Nov 23, 2010 6:39:07 PM
Sue
Oak Park Heights, MN

This is a simple solution that puts me in control. This is only fair. If the minutes do not roll over, then I want notice!!

Nov 28, 2010 9:12:47 AM
Stephen
Westwood, MA

I am fortunate in that I have not received one of these over limit usage bills, but I would be extremely upset if this was the case. I do receive notices from my phone provider, Verizon for my bill and lots of other stuff, so adding this one feature is something they should do from a customer service standpoint. I am extremely tired of banks, phone companies and lots of other services provides playing the "I gotcha game", where they try to get you for the slightest infringement on their services with userous additional fees. As a legislator or key decision maker, it is your duty to represent your constituants in a manner that helps protect us from these practices and this is a very easy fix.

Nov 28, 2010 6:58:21 PM
Linda
Stateline, NV

The telephone companies can add and activate different options on your phone plan with any approval or notification ie: activating media, navigation software. I paid for media that I did not select for over one year. Then I tried to use my phone and ATT Navigator link was activated by the phone company without my permission and a "short cut" icon was in the center of my phone screen everytime I tried to dial. They said that they had the right to activate trail offers with out permission and it was up to me to have them de-activated before the trail period was over. I think this is and should be illegal. Please reign them in!!!!

Nov 23, 2010 1:03:31 PM
Milton
Copper Hill, VA

This is a simple solution that puts me in control..

Nov 23, 2010 11:07:33 AM
Ben
Muskegon, MI

The only reason not to require carriers to notify you when nearing you monthly limit for calls, messages, and data it to support gotcha capitalism. Free market capitalism is supposed to be

based on information so buyers can make rational decisions if they want to. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:03:59 PM
Chad
Elon, NC

I have never really felt in control when dealing with cell phone companies. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 then I've had to pay huge amounts.

Nov 23, 2010 8:38:54 PM
David
Deltona, FL

With the current technological advances, it would seem pretty easy and not too costly for the cell phone companies to send out an alert when my minutes or text limits are coming. Sincerely, David A. Brown 1417 NE Old Mill Drive Deltona, FL 32725

Nov 24, 2010 2:14:21 PM
David
Sun City Center, FL

This is a simple solution that puts me in control. I 'm forced to check my used minutes at just the right time - IF I think of it. If there is a method for me to call in to get the used minutes, this could just as well have been sent to me automatically via e-mail. I would propose that the billing system send everyone an e-mail on the day before the billing date each month with the current used minutes. If I go over anyway, then it's my fault and I should pay overage charges. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:25:47 PM
David
Williamston, MI

This is a simple solution that puts me in control. We simply cannot afford more than we pay already for cellphone and data services. 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 11:21:32 AM
Greg

Baker City, OR

While volunteering away from home, my cell phone was the only communication available for several of the volunteers serving several different functions. We made necessary and discretionary calls on the phone for some time until other means of communications were available. When I got home, an exceptionally high cell phone bill awaited. After some discussion with the local store's agents, the bill was reduced by the store's manager, but was still significantly higher than budgeted for. If we had received a notification that the plan was being exceeded, I could have switched plans within the providers' matrix or we could have made better decisions about restricting the use of the phone. A simple message could have prevented a lot of lost time and distress.

Jan 29, 2011 12:45:34 PM
Lisa
Sugar Hill, NH

This is a simple solution that puts me in control.

Nov 24, 2010 7:27:02 PM
Rick
Sunnyvale, CA

This approach would seem to be the most effective for all parties. The biller would have let the person being billed know in advance that the limit was being approached therefor there are no surprises anywhere. I would also recommend the ,message be sent via email as well. In the event of a phone theft, the cell phone owner would be informed and have the ability to cancel phone service if they did not when the theft occurred. Regards, Rick Brown

Nov 23, 2010 10:46:55 AM
Sam
Oakland, CA

Pardon the astroturfing mesage below, but it's true - phone companies have proved they're all too willing to engage in ambush billing, and it's time something is done about it. Last month, while abroad, I got an extra $100 on my bil by opening a single webpage. And this was after paying for special roaming arrangements! Astroturfed message follows: This is a simple 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 3:29:43 PM
Sumner
Belmont, MA

Profits from concealing information is disgusting.

