Reports (Consumer Union) for helping with this mail in, about cell phone regulation. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I do not end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please add a regulation that enables each of us to be told in "real time" about any extra charges being incurred. this would allow each of us to know when we were "choosing" to add extra charges. it would allow each of us to better informed consumers. it would reduce the adversarial relationship that so easily creeps into our calls to the cell phone companies. I am open to a portion (much like on computer messages) that allows me to say, Do not show this message again for this item." Please let me know if you find this issue worthy of your attention, and your action.

Nov 23, 2010 6:21:14 PM
DeAnn
Clarksville, AR

I have spent hours on the phone with AT& T's customer service representatives. At first they were willing to take off the usage charges which we had not used. The only thing we can figure is that we accidentally pushed the connect button for the internet when we put our phones in our pockets/purses. The next time I called they informed me that they were not able to remove the charges since we knew to be very careful not to accidentally connect to the internet. I had them remove the internet access from our accounts, only to receive mysterious charges again the next month. I was told that there was an additional lock that we needed to put on our phones so that we wouldn't be charged for purchasing things with our phones (which no one in the family has done!) This experience has been very frustrating, and we feel the big cell phone companies are taking advantage of people who don't check their bills carefully.

Nov 23, 2010 10:57:33 AM
Barbara
Pinehurst, NC

This is a simple solution that puts me in control.

Nov 23, 2010 1:14:28 PM
Sandie
Elkin, NC

This is a simple, customer-friendly solution that would give the public more control and information. Please consider it.

Nov 23, 2010 11:01:47 AM
Frank
Chicago, IL

I was "roaming" in Canada with my computer data connection from Sprint. $1000 after two days! Put me in control and don't rip me off! Frank Blair 1236 North State Chicago

Dec 19, 2010 2:02:29 PM
Robert
Wellesley, MA

This is a simple solution that puts me in control. I get bills for hundreds of dollars, spend time on the phone with customer service, and usually end up dissatisfied. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 29, 2010 11:40:09 PM
Stuart
Irvine, CA

Cell phone and land line companies are close to a monopoly already, so at least they can use their own devices to notify customers about unusual or high activity. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:32:10 AM
Robert
Warrenton, VA

This is a simple solution that puts me in control. Robert Blakney 7219 North Starcrest Drive Warrenton, VA 20187

Nov 23, 2010 2:50:41 PM
Harriet
Boynton Beach, FL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. I am receiving calls from solicitors and it is costing me money; this should not be allowed. How do you stop these unwanted calls?

Nov 23, 2010 11:41:56 AM
Jay
Shorewood, WI

They have the means to do this very easily. Yet, they do not. Can you think of any reason why they wouldn't? The only thing I can think of is that they make more money if they do not. In other words, once they have presented the bill, the onus is on me to complain and contest. I need your help. Compel them to give me a reasonable warning. Provide penalties for not giving me warning. Everyone will be better off. Thank you!

Nov 24, 2010 6:58:11 AM
Jill
Westerly, RI

This is a simple solution that really puts me in control. I've gotten bills much larger than I expected. I've been told I didn't understand my plan, which is true, frankly. And there's no one to explain it but a preoccupied teenager behind the counter at the phone store. And besides, there's no running tally of my minutes as the month progresses. Thank you so much for considering this.

Nov 23, 2010 4:49:24 PM
Laura
Manchester, CT

This is a simple solution that puts me in control.

Nov 23, 2010 12:42:56 PM

Rosemary
Downers Grove, IL

Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. This is a simple solution that puts me in control, especially since it is really difficult to keep track of minutes for chidlren on a family plan.

Nov 24, 2010 8:03:50 AM
Janice
Durham, NC

It would be more fair to consumers.

Nov 23, 2010 10:43:39 AM
Gary
Ithaca, NY

It is very important that legislators and regulators protect consumers from predatory telecom companies and their deceptive practices that rely on trickery or deceptive practices to fleece customers. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 7:47:03 AM
Linda
marietta, GA

This is a simple solution that puts me in control.

Nov 23, 2010 11:04:54 AM
James
Tyler, TX

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:30:38 PM
Stewart
Grabill, IN

This is a simple solution that puts me in control. My credit card company (Chase) has a way for me to request notification when I reach a certain limit. It's not hard to do...it just takes a commitment to customer service. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:26:16 PM
Bruce L.
Dayton, PA

This is a simple solution that puts me in control. I used to sell cellphones and was always dismayed by these big phone companies seemingly laying in wait for a mistake. My own phone had the distracting habit of trying to connect me to the internet at the slightest bump of a button. Any true Tea Bagger would be behind this... are YOU?

Nov 23, 2010 12:46:21 PM
Raymond
Duvall, WA

This is a very simple solution that helps a person like me and my wife who is on Social Security be able to monitor usage before it becomes a financial burden. My wife was in the hospital for surgery and in a board & care for recovery last month. Both with the calls to her and her calls out caused us to exceed our usuage limits. Had we realized that we were nearing our usage limit we would have been able to react eliminate the overage.

Nov 24, 2010 11:03:45 AM
David
Casa Grande, AZ

This is a simple solution that puts me in control. I've received bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:07:54 AM
Nancy
Charlotte, NC

This is a simple solution that puts me in control. A simple e-mail to say you are over your limit or you are almost over your limit

Nov 16, 2010 10:58:37 AM
Julie
New York, NY

Of COURSE the phone company should alert me BEFORE I go over my limits on voice, text or data services. Yes, Yes, I know. We are all adults here. But the elusive and scattered nature of contemporary communications makes it very, very difficult to know how much time one has spent on and in any given medium. My online service is one price, my land line is one price. ONLY the wireless services, on CELLPHONES, create this horror. Please insist on this form of basic customer decency. No company as we have just learned to our national shame should be able to simply exploit the inattentive customer of a vital service without a heads-up. Thank you. Sincerely, Julie Boak 574 West End Avenue New York, NY 10024

Nov 26, 2010 10:33:21 PM
Diane
Waterloo, IA

I received a huge cell phone bill with no understanding of why. I'm tired of bill shock, and I need to be notified before my bill gets out of control like this.

Nov 23, 2010 5:26:35 PM
Charles
Colorado Springs, CO

As someone who buys pre-paid minutes and wants to make sure I know when my minutes are about to expire. I would really appreciate having my cell phone copany alert me before they expire. Thank You

Nov 29, 2010 5:48:26 PM
Steve
Dearborn, MI

This is a simple solution that puts me in control. A notice at the 25% of remaining minutes, texts and data would suffice. Please seriously consider this request. .

Nov 23, 2010 11:15:29 AM
Kerry
Springfield, MO

And while you're at it, why don't you make them adhere to some truth in advertising! Have ONE price and tell me what it is. Don't make me call and ask what all the fees and extra charges are. When I buy the phone, tell me how much my bill will be each month. And if I have to pay extra because I talk extra, TELL ME! Seriously, it's good business. Everybody needs a phone. Everybody hates cell phone customer service. Sincerely, Kerry Bodenhausen Springfield, MO

Nov 23, 2010 1:19:02 PM
Mark
Ithaca, NY

I have had my teenage son go over their account texting limit by hundreds of messages, and was very lucky to happen to catch it in time to change the limit and avoid a huge bill. But I'd rather not rely on luck! This seems like a simple solution to the problem.

Nov 23, 2010 6:35:09 PM
Daniel
McLean, VA

I generally believe that companies should be free to do whatever they want with customers, and customers should be free to stop doing business with them if they think the practices are unfair. However, cell phone companies are different, in that they are, by definition, monopolies so there is nowhere else for the customer to turn when cell phone companies impose draconian and hidden charges. Therefore, it seems reasonable to turn to the government agency that granted the cell phone companies their monopoly and do encourage you to force cell phone carriers to notify customers before imposing outlandish fees.

Nov 23, 2010 2:47:18 PM
Vesta
Wichita Falls, TX

This is a simple solution that puts me in control.

Dec 20, 2010 3:34:46 PM
Michael
Irvine, CA

This is a simple solution that puts me in control.

Nov 23, 2010 10:31:49 AM
Steve
Munster, IN

This is a simple solution that puts me in control.

Nov 23, 2010 6:00:11 PM
T C
Reno, NV

My grandson and I misunderstood a convoluted ATT policy for texting a couple of years ago. Believe me is was easy to misunderstand. It cost me over $1000. We did not know until we received the first bill. By then we were still texting away. ATT gave us no heads up, no break, and no sympathy. A simple warning would have saved me $1ooo. Thank you, T C Boice 1600 Arboleda Dr Reno, NV 89521

Nov 23, 2010 11:46:31 AM
Gale

Rancho Cordova, CA

This is a simple solution that puts me in control. There is at least one cell phone company already doing this (Consumer Cellular), so why can't they all do it. An automated email, text, or call is easy, cheap, effective, and FAIR!!

Nov 23, 2010 1:11:40 PM
Rosemary
Stoughton, MA

This should be a no-brainer, and not difficult to understand. I just don't know when I am close to running out of minutes. I'm tired of bill shock, and ready for some real control. Sincerely, Rosemary Bolster 14 Holland Avenue Stoughton MA 02072

Nov 23, 2010 11:23:27 AM
Deanna
Dallas, TX

This seems to be a fair and simple solution for the cell phone companies to enact.

Nov 24, 2010 1:50:42 PM
Earl
Seattle, WA

Please help protect stupid people from excessive claims. All we need is a text message or automated voice mail that our minutes are nearly up. I know that this can be done easily in our mechanized society.

Nov 23, 2010 12:33:05 PM
Joe
Harvard, MA

The paragraph above is from Consumer Reports. I agree with their premise and argument that you should notify people of any unusual charges, or when they are approaching their limits. My reason for agreeing is that your billing and contracts are so complicated and hard to follow that the consumer cannot easily keep track.

Nov 23, 2010 2:24:36 PM
Andrew
Wallingford, PA

This is a simple solution that puts me in control. I've been billed for extra charges, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank you!

Nov 29, 2010 7:55:53 AM
Diane
Ann Arbor, MI

As a consumer, I think we should be informed when we're running out of our normal limits. I would like to see a protection or two for individuals so I can choose to go over or not knowing what I'm getting into. I'm too busy and too stressed to keep track. The costs associated with cell phones are outrageous as it is, and the way they gleefully collect enormous amounts of money from people should be reined in, I think some groups, especially teenagers, need to be protected from themselves, and parents of teenagers could use some help too, When one of my sons was an older teenager (living with his dad, not under my control) he incurred a $1373.00 bill. AND then the company lost the check, which is how I found out about it. It also took weeks to resolve, and multiple calls to indifferent and unhelpful representatives. They didn't have a problem signing him up, though! The fact that one is tied into a plan for two years also lets companies get away with this kind of excess. Absolutely outrageous. Please consider this change and my message, even though it's via e-mail. Thanks Diane Bontemps 2798 Braeburn Cir Ann Arbor, MI 48108

Nov 24, 2010 7:42:34 PM
Rebecca
Seattle, WA

This is a simple solution that puts me in control.

Nov 23, 2010 10:29:51 AM
Andrea
The Dalles, OR

This is a simple solution that puts me in control. I want to know when I'm close to running out of minutes.

Nov 24, 2010 6:37:20 PM
Tom
Corona Del Mar, CA

Help me control my costs by notifying me when I approach my usage limits I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:28:31 PM
Loren

Battle Ground, WA

This is a simple solution that puts me in control. While I haven't experienced major overages in cell phone bills I have two children that are just starting to text and would love to know when my account has or is about to reach the limits. It would be great to have for all service; texting, data, and phone minutes. Please encourage the USA cell phone industry to provide this type of notifications and controls in place.

Nov 29, 2010 10:28:27 AM
Beth
Carrollton, TX

Like many in this country, I am tired of bill shock, and ready for some real control. There is a simple solution that puts me in control and there is no reason that cell phone companies cannot provide notification to customers, before they go over limites on voice, data or texting service. Please FCC, make providing notice to customers who are getting close to their usage limits a requirement for all cell phone companies! Beth Bormann 1145 Seminole Trail Carrollton, Tx 75007

Nov 23, 2010 8:14:21 PM
Ted
LOS ANGELES, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:09:11 PM
Rhea
Kensington, CT

Dear Verizon: I support legislation that would require cell phone companies to notify the responsible individual for the bill prior to his/her mintues been used. It would be ideal for two notifications. One when mintues are very low and one when they are exhausted. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Thank you for considering this Rhea J Boscolo 117 Stockings Brook Road Knsington, Ct 06037

Nov 23, 2010 6:13:07 PM
Judae M
Olympia, WA

This is a simple solution that puts me in control. I've gotten bills that were a shock because I was sometimes calling my home phone not the other cell phone in my plan. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:56:13 PM

Larry
Seymour, IN

I'm what appears to be one of the few cell phone users who has never received an out-of-control bill. Maybe it's because I don't have any kids on my account. However, I don't want to continue to be at risk of getting such a bill. Notification of approaching limits, and again when exceeding them, would certainly solve the problem. These notifications should be put in place. Thank you.

Nov 28, 2010 9:13:52 AM
Dennis
Erath, LA

Many times I have called to get my minutes of usage and am always told that it is only an estimate. There have been times that I get one number and the next day the number is lower. I have no faith in the accuracy. In this day of technology, they should be able to tell me exactly how many minutes I have used. I have rarely gone over, but in the two or three times I have, I have said to myself that I should have been notified. Please take my thoughts--and others--into account and have our providers provide us with a service that we all can use. Please have them send us some kind of notice when we are near our limit. [My suggestion would be when we are 60 minutes away from the end of our minutes.]

Nov 24, 2010 7:38:03 AM
Cynthia
Garner, NC

This is a simple solution that puts me in control. I've received bills that had additional charges due to usage overages. When my teenagers were on my plan, they especially have a difficult time remembering to check their minutes. Cell phone plans are difficult to understand and this is a wonderful way to make the cell phones more user friendly.

Nov 23, 2010 12:03:31 PM
Linda
San Francisco, CA

What peercentage of customers get at least one horrifying bill before they understand the deal? Please notify me when the end is near. This is a simple solution that puts me in control. Thanks.

Nov 23, 2010 8:02:33 PM
Irene
Spotsylvania, VA

We (the consumers) should and must have more control over what we buy. More understanding and flexibility in our plans. The plans need to be in easy to understand language without hidden oops.. Irene Davidson 10704 Bradford Street Spotsylvania, VA 22553

Nov 23, 2010 1:34:29 PM

Jackie
Glendale, CA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:23:57 AM
Karen
Broomfield, CO

My bill is paid automatically each month on my credit card. It is usually too late for me to do anything about it when I get my bill and all I can do is talk sternly to my teenagers about their calling habits for the next month.

Nov 23, 2010 9:17:29 PM
Patricia
Helena, MT

Wireless companies can give you up to the minute reports on your phone usage. It would be a simple matter for them to send alerts before I hit my usage limits. I haven't had a problem, but I have many friends who ended up with huge bills because of their children exceeding their limits.

Nov 23, 2010 11:05:33 AM
Michael C
Odenton, MD

This is a simple solution that puts me in control. I do not want to suffer bill shock.

Nov 26, 2010 9:41:09 AM
John
Sandy, UT

This is a simple solution that puts me in control.