Nov 23, 2010 6:26:50 PM
Susan
Mt. Morris, PA

Cell phone companies have tremendous data management capacity, but they don't use it to assist consumers. In fact, it takes almost a degree in accounting to figure out what to expect on the bills. Your proposed rule on warning customers when they are approaching their usage limits would not really cost the companies, but would help many consumers manage a bill that has quickly become a major household expense. Thanks for thinking of the average person, and implementing this. .

Nov 23, 2010 1:00:46 PM
Suzanne R
Louisville, KY

This would have protected me from LOTS of problem when I used my iPhone in Europe, even though I had called ahead and increased my coverage. I got a bill for hundreds of dollars, spent hours on the phone with customer service - they did reduce my bill somewhat as they knew they had not properly advised me of the amount of coverage I would need in Europe, but I was still out several hundred dollars. They tried to say that the problem was my fault. I was told I didn't understand my plan limits, didn't understand foreign charges, didn't understand the 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 bandwidth. The only thing that saved me was that they did have a record of my phone call made prior to travel - made to avoid exactly what happened. I'm tired of bill shock, and ready for some real control. Suzanne R Brown

Nov 29, 2010 3:58:17 PM
Alex
SLC, UT

This seems a very reasonable requirement of the telecom companies. This is an important step to take to protect consumers.

Nov 23, 2010 4:06:00 PM
Nancy
Bowling Green, OH

Even when I go online to my account, or when I look at my bill, it's very, very time consuming to figure out how close I am to minutes or to data usage limits, or it's simply impossible. Because of the way things are reported, for the service I have had for the past 16 months I have not been able to successfully figure out my usage in terms of the usage categories presented to me when I signed up. A warning when limits are reached is therefore extremely important.

Nov 23, 2010 11:59:33 AM

Larry
Plano, TX

This is a simple solution that puts me in control. I am always worried that I will be overcharged and taken advantage of. I don't want bill shock, and ready for some real control.

Nov 23, 2010 7:53:04 PM
Lee
Los Angeles, CA

TIME to be a good corporate citizen... as do the banks now, SEND ALERTS (as we approach) and before we go over our plan/usage limits! To do otherwise indicates/confirms that your company cannot be trusted. Sincerely, Dr. Lee Brubaker Los Angeles 90049

Nov 23, 2010 5:47:08 PM
Lee Anne
Savannah, GA

This is a simple solution that puts me in control.

Nov 23, 2010 10:35:41 AM
Harold
Salida, CO

This is a simple solution that puts me in control. It may not enhance corporate profits, but it certainly is consumer-informative. Please institute this simple requirement. America will thank you. Harry Brull Salida, CO

Nov 23, 2010 10:47:52 AM
Jennifer
Minneapolis, MN

This is a simple solution. No one has time to be checking their minutes useage every day. I've decided to leave my provider because they continued to see me go over my limit and just enjoyed the fruits of my overage charges instead of actually trying to help me out. Other service organizations provide notifications to their customers, why not cell phone companies?

Nov 23, 2010 2:32:02 PM
Melissa
Hollis, NH

This is a simple solution that puts me in control.

Nov 23, 2010 8:48:52 PM
Wil
Tulsa, OK

I along with hundreds of thousands of Americans need something done so thatwe can be alerted when we are about to go over minute limits. With the technology that the world has at it fingertips, I say lets use it to protect the consumers. Why not help us to balance our budgets as well by putting something in place to assist cell phone users in being responsible consumers.

Nov 24, 2010 8:07:15 PM
Kathy
Westport, CT

I'm glad to hear about this simple solution that puts me in control. Thank you!

Nov 23, 2010 8:56:11 PM
Laura
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 11:22:48 AM
Cleveland and Linda
Baxter, IA

In this cell phone culture, such controls are necessary to avoid abuse by providers. We use TracFone precisely to avoid such problems, but both our adult sons have been dinged. Cleveland is a pastor, and has visited with many parishioners who have had the same experience.