Nov 23, 2010 10:47:50 AM
Malcolm
San Rafael, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 8:33:41 PM
Bruce
Pittsboro, NC

This is a simple solution that puts me in control. It is an ongoing concern that I not do something that will result in a big surprise. On a few occasions I have opened my bill to discouver that I am over and my bill is higher than usual. The biggest problem is that I just didn't know when I ran out of minutes. My family has one of the shared accounts and there are three of us on the account. We cooperatively split up the minutes, but it would be so simple if we received an alarm. I'm ready for some relief, and ready for some real control. Thank You

Dec 18, 2010 2:43:50 PM
Jim
FRANKFORT, KY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. My phone company has treated me fairly so far. However, this is a common sense solution to avoiding overage issues in the first place. Even the phone companies would benefit from having to field such complaints and having disgruntled customers.

Nov 23, 2010 11:40:05 AM
John
Inman, SC

I want notice BEFORE I hit my usage limits!

Nov 23, 2010 12:54:57 PM
Jonathan
Lebanon, PA

It's a big problem with a simple solution: require the Cell phone companies to alert the consumer before they go over the limits! Dr. Jonathan Davis 200 N. 7th Street Lebanon, PA 17046

Nov 23, 2010 1:31:42 PM
Robert
Crofton, MD

Dear Regulator, Cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. I've gotten bills for hundreds of dollars, spent hours on the phone with non-responsive customer service. I've been told I didn't understand my plan limits. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock. This issue is reasy to address. I ask the regulators to please regulate a company that operates like a monopoly. Regards, Dr. Robert Davis Crofton, MD 21114

Nov 24, 2010 9:22:39 AM
Tony
Abingdon, VA

I am on a family plan with 5 phones. I don't have time to sign on to my carrier every day and check the usage on all 5 phones. It one of the phones is about to go over the usage limits it would be wonderful to be notified of this in advance. Please approve of this proposed rule change. Thank you, Tony M. Davis 16244 Mary Street Abingdon, VA 24210-8414

Nov 23, 2010 10:53:31 AM
Mel
White Hall, AR

This is a simple solution that puts me in control. I appreciate AT&T sending me a message that I was approaching my limit for the month. They have done this in the past and I believe it is a fair and equitable way of treating customers since only they know what the current usage is.

Nov 25, 2010 8:55:08 AM
Neal
Parma Heights, OH

This is a simple solution that puts me in control.

Nov 23, 2010 8:34:02 PM
Luci
Anaheim, CA

This is a simple solution that puts me in control. It's a fair thing to do.

Nov 23, 2010 9:31:36 PM
John
Sebastopol, CA

This is a simple solution that puts me in control. Having come from the wireless industry, I know that wireless service providers count on overage charges to boost their profit margins. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:05:27 AM
Mary Ellen
Kansas City, MO

This is a simple solution that puts me in control. The solution allows the user to determine if the time at this moment is appropriate. The solution can be automated, so even when using the phone, the user is alerted. It just makes sense.

Nov 23, 2010 11:37:47 AM
Theda
Germantown, OH

This is a simple solution that puts consumers in control. Please protect the consumer from the preditory practices of big business: especially cell phone providers.

Nov 23, 2010 10:38:12 AM
Dennis
Valparaiso, IN

This is a simple solution that puts me in control. Companies deserve to charge more when customers exceed limits. Like roaming charges, customers deserve to know when limits are being exceeded!

Nov 23, 2010 2:12:16 PM
Diane
Perrysburg, OH

To whom it may concern at the FCC Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. I have received bills for hundreds of dollars due to minutes overages. This is a consumer rip off Please support legislation that will advise us when we are getting close to the allowable plan limits. Then the consumer is in control and not shocked by an unaffordable bill.

Nov 28, 2010 5:01:04 PM
Barbara
Grand Rapids, MI

This is a simple solution that puts me in control.

Nov 28, 2010 9:45:09 AM
Christine
Berkeley, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, and ready for some real control. There is no good fair market reason why this shouldn't be required!

Nov 24, 2010 12:06:16 PM
Jean
Geneseo, IL

This is a simple solution that puts me in control. I've been told that my company will notify me of limit overages, but when it happens, I'm not notified. It requires a lengthy call or a 30 min trip into a store front location. Either way it takes at least a half hour of both of our time. I feel it only fair that they be held accountable to do what they say they will do. When you consider that fact that you are locked into a two year contract and then you dont know what your fees will be because of new techniology, this is a simple fix that all can live with.

Nov 23, 2010 5:11:45 PM
James
Gulf Breeze, FL

It's just a nice thing to do!

Jan 9, 2011 5:25:45 PM
Ruth
Jessup, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. I don't have time to spend hours on the phone with customer service. I shouldn't have to. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:32:33 PM
Michael
Burke, VA

I have been surprised by minutes overages, and very expensive additional charges, and would like to the cell phone service providers implement an alert to indicate when I am about to go over my usage limit.

Nov 23, 2010 1:48:45 PM
John
Seattle, WA

This is a simple solution that costs little.

Nov 24, 2010 9:30:05 AM
Greg
Des Moines, IA

This is a simple solution that puts me in control. I didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:17:32 AM
David
Boulder, CO

I am totally comfortable with the needs of cell-phone companies to make profits. However, I believe current regulations allow providers to engage in practices that are actually designed to create and exploit circumstances where customers incur huge costs by accident. I have faced bills that exceeded my expectations by hundreds of dollars, and each time I find myself thinking that the associated business practices are contrary to the fundamental American concept of capitalism driven by rational decisions. Rational decisions are possible only if customers are fully informed before they buy, rather than being surprised after the purchase is irreversible.

Nov 23, 2010 2:36:23 PM
Nathan
Pittsburgh, PA

This is a simple solution that puts me in control and would require almost no effort on the part of the cell provider -- a simple text message is all it would take! Cell providers billing plan structures are deliberately designed to confuse and encourage people to opt for more expensive "unlimited" plans that they really don't need. They also include so many wierd exceptions that it is very hard for a normal person with a busy life and hectic schedule to keep track of their usage -- "was that 15 minute call to someone in my 'circle'? Okay that one doesn't count. What? They changed provider and no longer qualify for my 'circle?' How was I supposed to know that?" If market pressure can't force them behave properly (since they all behave badly there is no competition here!) then we must force them to behave with laws.

Dec 7, 2010 10:36:57 PM
Brian
North Highlands, CA

It would be very easy for companies to automatically notify customers via text message when they are about to exceed the "limits" on their voice, data and text plans. This would help protect many people, including me, from outrageously huge bills. It's cumbersome to monitor one's usage. Please help us get a bill passed that fixes this problem.

Nov 30, 2010 12:52:27 AM
Mark
Urbana, IL

Especially considering the case of text messaging, exceeding limits seems very much like simply a dirty trick to trap a customer in an extreme bill. After all, "Five hundred text messages contain less data than a 1-minute voice transmission." (http://www.consumerreports.org/cro/aboutus/mission/viewpoint/why-text-messaging-is-too-expensive/overview/text-messaging-ov.htm) Consider this: One extra minute of overage is charged at about 50 cents. In data, the same amount of texts costs $25. For those that use text messaging to communicate and converse back and forth, five hundred messages is quite easy to hit and even exceed many times over, especially over the course of a month.