Dec 4, 2010 7:09:46 PM
David
Lake Elmo, MN

This is a simple solution that puts me in control. And it's the kind of thing that will require regulation to be effected -- the phone companies will never do it on their own. Cell phones are here to stay and usage is up all over. Please give us some help.....

Nov 23, 2010 11:39:00 AM
Michael J.
Exton, PA

This is a simple solution that puts my family in control. I am in ther process of transitioning between my old and new home, which is being built. Over the last two months my wife and I have depended on our cell phone for our primary voice communications, until we get a new land line. My last two Verizon cell phone bills have had significant minute overages, which caused me to change plans and increase my allowable minutes from the original 500 minutes, which I had for years, to 700 minutes and now 1,000 minutes per month. Most of all, I just didn't know when I ran out of minutes and this is the first time, since I subscribed to wireless phone service,

that I have exceeded my allotment of minutes. My carrier does not give me credit for past unused minutes, but they sure sock to us with overages without warning. I have been trying to anticipate my need for more minutes as I stated above but my last two monthly statements have placed me in bill shock. The whole wireless phone process including the excessive monthly charges, as well as the federal and state taxes, etc. are ready for some real consumer control.

Nov 23, 2010 2:33:51 PM
Dennis
Redmond, WA

I've never had a problem; however, have known of several incidents of run away cost. One caused by a subteen who went crazy texting to the tune of nearly $800. A warning to the primary phone owner would have minimized a lot of pain and suffering. Seems like a reasonable protection for cell phone users.

Nov 23, 2010 10:43:45 AM
Michael
Pasadena, 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 11:39:45 AM
Kurt
Albany, CA

Please give us notice! The only reason the cell phone companies haven't given notices so far is because they're making fortunes off of these 'unexpected' charges. Just like Blockbuster did with their late fees and we can see what that got them. After receiving an inflated bill I even asked my cell phone company (Verizon) to give me notice when I had 30 minutes left. I said that I would PAY them to give me notice. "Sorry sir, we don't do that," was the response. Hmmm... Sounds like a racket.

Nov 23, 2010 8:24:50 PM
John
Benicia, CA

This is a simple solution that avoids unpleasant and costly surprises and rightly puts me in control. I've received several bills with unexpected extra charges, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem is always our fault and that my family could avoid the charges if we would just constantly monitor our phone usage. Really? Who is going to do that on a consistent basis? I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:52:18 PM
Mark

Peachtree City, 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. Most of all, I just didn't know when I ran out of minutes or texts. I'm tired of bill shock, and ready for some real control. The phone companies can easily integrate this service into their billing software and we know they can manage millions of messages when they are marketing their products.

Nov 23, 2010 5:54:41 PM
T. S.
Arlington, VA

This is a simple step for cellular companies that they can take easily, and it enables cell phone customers to make conscious decisions about whether to incur the often massive cost increases that accompany breaking through plan limits, or to keep usage within those limits. The absence of such notice establishes a roulette game in which the cellular companies almost always win and customers often are losers, sometimes to the tune of hundreds of dollars.

Jan 19, 2011 2:53:43 PM
GB
North Richland Hills, TX

Any other way gives the appearance that you really don't care about your customers. Thanks for listening.

Nov 23, 2010 12:12:23 PM
Tamara
Fenton, MO

This is a simple solution that puts consumers in control.

Nov 23, 2010 11:49:04 AM
Barbara
Merritt Island, 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 3:48:28 PM
Dru
Cordova, TN

I've recently switched to a new cell phone company and plan in order to add text and data at a lower cost, however as a trade off I now have limited talk. Since I'm not used to watching my talk minutes, I'd really like to be notified when I'm running low and about to exceed them. I believe this notification would save a lot of unsuspecting people tons of money. The phone

companies are getting richer and richer while we struggling folks are running into more and more land mines. Help us out here!

Nov 23, 2010 1:59:07 PM
Kenneth
Houston, TX

This is a simple solution that puts me in control. I don't like surprises...and this is a very simple way to resolve a possible problem before it strikes. With today's automation and programming expertise - the set-up for such a notificaiton system should be very easy to handle.