Nov 23, 2010 12:42:59 PM
John

Provo, UT

As a consumer I should be able when I may be charged more money so I can decide whether on not to spend it. Right now the cell phone companies create the plans and overage fees, and once I purchase a phone I am stuck with that carrier unless I pay cancellation fees. I have no ability to negotiate prices, nor do I control the information on my usage. I want cell phone companies to allow me to setup my own notices that tell me my usage and when i may incur additional fees. This is a simple, automated process. They have the data. I just want the information before I spend more so I can control my bills. I also want the ability to approve any text messages or subscriptions. I receive spam text messages that I have to pay for, and I want his to stop. I also want to block any text subscriptions so I don't pay any ongoing fees for subscriptions I did not subscribe to. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 8:04:32 PM
Bret
Laguna Beach, CA

This is a simple solution that puts me in control. My family has gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem is always the users fault. It should be clear and concise. There should be no surprises. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 4:21:31 PM
Linda
Chicago, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and still find the small print difficult to understand and to remember. I'm tired of bill shock, and ready for some real control. When my (verizon) company began notifying me, I was very grateful. I can resist going over my minutes now. All companies should be required to do the same or better. Linda Groetzinger

Nov 24, 2010 7:16:31 AM
Richard
Garner, NC

Due to the costs & complexities of operation, mobile service providers have a strong hold on this market and conduct themselves without consequence or even consideration for their consumers. They have no fear of losing their customer base, because their marketing is powerful enough to draw in those who switch between carriers. On multiple occasions I have made calls while in a small isolated pockets outside of my coverage area or had a roaming pocket call to support, and after a steep bill and hours of my time speaking with customer no-service, it ends up being my fault, I pay them something over what I should & I am left unsatisfied. In short, they hold consumers responsible for unexpected & exorbitant bills because they can get away with it. I think this is an unfair practice & by requiring them to be more accountable to their consumers it will help address this problem with how things work. Thank you for considering this measure.

Nov 23, 2010 10:01:04 PM
Barry
Delmar, NY

This is a simple solution that puts me in control. I personally have not had this problem, and watch my usage carefully. I believe in competition, and that competition will free entrepreneurs to be innovative. But, also, consumer goods should not be predatory. This is such a simple idea, and certainly technologically feasible. Help the consumer gauge his usage, so that he/she can determine when he is about to go over their limit, and they can take the action that they choose. This is even good or cell phone poviders. with such a system in place, there will be much less call for them to "forgive" high bills.

Nov 23, 2010 12:19:32 PM
Edna
Wynnewood, PA

This is a simple solution that puts me in control. Knowing when my limits are close helps me and provides you with a satisfied customer. I hate to be an unhappy customer and I'm hoping that happy customers are a part of your business objectives.

Nov 23, 2010 6:09:07 PM
Matthew
Hershey, PA

This is a simple solution that puts me in control. I have friends who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and have never end up satisfied. It may be only a matter of time until this happens to me. I'm tired of worrying about bill shock, and ready for some real control.

Dec 7, 2010 10:56:16 AM
Deniz
Chicago, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars; I don't know when I run out of minutes without constantly checking my account. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:34:55 PM
Brian
Oregon, IL

Scammers are using telephones and cell phones to convince gullible people into sending them money. Once a person has been scammed, the telephone calls continue for many months or even years as these offshore people harass their victims to try to get even more money out of them. Often the phone calls include threats of violence as well as pornographic inuendos. We need

laws that allow phone and cell phone users to block specific area codes (such as Jamaica) from a customers list of allowable calls. Further we need laws that allow specific numbers from a foriegn location to be blocked from calling the US and a law that allows a customer with a specific phone number that has been documented as used for scamming to be disconnected, permanently. We already have laws that make scamming illegal but we seem to be powerless to stop scammers from using the telephone services to their advantage. Why can't we require the phone companies to require enough documentation on customers so the abusers can be tracked down. Jamaican telephone scams are an industry that brings in an excess of $30,000,000 per year to criminals in Jamaica that have connections in the US.

Nov 23, 2010 3:17:57 PM
Eric
Carrollton, GA

You have ways of notifying me of every new product you want to sell me, so I know that you can also notify me when my minutes are almost gone or if someone on my 4-person plan is over-using. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:18:08 AM
J. Michael
San Francisco, CA

This is a simple solution that puts me in control. There has to be a way to stay aware of usage as it occurs. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:49:02 PM
Gerald
Oak Park, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've been told the problem was always my fault. I didn't know when I ran out of minutes and the company did not notify me when I reached my limit. I'm tired of bill shock, and ready for some real control.

Nov 16, 2010 7:03:57 PM
Peter
Melbourne, FL

>This is a simple solution that puts me in control. > >I've gotten bills for hundreds of dollars, spent hours on the phone >with customer service, and I never end up satisfied. > >It seems that

the problem was always my fault. I've been told I didn't >understand my plan limits, didn't understand my parental controls, >didn't understand the charges associated with a download or an >online service. But most of all, I just didn't know when I ran out of >minutes. > >I'm tired of bill shock, and ready for some real control. The above was filled in for me so I feel compelled to leave it, but it doesn't apply to me as that I have an "unlimited" plan. The point is that if other consumers are receiving bills for hundreds of dollars, and there is a simple step we can take to help prevent people from running into these problems, we should do it. This plan uses the services provided by the companies to notify their users. The user can't say they didn't get the information, and the companies have no excuse not to (Other than to continue making gross amounts of money on fees that really don't cost them much to begin with.) It's a simple measure that should help a lot of people.

Dec 16, 2010 3:15:22 PM
Harold
Arlington, MA

It is only common sense that phone companies should provide this service. It's debatable whether this should be legislated, but it is probably for the best. Therefore I support this measure.

Nov 28, 2010 11:41:01 AM
Thomas
Springfield, VA

Your proposed rule is simple and straight forward, unlike cell phone company bills with added charges.

Nov 23, 2010 11:59:17 PM
Mirka
Oxnard, CA

We are all in a financial hardship in this economy. It is only fair and considerate for your customers of your company to warn us and help us in this time of depressed economy. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Take the time to be considerate of your loyal customer and help me by doing this for me. Warn me before I go over. We are all busy trying to figure out what to do to fix our finaces. We do not need our cell company to go against us. This wil help us stay on top of our bills and on time and in full. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:34:36 PM
Sylvie
Atherton, CA

This is a simple solution that puts me in control. I've gotten alarmingly large bills, spent valuable time on the phone with customer service, and in the end the problem was always my fault. I didn't stay within my plan limits because I didn't know when I ran out of minutes/texts. I'd love to receive notifications that would help me have more awareness around the cost tipping point.

Nov 24, 2010 9:23:25 AM
Mark D. J.
Mamaroneck, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:35:48 PM
Thomas
Redowwd City, CA

This is a simple solution that puts me in control. I've gotten bills high bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control Thomas Henneberger 770 Bair Island Road, #401 Redwood City, CA 94063

Nov 23, 2010 11:02:29 AM
Kathleen
Cortland, NY

This is a simple action that helps me control the cost of cell phone use. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of being surprised by the total minutes and ready to control those costs.

Nov 23, 2010 10:25:16 AM
Dan
Wichita, KS

Getting a message before I hit my limit is win-win. I would avoid the excessive overage charges and I would also upgrade my plan. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Thank You Very Much, Dan Hennings 3701 E 13th St Wichita, KS 67208

Nov 28, 2010 1:39:43 PM
Kathleen
Stillwater, MN

This is a simple solution that puts me the consumer in control.

Nov 23, 2010 8:14:30 PM
Kristi
Gurnee, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I've also gotten bills for 9.99 for services from 800 numbers that I did not sign up for! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 9:11:34 PM
Katherine
Greenville, NC

This is a simple solution that puts me in control. I don't use my cell phone for large volumes of calls or texts, but many of the people I know do. The rude shock of such large bills should be a thing of the past!

Nov 23, 2010 11:35:32 AM
Christine
New Hyde Park, NY

This is important to me as a consumer. It's common sense and courtesy. Please ensure cell phone carriers here in the U.S. are required to alert us to potential overages. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 8:11:42 PM
Allan
East Dennis, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. After detailed explanations from the carrier, AT&T, I could only conclude that the billing was fraudulent on their part so I canceled my mobile phone and now do without. If they had been forced to

prenotify me, the problem could have been headed off at the pass. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 10:00:43 AM
Jessica
Fargo, ND

This is a simple solution that puts me in control.