Nov 23, 2010 10:32:31 AM
Reed
Columbus, 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, and 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. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 5:44:13 PM
Dwayne
Maiden, NC

This is a simple solution that puts me in control. I recently received a bill with $160 extra for minute overage on my son's phone, which would have been avoided had these notifications been sent. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:18:18 PM
Mary Ann
Somers, CT

It's time to do something for the consumer who is paying rather high fees for this service. Do what's right!

Nov 23, 2010 7:51:32 PM
Debbie
Evansville, WI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent time 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 27, 2010 12:28:42 PM
Janet

Kennett Square, PA

This is a simple solution that puts me in control. I have blocked all data usage from our plan and I'm careful to keep up with our family usage minutes but with 4 cell phones on our family plan I worry that with one little slip up we could end up with a very large bill that would be a burden to pay. I'm worried about the potential for bill shock, and ready for some real control.

Nov 23, 2010 4:09:15 PM
Paul
prescott, AZ

I would also encourage the notification to go to the parent's phone rather than just the phone that is going over. We had a child's cell phone that was stolen and ended up in Mexico. We were not aware of the theft. I found out when I received a bill with over $4,000 in roaming charges. Verizon is in the process of crediting the contested charges. However, if my credit card were roaming around Mexico, I would receive notification. Why not for cell phones?

Nov 23, 2010 10:02:00 PM
Wayne
Oradell, NJ

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Maybe its time for the FCC to step in and FORCE the service providers to do the right thing for all of their customers.

Nov 23, 2010 8:24:00 PM
Ellen
Fair Oaks, CA

I love Verizon because they DO let me know when I'm almost at my limit. All providers are not equal. Should it be law? Maybe, maybe not, but it's a question I will always ask if I ever change providers.

Nov 23, 2010 11:35:23 AM
Eileen
Dover, FL

This is a simple solution that puts me in control. I've gotten bills for hours on the phone spent over my allotted minute and a simple alert would be most beneficial. Most of 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 5:05:55 PM
Barbara
Marshallberg, NC

This is a simple solution that puts me in control.

Nov 23, 2010 10:32:10 AM
Rose
Poughkeepsie, NY

You never know how many minutes you have used. I am a Realtor and have what I consider a good plan. I however, cannot control how many times my clients call me and if they don't have Verizon it "costs" me minutes. What can I do, just deal with clients that have Verizon? I can't at the end of every billing cycle call to see my usage after every phone call. I hope you can do something to assist me and people like me. Sincerely Rose Burns 33 Pleasant Ridge Drive Poughkeepsie, NY 12603

Nov 23, 2010 4:44:14 PM
Judith
Manchester, CT

This is a simple solution that puts me in control.

Nov 23, 2010 8:31:36 PM
Thomas
Glastonbury, CT

This is a simple solution that puts me in control. And frankly, it simply good business for the telecommunications providers, as "tripping up" your customers destroys customer loyalty.

Nov 23, 2010 10:54:17 AM
Kelly
Webster, NY

With a teenage daughter, I would like to make sure that we don't have any unexpected overage charges.

Nov 24, 2010 6:15:42 PM
Joseph
Silver Spring, MD

This is a simple solution that puts me in control.I

Nov 23, 2010 11:54:39 AM
Larry
Reno, NV

This is a simple solution that puts me in control. I've gotten bills and have spent hours on the phone with customer service and it is very frustrating. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:17:50 PM
Peter
Mishawaka, IN

This is really just another "gotcha" mechamism that the cell phone companies can use to get more money from you. Please put a stop to it by implementing a simple change that would require them to notify customers they are nearing their limit.

Nov 23, 2010 11:17:35 AM
gary
Drexel Hill, PA

Nobody likes a surprise bill in the mail. I've been burned with data usage bills twice. Once was my daughter using her phone and the second was me downloading and forwarding a large file. In both cases I was unaware of the significant expenses I was incurring. Contacting customer support after the charges was time consuming and did not result in a satisfactory resolution. This should be easy for the companies to implement and will make their customers happy. It should be a no-brainer. Besides, I already get texts from my carrier for things they'd like to sell. What's one more text?