Nov 23, 2010 11:37:29 AM
William K
Scituate, MA

This is a simple solution that puts me in control.

Dec 1, 2010 3:32:41 PM
Steven
Phoenix, AZ

There should be a requirement to alert the customer when usage is nearing the limit, especially on accounts with multiple phones. It is a simple fix to implement and regulate. My email account has that feature for available memory to store messages. Why not have phone alerts for % of airtime remaining? Because it is an easy way to gouge the customer for more money and less service. Once the extra minutes are billed, it is harder to get the money back and that is the way the greedy CEOs like it. Just plain theivery! The provider is not hurting for revenue but the user may be living from paycheck to paycheck. Do the right thing!

Nov 27, 2010 7:59:21 AM
Robert
Norman, OK

With all the endless advantages that cell phone companies have, only the FCC can help provide consumers with even the most minimal protection. This is a simple solution that can help.

Nov 24, 2010 8:42:15 AM
Neil
Highland Park, NJ

The current requirement on cellular carriers to notify consumers is inadequate and inconsistent with "consumer rights" requirements other industries must follow to keep consumers informed. This is a simple solution that puts me in control. I've gotten bills for significantly more than budgeted and spent too muchtime on the phone with customer service, to understand charges and often end up unsatisfied with the result. It seems that the problem is always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 4:27:46 PM
Sadaqat
Watertown, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied.

Nov 23, 2010 8:19:56 PM
A. Mohsen
Pottsville, PA

This is a simple solution that puts me in control. In Europ, only the caller pays, the called party is not charged. Only in the US both parties pay!

Nov 23, 2010 9:30:14 PM
Alexander
Millburn, NJ

This is a simple solution that puts me in control.

Nov 24, 2010 2:20:19 PM
Tricia
Savannah, GA

This is a simple solution that puts users in control. This is also good customer service.

Nov 23, 2010 4:13:31 PM
Hyunil
Jersey city, NJ

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Why do they make it inconvenience to check our minute balances? Why can't they provide such service as curtesy? It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:43:54 PM
Peggy
Caldwell, TX

I received a bill this year for $7000, and the next month for $7000. It was an error on the provider's part, but they never contacted me except to demand the $14,000 payment. It took several phone calls and demanding to be moved up the chain for the error to be recognized. It

took several more weeks for the account to be credited. The proposed limits would keep the companies accountable and keep them from putting customers like me in such a catasrophic position.

Nov 23, 2010 11:52:49 AM
Anthony
Meredith, NH

I was told by Sprint that I had signed up for a plan that would cover my roaming minutes, at one low monthly rate. Then I got hit with a bill for hundreds of dollars. They LIED to me, basically committed fraud, and I had no recourse but to pay the bill. I will never use Sprint again, but more should be done to prevent this kind of behavior from cell phone companies.

Nov 23, 2010 4:23:49 PM
Maurice
Hyattsville, MD

This is a simple solution that puts me in control. I got a bill for hundreds of dollars for having used service on my phone I thought was included in the basic plan I have on my phone, and though when I called my provider to settle the bill I got good cooperation and they reduced the amount I was to pay, I still had to pay hundreds of dollars unexpectedly. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:22:18 AM
Ann
Temple, TX

This is a simple solution that puts me in control. I've gotten bills for over the expect amount, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 9:35:11 PM
E. M.
Tigard, OR

The whole cell phone industry is overly complicated with multipage contracts, hidden rules and host of other details that no one reads out of fear of dying of boredom in the process. All the different rates, plans, coverage areas, special fees and hidden costs should be presented in simple language that is easy to understand the costs. In this day and age, there is not excuse for a company not communicating when bad things happen. To not communicate in order increase profits is unethical and imoral. Please take the control away from these big corporations and force them to be nice, polite and caring toward their customers. thank you, E.M. King PS: Add e-mail a one of the notification methods and let me choice which one they communicate with.

Nov 23, 2010 5:35:42 PM
Margaret
Canyon Country, CA

This is a simple solution that puts me in control.

Nov 24, 2010 12:30:12 PM
Mary
Dallas, TX

I work to manage my use of my cell phone. My husband and I share rollover minutes. Periodically we experience business or family needs that increase normal usage. Since daily updates on usage are not readily accessible to enable us to monitor usage, I endorse the proposal that requires cell phone companies to notify customers before they reach the monthly maximum allowed by their plans.

Nov 23, 2010 12:52:06 PM
John
Phoenix, AZ

In general I have had years of great service from Verizon cellular, however the occasional shock of having gone over my limits by an extra $50 to as high as $200 without a warning that could have been simply provided is too much. I understand my plan limits and I understand the charges, but I and other consumers deserve every avenue of information to in order to make the choice to incur or take action to avoid or reduce such overages. Yes, I know with Verizon I can text or call for a summary of charges - but why, oh why should I not be able to set/request an automatic notification when I am approaching my plan limits. Verizon's customer service has been excellent for me for years and years, but if they don't choose to offer the "simple courtesy" of this information voluntarily - I ask you to to take action to make it a requirement.

Nov 23, 2010 12:54:35 PM
Ryan
Lehi, UT

This simple notice enables me to better manage and control my expenses for telecommunications. And this should be a simple solution that carriers can implement. Thank you.

Dec 3, 2010 7:27:19 PM
Janette
Charlottesville, VA

I had Alltel for years--a wonderful cell phone provider with excellent, humane customer service. Verizon bought Alltel and everything went downhill. Verizon changed my free minutes from 7pm each evening which I had with Alltel to 9pm without advising me. I got a phone bill for

nearly $300 and the customer service supervisor pretty much told me to bug off. I asked to see one of my Alltel bills to prove I had free minutes after 7pm EST, but the Verizon supervisor told me the company didn't have those records. Right! I switched to T-Mobile, a better company. I hate to see Verizon and other cell phone providers make millions by cheating users or taking advantage of us. Companies should notify users when they are approaching their voice and text limits. Janette Martin 596A Reservoir Ridge Rd. Charlottesville, VA 22901

Nov 24, 2010 7:47:09 PM
Leonard
Carrollton, TX

With the technology available today, there is absolutely no reason that cell phone companies cannot send alerts when customers are about to reach their plan maximum minutes or messages. I can understand why they would not want to do this since it is a significant revenue stream for them as folks exceed their limits. With ATT & Verizon either modifying or planning to modify their data plans to sell maximums, this will become even more important. I expect my government to protect the consumer's interest, not support the cellular & broadband company interests.

Nov 23, 2010 10:27:37 AM
Mark
Rochester, NY

This is a simple solution that puts me in control. I know that people have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They have been told that they didn't understand my plan limits, didn't understand the parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:36:23 PM
Monica
Metairie, LA

90% of the time my family underutilizes its plan and our bills average $120/month. So it was a shock when on November 23rd, 2010, I went online to review my bill and noticed that we had $120 in overage charges. Our bill was double its usual cost! Imagine my further shock when I looked at the call detail and saw that all of the overages were calls between my husband and me. Due to a job relocation, my husband and I were living in different cities from mid-October to mid-November. I was renting a temporary home without a landline so we relied on our cell phones to stay in touch. Going through a move is expensive and stressful enough without worrying about whether or not I can afford to stay in communication with my loved ones. It's pretty frustrating to look at a high cell phone bill, and see how the overage could have been avoided. My husband could have called my cell phone instead of my work phone. We have free mobile-to-mobile minutes. We could have texted each other for quick, mundane information. We have more text mesages available than we use. We could have called early morning or late

evening and used our free nighttime minutes. But most of all, the cell phone provider could have let us know when we ran out of minutes. It's an easy fix. The technology is here. I already receive alerts when I enter a roaming area, make a roaming call, or my bill is due. A restaurant can't sell you a meal without telling you the cost, and a dealer can't sell you a car without telling you the price. Why should a cell phone provider be able to sell you service without telling you it's going to cost you extra?