Nov 23, 2010 3:24:35 PM
Edward
Grand Rapids, MI

I've gotten bills for hundreds of dollars (800+), spent hours on the phone with customer service, and I never end up satisfied. I pay the bill and track usage but my wife was using the phone way more than usual for her job. We obliviously went over our limits and got nailed. Not Fair! Never had any issue before that. What a shock! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:21:30 PM
Betty
Wilmington, VT

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

Nov 26, 2010 2:06:03 PM
Kelley Anne
Martinez, CA

Comcast may promise good behavior now because it wants your vote, but I believe this takeover will result in higher cable TV prices and reduced free over-the-air and Internet TV programming. The combination of NBC's content with Comcast's distribution network would create a media giant of unmatched size and scope that will control the market in my area and leave me at its mercy. Annual cable rate increases already run about triple the rate of inflation. If this media giant is approved there will be even less of a chance that new cable competitors will enter the market -- meaning I'll be stuck having to pay whatever Comcast charges. And it's likely the best NBC programming will disappear into high-priced tiers only for cable subscribers, as Comcast seeks to maximize its profits. I won't be getting more by paying more -- this takeover means I'll just pay more for the same or less. You must reject mergers if they are bad for consumers, and I believe the proposed marriage of these two media behemoths will result in less competition, higher costs and fewer content choices for my family.

Nov 23, 2010 11:12:10 AM
Paula
Columbus, OH

This is a simple solution that puts me in control. I've been a cell phone user for years and just recently -- because my elderly mother was hospitalized and I was traveling --- I got a bill for hundreds of dollars. It DID take hours on the phone with customer service, and I finally ended up signing up for unlimited calls -- which cost me plenty but less than the original bill. Once she's out of the woods, I plan to go back to limited usage. I did get the subtle message that it was my fault because I didn't understand the plan limits and didn't read [or perhaps recall] that every minute "over" plan was nearly half a US dollar! Most of all, I just didn't know when I ran out of minutes. Fortunately, when I called the carrier, the customer service rep told me I was 2 weeks into the next billing period and already 35 hours over my limit. Yikes!! That's when I signed up for unlimited minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:38:35 PM
Wayne
Wichita, KS

I am forced to buy a plan with more minutes than I ever expect to use out of fear that I will run out of minutes then be charged outrageous fees. I want to live without fear of unexpected charges.

Nov 23, 2010 11:32:05 AM
Mike
Steamboat Springs, CO

This is a simple solution that puts me in control and results in great consumer confidence. I've gotten bills for amounts substantially above my typical monthly rate and it has left a sour taste in my mouth. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 want satisfied customers, right? This is a step in the right direction.

Nov 23, 2010 7:52:26 PM
David M
Wallingford, PA

A simple solution exists that can let us cell phone users be in control. Instead of getting bills for extra dollars I never intended to spend, why can't the phone computers be program to warn users they are about to go over there limits, or what the roaming fees will be, or what the charge will be for an occasional overseas call. This should cost the phone companies little up front and should bring them big returns in improved customer satisfaction. I want to avoid future "bill shock" and have some real control for a change.

Nov 23, 2010 1:10:49 PM
Michael
Blue Springs, MO

This is a simple solution that puts me in control. In today's automated world there is no real reason NOT to notify customers when they are approaching thier plan limits. It seems the problem was always framed as being 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 29, 2010 1:58:57 PM
Robert
El Paso, TX

This is a simple solution that puts me in control. Please, take the common sense action--the action that benefits consumers, not the phone companies--and pass this bill. I'm tired of bill shock, and ready for some real control. Yours, Robert Byrd

Nov 23, 2010 5:57:37 PM
Connie
Atlanta, GA

This is a simple solution that puts me in control. I've gotten bills for with unauthorized calls charged to my account and spent hours on the phone with customer service getting the poblems corrected. 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. Sincerely, Connie Cade 1785 Cherry Valley Cir SE Atlanta GA 30316

Nov 23, 2010 4:05:29 PM
Mary
Berkeley, CA

With a shared set of minutes if one person has unexpectedly high usage there is no warning for others that the service is about to be very expensive. There are more and more possible charges that can spiral out of control. I think it would be simple for phone companies to create an automatic alert to assist customers in managing their cell phone service. I would appreciate the US following Europe's lead in this.