Nov 23, 2010 4:12:58 PM
Roger
Portland, OR

This seems like common sense to me.

Nov 16, 2010 11:54:58 AM
Antonio
Warwick, NY

Demand fairness and transparency for consumers! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please represent me and all consumers and not the telecom companies...

Nov 23, 2010 10:53:37 AM
Gerald
Bonaire, GA

It is only fair and it protects me and the cell phone company. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and there is not fighting with them as they are always right. The law right now protects them but not us. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:42:26 AM
Charles
Winona Lake, IN

This is a simple solution that puts me in control. Thank you for your attention to this matter.

Nov 27, 2010 11:46:19 AM
Julie
LaGrangeville, NY

This is a simple solution that puts me in control. The companies send marketing messages frequently. They are certainly able to easily send other messages, and it would be a fair business practice.

Nov 23, 2010 6:37:24 PM
Michael
Valatie, NY

I still have 2 daughters plus my wife and myself. My bill is substantial This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:28:05 PM
Michael
West Chester, OH

Below is Consumer Reports boilerplate. In fact, though, it's only fair that the customer be notified. I hope you agree and will help this along. Thank you! Mike Massimini This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:45:29 PM
Josh
Lees Summit, MO

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:34:13 PM
James
Sussex, WI

I am 75 years old and do not wish to spend lots of time and energy learning the ins and outs of cell phone billing. I would however like to be protected from inadvertently running up a bill. This bill sounds like an inexpensive, (for the cell phone company), fix to a potential problem.

Nov 23, 2010 12:04:40 PM
Marvin

Alexandria, VA

We have 2 adults and 4 children (high school, undergraduate, and post-graduate students) with cellphones and text. Needless to say, arriving at the unlimited min./texts became a necessity. Nonetheless, the data charges -- and the cellular providers requirement that phones MUST HAVE data charge "check in/update" connectivity and concommitant data fees -- still makes cost control a sometime thing. THEREFORE, this is a simple solution that offers a chance of putting parents in control of costs -- hopefully before they are incurred by an industry that is increasingly mimicking the commercial airlines with predatory fees. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service (an egregious misnomer!), and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, "don't your review your bill each month?" (the format and terminology DOES change month-to-month), didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. We are quite tired of bill shock, and ready for some real control. Can you step up to helping us out?

Nov 23, 2010 11:12:11 AM
Paul
Babylon, NY

Billing practices of cell phone companies are confusing and sometimes abusive. They give pages and pages of information, but buried in them are changes that don't seem to make sense. Sometimes I feel I have to get plans with limits that are too high to avoid the possibility of suddenly being billed high per-minute or per-message rates because of overage. It is a hidden way to raise rates. Please work to give the consumer an even break. Thank you.

Nov 24, 2010 5:27:21 AM
Juan Ernesto
Miami, FL

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:26:50 PM
Carol
Richmond, VA

Please use the power you have to set up regulations that will require phone companies to notify all customers of cell phone services before our minutes run out. If banks can connect so seamlessly with retail outlets that a charge, for example, at a gas pump has already been debited from my account by the time I get home, surely there can be effective ways for all of the phone companies to set up automated notices to their customers when texting/phone calls, etc. are

approaching their limits. Please do what you can do to make that happen. Thanks Carol Parke
Richmond, VA, 23225

Nov 24, 2010 10:55:29 AM
Donald
San Antonio, TX

This is a simple solution that puts me in control. I didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 7:12:46 PM
Joseph
Fort Smith, AR

It is time for regulators to put consumers and consumer protection first.

Nov 23, 2010 10:58:18 AM
Richard
Brewster, NY

This is a simple solution that puts me in control.

Nov 30, 2010 7:03:15 AM
Doug
Bowie, MD

This is a simple solution to implement and in the interest of customer service should be required by the service provider. I firmly believe that sending an alert is an appropriate method to inform customers of their usage and potential overages and will help facilitate a better relationshipe between the customer and the service provider.

Nov 23, 2010 9:20:22 PM
Joshua
Lancaster, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:17:32 PM
Jason
Columbus, OH

It is a simple solution, which would allow us to restrict our usage or go to a higher plan instead of getting a surprise on our bill and spending hours trying to get resolution from the company. I understand that I agree to those terms in a contract, but the price for making a mistake is much too high to not receive a warning.

Nov 23, 2010 11:07:41 AM
Mark
Centerburg, OH

This is a simple solution that keeps consumers informed and lets them make informed decisions about their usage of services. Mobile carriers already send alerts when your bill is due and when you have paid the bill. A simple addition to those systems would make consumers aware of their current usage and help avoid unexpected overage billing situations.

Nov 23, 2010 10:34:23 AM
Mel
Upper Providence, PA

To Whom It May Concern: I would really appreciate this--it's a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and all b/c it's difficult to keep track of minutes and which of my friends/family uses which service (as I get free calls to anyone w/ my company). It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help, Thanks

Nov 23, 2010 2:33:36 PM
Tracy
Midland, MI

This has happened to me one time. I paid an extra $150 one month because the phone company ATT never alerted me that I had exceeded my plan limits. I knew that I would be charged but at the time, there was no easy way to monitor the data/text usage. They have fixed that problem but I am still irritated that the fees were so excessive. Please put a stop to this type of practice. It is nothing more than a legal form of gouging that needs to be made illegal. Thanks for considering this request.

Nov 23, 2010 7:47:19 PM
Ibrahim
Wynnewood, PA

I hope the FCC will represent the interests of consumers. Thank you.

Nov 23, 2010 10:29:22 AM
Mary
Adelphi, MD

This is a simple solution that puts me in control and it is absolutely doable with existing technologies. American consumers want and need real control over cellular usage that effects our

household budgets. Like the provisions in the 2009 CARD Act that effectively end over limit charges, we need to know and make a conscious decision if we are approaching our plan limit. Please support notice for cellular users now.

Nov 24, 2010 11:51:32 AM
Brook
Boynton Beach, FL

We have never been ripped off, but the information would be very useful. Thank you.

Nov 24, 2010 10:45:51 AM
John
Goleta, PA

I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 1:16:28 AM
Jean
Short HIlls, NJ

Americans are getting ripped off by these cell phone companies and this is a prime example of their unscrupulous greed and monopoly status when it comes to billing whatever they feel like with the backing of the government! Do something about it now--force this rule to notify or we will boycott in a way that damanges all of their businesses!

Nov 23, 2010 12:09:57 PM
Ann
Hiram, OH

This is a simple solution that puts me in control.

Nov 26, 2010 2:35:15 PM
Andrew
Birmingham, AL

This is a simple solution that puts me in control. I'm tired of bill shock, haggling with phone operators, and the assumption that it was my fault these charges occurred! It is quite apparent that the phone companies are trying all forms of barely legal methods of extracting more money from their customers! Time to put the consumer in control and the phone companies back in the role that was originally intended; as a service provider.

Nov 23, 2010 11:11:54 PM
Terry
Malibu, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. This control has worked well in other countries. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:28:05 PM
Stephen
Portland, ME

I think it's time to end the entrapment and attractive nuisance techniques employed by the cellphone industry. Consumers should be in control - not the cell companies. Many thanks

Nov 23, 2010 3:24:46 PM
Charles
Madison, AL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I'm tired of bill shock, use the technology to help me, not empty my wallet.

Nov 28, 2010 3:37:04 PM
Susan
Belfair, WA

This is a simple solution that puts me in control.

Nov 24, 2010 11:17:04 PM
Vicki
Draper, UT

This is a simple solution that puts me in control.

Nov 23, 2010 3:04:56 PM
Ingrid
Cedar Hill, TX

The billing practices of company providing mobile service typically is frustrating, confusing and at times just downright bad. Being able to get an alert when certain aspects of my usage is about to skyrocket above the norm would be helpful. I once had to fight AT&T wireless about overage charges for a super high volume of text messages that was the company's fault. The battle lasted several days, ate up a lot of my time and had me dealing with surly customer service reps who acted as if I were just causing trouble rather than a customer with a valid concern. I'm tired of the bill shock and the frustrating calls with customer service. I want more clarity about charges and more control of how they stack up.

Nov 23, 2010 12:28:50 PM
Richard

Newbury, NH

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:04:46 PM
Stephen
Springfield, VA

This is a simple solution that puts me in control. I've received surprise bills for big amounts - its so annoying and I feel fooled. I'm tired of bill shock, and ready for this simple solution.

Nov 23, 2010 1:27:28 PM
Ioannis
Atlanta, GA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:21:23 PM
Lucy
Newton, MA

This is a simple solution that puts me in control. I once got a bill for hundreds of dollars dealing with a store's customer service. I also have 3 phones under my plan and can't keep checking each phones used minutes. I just didn't know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:06:36 PM
Miriam
Minneapolis, MN

I understand that these kinds of notifications have been instituted in Europe and that they work. In this country we have enough people in bad enough financial situations, and any fix that is known to work should be offered. I'm sure the cell phone companies will find a way to charge extra for it.

Nov 27, 2010 1:37:16 AM
Peter
Oakland, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I rarely end up satisfied. It could be much simpler and it should.

Nov 23, 2010 10:42:06 AM

Allison
Sacramento, CA

Seems only fair that loyal consumers are notified when we near usage limits!

Nov 26, 2010 9:10:33 AM
Aleksandar
Scottsdale, AZ

It is incredibly difficult to track one's usage of the voice, data and text services. As a consequence, one easily goes over the alloted amounts and hours are spent on the phone with the cell service provider, with a typical outcome being a small degree of concession by the provider but still a large bill for the consumer. This would be an equivalent of an oil company selling cars without a gas gauge and knowing that their consumers, when the gas runs out, can only purchase their gas. I bet the price of such gas would not be at the market value. There is no justification for this other than a clear interest of the cell service providers to generate profits by capitalizing on the lack of a simple and cheap technological solution that would be in customer's interest. Please ensure cell providers are required to provide this simple information to their customers.

Dec 12, 2010 1:42:37 PM
Sara
Harrisburg, PA

This seems to be a simple common sense solution that would not require any extra costs or work for the cell phone companies. This puts the consumer in control rather than getting surprises when you open your bill.

Nov 23, 2010 10:41:21 AM
M
Marlborough, MA

Mobile phone companies already provide methods to track usage against limits, but those methods are reactive; the consumer must actively request the information. It should not be difficult for the same systems which regularly calculate usage to compare these pre-calculated usage totals to the plan limits, and send a message advising that (for example) a plan is nearing 90% of its monthly limit. This is common practice in other areas of the world. This would allow the consumer the opportunity to upgrade their plan or curb their usage, rather than get surprised with a more expensive bill at month-end. And plan increases would provide the carriers more stable, assured income than one-time overage charges which might be defaulted. Thank you for your consideration.

Nov 23, 2010 5:27:20 PM
Gail
Durham, NC

I should get to decide it I want to pay extra for a service.

Nov 24, 2010 12:24:19 AM
Lois
Jamaica Plain, MA

I watch my usage like a hawk, call regularly for balance updates. I would love to just know I'd get a warning when approaching the limit. More important to me, WHY CAN'T THEY EVER GIVE A COMPREHENSIBLE EXPLANATION OF THE CHARGES? I always give up and pretend I understand when it becomes clear that I am never going to. I'm tired of bill shock, and ready for some real control. Lois Shaevel

Nov 29, 2010 10:18:17 AM
Jack
Pleasant Hill, CA

It seems only fair that the cell phone companies notify their customers in the event that they will be billed substantially more than their average bill in any one billing cycle. This is a simple solution that puts me in control.

Nov 23, 2010 4:25:05 PM
Sally
Burlingame, CA

There should be no reason an individual's "overage" charges should be equal to and/or exceed their monthly plan amount. Sprint has now done this to me for the third time this year. I've gotten bills for several hundred dollars and I waste time on the phone with customer service, and I never end up satisfied. I do not want to up my plan I just want notification to let me know in the event I am near or ready to exceed my minutes and/or text messages. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. Most importantly, I receive no alert indicating I am close to reaching my limit. I am frustrated of being in sticker shock and am ready to cancel my Sprint account.

Nov 23, 2010 11:32:05 AM
Bill
Deltona, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and only receive a token credit not even remotely close to the cost overrages. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Credit card companies an banks send out text alerts...there is no reason why cell companies couldn't either...unless, of course, they depend on the significant revenue.

Nov 23, 2010 5:56:15 PM

Stephen
West Hartford, CT

This seems only reasonable

Nov 23, 2010 12:27:34 PM
Dave
Tucson, AZ

Having been with Verizon for many years, I have experienced rediculous phone charges from an unapologetic corporation that forgot about customer loyalty a long time ago. Like the banks, they use their computers to analyse every aspect of usage or balances to determine how to "get ya" in the wallet. This must stop.

Nov 23, 2010 1:44:56 PM
Linda
Anaheim Hills, CA

I have been hit with surprise charges for going over my usage limits - DEPITE the fact that when I periodically call to check how many minutes I have used, I am told a number which is well BELOW my maximum. Not only am I not being warned IN ADVANCE I am about to go over the limit, worse yet I am being given the apparently FALSE ASSURANCE that I am within my limits, only to discover the overcharges on the statement. Since I spend time on the phone with customer service to get an explanation and am repeatedly told that the information I was given "did not include recent activity", and was therefore out of date, it strikes me that this is an INTENTIONAL, out of date assurance whose goal is to elicit overcharges. (OR upgrades to higher minute plans.) Therefore, I STRONGLY urge passage of a rule that REQUIRES cell phone companies to give me notice via PHONE before I go over my limits.

Nov 23, 2010 8:31:02 PM
Ben
Garland, TX

I received an almost $600 bill because my stepson used up all our minutes and went way over the texting limit. I should have gotten a notice before this happened. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 28, 2010 9:37:02 PM
Catherine
Holland, MI

This is a simple solution that puts me in control.

Nov 23, 2010 4:26:49 PM
Chris
Rogers, MN

To Whom This Concerns, This is a simple solution that puts my family in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Sincerely, Chris Boyce Rogers, MN

Nov 23, 2010 4:34:41 PM
Brenda
Enfield, CT

An estimated 30 million Americans this year got hit by an unexpected, very high cell phone bill. Cell phone customers in Europe get a quick call or text when they are getting close to their usage limits, and another one when they hit those limits. After such a notice, most of us would quickly change our calling behavior--stop using the personal cell at work, temporarily take away a child's phone, use the land line more if we have one. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and spent hours on the phone with customer service. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:30:30 PM
Chad
Perrysburg, OH

This is a simple solution that puts me in control. I've known people that have received bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always their fault. They're told that they didn't understand their plan limits, didn't understand their parental controls, didn't understand the charges associated with a download or an online service. But most of all, they just didn't know when they ran out of minutes. My peers and I are tired of bill shock and are ready for some real control. Thank you for your attention to this matter.

Nov 24, 2010 10:07:43 AM
Aelred
Los Angeles, CA

This is a simple solution. I've gotten an unexpected bill for hundreds of dollars in the past. Thank you for your attention to this matter.