Dec 17, 2010 2:13:06 AM
John
Tacoma, WA

Further, cell phone companies should provide customers with up-to-the minute feedback about the voice, data, and text usage. For example, the feedback might me a countdown clock with the data coming from the customer's online bill. This is a simple solution that puts customer in control. Every holiday season, I accidentally exceed my voice minutes talking the family and friends. It seems that the problem was always my fault. That is, I wasn't keeping track of the time I talked on the cell phone. Cell phone companies keep very good records of minutes used and can easily provide to data to their customers on their phones. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:34:08 PM
Lynn
APO, AE, None

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. We still spent too much on this one error, because we NEVER knew! I simply used my phone roaming without understanding the implications. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 what the extra charges would be. I'm tired of bill shock, and ready for some real control. Put some power back in the consumer - not in the pockets and profits of cell phone companies!

Nov 24, 2010 9:58:26 AM
Howard
Northampton, PA

This is a simple solution that puts me in control and given the technology we have today it is a "no brainer" to implement. Heck I get 20 unneccessary text messages from my provider now so why not one that really means something to 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.

Nov 23, 2010 4:19:20 PM

Lu Ann
Sherwood, OR

This is a simple solution that puts me in control.

Nov 23, 2010 6:58:12 PM
Pat
Suffolk, VA

This is a simple solution that puts me in control. Help me avoid a huge bill.

Nov 23, 2010 6:36:09 PM
Ann
Tullahoma, TN

This is a simple solution that puts me in control. I am on a tight budget and fixed income; overruns on bills can cause a financial crisis for me and my husband.

Nov 23, 2010 10:43:22 AM
CRIS
GIRARD, KS

This is a simple solution that puts me in control. They have no problem emailing me that my bill needs to be paid, I'm sure it would not be a burden on them to send me an email when I am close to my limit.

Nov 23, 2010 4:30:16 PM
Joy
LAGUNA BEACH, CA

Dear Sirs/Madam I wish to have the simple courtesy of receiving notice BEFORE my minutes are over the 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. Please help!!!! Pass the proposed rule to provide me notice before I go over my established limits.

Nov 28, 2010 6:17:58 AM
ANN
CAPE CORAL, FL

Please help 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.

Nov 23, 2010 12:28:01 PM
JAN
Tucson, AZ

This is a simple solution that puts me in control. I am usually quite careful to stay within my plan limits.. This last month my mother was in the hospital and I was too preoccupied to watch the minutes. My phone bill was shockingly high. When I reviewed it, the overage was all in 1 and 2 minute calls. Had I been notified when I was approaching the minutes limit I could have saved my self a great deal of money. Just going over this one time cost me double the regular amount. I'm tired of bill shock, and ready for some real control. This in not an unreasonable request. Please take action immediately. In this economy I cannot afford this type of added expense.

Nov 23, 2010 11:31:33 AM
RICHARD
Tucson, AZ

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, and had no idea I had gone over my minutes allowed per month. 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.

Nov 30, 2010 1:41:30 PM
Clark
Jeffersonville, IN

I can watch my minutes other ways, but this is a simple solution that helps insure I am aware of the limit, including by multiple users. This could save me money, which of course would reduce the phone companies profits, which is probably their reason for being against an alert. This alert should be easy to do technically.

Nov 23, 2010 4:39:14 PM
Thomas D.
Shelburne, VT

This is a simple solution that puts me in control. Over the course of ten years of cell phone usage, I've gotten bills for several hundred of dollars more than I expected, spent as much as two hours on the phone with customer no-service, and I have never been satisfied with the result. From the company's point of view, the problem was 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 important, I was not aware that I had run out of minutes. I'm tired of periodic bill shock, and would like to have for some real control.

Nov 26, 2010 11:12:20 AM
Benjamin
Tewksbury, MA

This is a simple solution that puts me in control. I've gotten bills for over $100 out of the blue. 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 8:56:52 PM
Quan
Pittsburgh, PA

It is really bad to be forced to pay much more expense after paying regular monthly fee, when it is over plan minutes limit or for sanding data, since the monthly regular bill is already >$100.