Nov 23, 2010 11:45:24 AM
Kip
Covington, WA

This is a simple solution that puts me in control an we already know it works in Europe. That means implementation costs in the US will not be too high for mobile phone providers. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:06:37 PM
Michael
Richmond, VA

This is a simple solution that puts cell phone users in control. While I'm not one of the tens of thousands that have gotten bills for hundreds of dollars, or have spent hours on the phone with customer service, I can understand their pain. A simple text message-based system should be required to notify customers that they are approaching their limits. Even my credit card companies have been able to implement this (and other similar convenience features)! This certainly isn't beyond the limits of wireless providers. Please support measures to require wireless providers to notify customers when approaching their monthly limits.

Nov 28, 2010 10:40:59 PM
Sue
Berlin Center, OH

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Dec 16, 2010 8:06:02 PM
Tom
Houston, TX

My new cell phone required I change my data plan from unlimited to a restricted amount of usage/month. I may get burned by this, but I needed a new phone. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:46:37 PM
Anthony
Temple Terrace, FL

This is a simple solution that puts me in control.

Nov 25, 2010 3:21:52 PM
Byron
Reno, NV

A few years back, I received unexpected Verizon bills for over $ 1,000 in fees run up by a family member on my family plan, and my phone was shut off until it was paid in full. No payment plan allowed. Needless to say that family member will ever be on my plan again. Here is a simple solution that puts me in control. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:16:25 PM
Spence
Fife, WA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:12:09 AM
Emil
Apex, NC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I have even been promised refunds/credits that I still have not received! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:12:57 AM
Paul
toledo, OH

Its fair and good customer relations

Nov 23, 2010 10:36:43 AM
Ted
Lexington, KY

This is a simple solution that puts me in control. I'm ready for some real control.

Nov 23, 2010 11:00:17 AM
Ilse
Steamboat Springs, CO

I've unknowingly gone over my limits before and paid dearly for it. My cell phone is my only phone. This is a simple solution to be able to upgrade when necessary before it is too late and will put me in control.

Nov 23, 2010 11:36:46 AM
Teri
Lakeside, CA

Please make things easier on consumers. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. thank you for your consideration. Teri Brandon

Nov 23, 2010 4:45:04 PM
Don
Ft Thomas, KY

This is a simple solution that puts me in control.

Nov 23, 2010 4:18:40 PM
Joanne
Blairstown, NJ

I believe that cell phone companies count on the fact that their customers don't always keep diligent track of their voice, data or text usage. This is especially true of customers who have more than one person on a plan. If cell phone companies alerted their customers when they are about to reach the limits of their free service, then those customers can make intelligent, informed decisions about their usage. By not notifying customers the cell phone companies take advantage of their customers.

Nov 24, 2010 9:02:53 AM
Chris
Rockwall, TX

This is a simple solution that puts me in control. I have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never seem to end up satisfied. I've been told I didn't understand my plan limits, didn't understand the charges associated with a download or an online service. But most importantly, I just didn't know when I ran out of minutes or sent too many texts. I'm ready for some real control.

Nov 23, 2010 11:09:43 AM
Robert
Trabuco Canyon, CA

This is a simple solution that puts me in control. I've gotten bills for excess voice and text usage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:21:26 PM
Theodore
Dripping Springs, TX

This simple solution puts me in control of my own phone.

Nov 23, 2010 11:32:49 AM
James
Indianapolis, IN

This is a simple solution that puts me in control. I've gotten bills for unexpected overages, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:51:26 AM
Georgia
Needles, CA

This is a simple solution that puts me in control of my cell phone bill. I have a teenager on my family plan. This means that no matter how much yelling I do, many times my bill includes overage minutes. I try to rectify this, but a simple solution exists. When I am nearing my limit, they could text me and let me know that I am close to the limit. This gives me the option of taking away my teen's cell phone until the new billing period. I understand that they are requiring this in Europe and it is working. We can at least require this in our country. The cell phone companies are NOT understanding about teens and minutes. They do remove the other charges that the teen gets me into, but not minutes. Thank you for your attention and please .....

Nov 27, 2010 1:40:43 PM
Terry
Morrow, OH

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control.I just want to know when I ran out of minutes.

Nov 23, 2010 11:10:41 AM
Brenda
Argyle, WI

This is a simple solution that puts me in control.

Nov 23, 2010 11:29:08 AM
Tina
Knotts Island, NC

The below is preprinted but I have encountered all of the situations below. Give a teenager a phone and a parent that does not quite understand how text messaging, etc. works and it is a receipe for disaster. I got hit with over $600 worth of text messaging in one month! This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 9:51:40 AM
Frederic
Lawrenceville, NJ

This is not only the ethical thing to do but it seems to me like a good business practice. If there was real competition in their market instead of the customer lock-in they enjoy with their contracts, then they would really care to keep their customers happy. It's a shame they need to be forced to do the right thing.

Nov 23, 2010 11:59:26 AM
M
Anthem, AZ

This is a simple solution that puts me in control. Thank you for your support of this measure to assist consumers in being responsible and knowledgeable.

Nov 23, 2010 4:47:41 PM
Stuart
Cardiff, CA

Dear ATT Wireless customer service, I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental

controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. I also experienced cell phone theft in a foreign country after the tsunami and had thousands of dollars of calls placed by the thief who found my dead daughter's still functioning cell phone. Most users have a normal pattern to their calls. it should be easy to set up a software solution to alert customers to possible cell phone fraud just like the credit card companies do. I have 6 cell phones i pay for and have no idea if my kids lost their phone or had it stolen or found like in Thailand. A warning call to the account holder of a family account of any unusual activity including new features added to the plan by the kids, would be very helpful and eliminate the hassle you get with complaints about situations that could easily be avoided by a system like this. If credit card companies can do it, you can too. Thanks for listening and good luck on creating a fix for this common problem for your loyal customers that keep you in business. Sincerely, Stuart Breisch MD

Nov 23, 2010 12:16:53 PM
Richard
Napa, CA

This is a common sense and fair solution to a situation that unfairly favors the phone companies. What other industry has mystery pricing? I expect you to represent my interests, not those of special interests.

Dec 10, 2010 2:53:45 PM
B.
Palmer, MA

This is a simple solution that puts me in control. I can't afford any extra charges so I'd really like it if I was informed that my minutes were running out. It's so simple for the companies to do and it should have been thought of long ago. Thank you

Nov 23, 2010 11:03:29 AM
Michael
Plainville, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. (true story) It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. P.S. The rates for text messaging is highway robbery.

Nov 27, 2010 10:03:00 AM
Victoria
Flower Mound, TX

We have several people on our cell plan for our business. Over the years, there have been several times that one of our people has gone way over the limit on minutes or texts, and we never knew what was happening until the bill came. By then, we were halfway through the next billing cycle, still racking up usage before we could correct the situation. We need alerts!

Nov 23, 2010 2:52:50 PM
John
Eastsound, WA

This is a simple solution that puts me in control. I've gotten bills exceeding my allotment, at an obscene, usurious rate (10x other per-minute rates), spent extended periods on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Why is the US behind the curve of many European and Asian nations? If you really have your constituents interests at heart you will do something about this promptly.

Nov 23, 2010 4:18:51 PM
Kimberly
Cuyahoga Falls, OH

This is a simple solution that puts me in control.

Nov 24, 2010 9:04:10 AM
Teresa
Athens, GA

To whom it may concern This is a simple solution that puts me in control.I am so tired of AT&T billing me for charges I am not very sure what they are. And yet they seem to get away with this month after month. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please help me and thousands of others take back our control. Teresa Bridges 180 Hunters Crossing Road Athens, Ga 30606

Nov 23, 2010 12:53:10 PM
Jay
Lowell, MA

I just paid $580 for the last 2 months for my sons cellphone bill because he went over the usage limit. After the first month of overage charges my son went in and talked to a T-Mobile rep who assured him that if he changed his "favorites" list to people he called most often that this would take care of the problem. The next month the bill was $280 instead of $65.