Nov 26, 2010 10:32:20 AM
Lisa
Hopewell, NJ

I have a family plan that is shared by 4 people. I recently was horrified to see that, unbeknownst to one of the plan users, he went over the maximum minutes to the tune of $517 plus change!!! These charges were the result of someone constantly calling HIM. When a plan is shared by multiple users, it is extremely difficult to know how many minutes are left on the plan before overage charges start to accrue. It is also extremely inconvenient to have to go online every time you need to use the phone in order to check your "minutes balance"....especially when others call you. It's ridiculous to expect people not to answer their phones because they might be at risk of being charged "overage" fees. It is bad enough that BOTH callers have to pay for the call--either in minutes or in fees!! Why can't the CALLER be the one who is charged instead of BOTH?? We pay enough in subscriber or government fees and taxes....this is just a rip-off of the consumers when they can least afford it. Cellular phone service has become a standard for business, personal, and emergency use. It should be regulated to give consumers good value at a fair price. That is certainly not the case now, especially in view of the overage charges, roaming fees, taxes, surcharges, etc. The least you can do is require the phone companies to alert us when we are nearing our plan limits so as to avoid the exorbitant charges the phone companies like to impose.

Nov 23, 2010 11:44:29 PM
Curtis
Selma, NC

Please fix this problem so that people can know what they are spending and why. this sounds like a completely resonable and simple request. Thank you

Nov 23, 2010 10:56:00 AM
Paul

Mercer Island, WA

Dear FCC and Verizon Wireless: I think this is something Verizon should do without the FCC having to require 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.

Nov 23, 2010 11:26:42 AM
Lauren
Middletown, CT

This is a solution that would be good for consumers *and* would not be difficult for cell phone companies to implement. They send free text messages to me on a regular basis already.

Nov 16, 2010 10:30:47 AM
Carolyn
Saint Louis, 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:55:58 PM
Dawn
New Plymouth, ID

This is a simple solution that puts me in control. My Bank allows me to do it and so should 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:43:55 AM
David
Seattle, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. The risk of this encourage me to upgrade to plans where I don't usually use all of the minutes I purchase. All phone companies play this game so there is no real competition and contract lock prevents me effectively shopping in any event. I'm tired of bill shock, and ready for some simple warnings.

Nov 24, 2010 8:52:57 AM
Keith

Newfoundland, NJ

This is a simple solution that puts me in control. My daughter 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 her fault. she was told she didn't understand the 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, sh just didn't know when her ward's phone ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:49:07 PM
Mary
Richmond, ME

This is a simple solution that puts me in control and lessens the margin for customer and/or company error. It also lessens the the chance that unauthorized or unforeseen charges can be added to my bill without my realizing in time to avoid them adding up. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. Whatever the case, knowing when I'm about to run out of minutes can help me to maintain an ongoing awareness of my usage. Ultimately, this must help providers, too, by increasing a sense of fair practice and good faith within the consumer. I'm tired of bill shock, and ready for some real control.

Jan 1, 2011 7:58:36 PM
Robert
Chicago, IL

Seriously, Why are these companies allowed to rip off the American consumer? This is a simple 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 4:01:00 PM
Susan
West Chester, PA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars out of the blue. I just didn't know when I ran out of minutes or my son was sending a shocking number of text messages. I'm tired of bill shock, and ready for some real control.

Dec 3, 2010 6:48:01 PM
Tim
Austin, TX

This is a simple solution that puts me in control.

Nov 24, 2010 9:50:41 AM
Suzanna
Carson City, NV

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 4:03:43 PM
Kenneth
Bloomington, IL

Sir or Madam, I'm tired of bill shock, and ready for some real control. This especially true in regard to text messages wherein although I request a STOP message; I still am required to pay for the initial contact from an obscure company. Even after requesting a refund I am still billed an amount through the cell phone company which claims they have no control over these messages. But they have control enough to add this cost to my bill. I would like to know what can be done to disuade these companies from the freedon they have to exhort our monies. Cordially, Kenneth Calvert

Nov 23, 2010 12:04:35 PM
John
Church Hill, MD

This is a simple solution that puts me in control. This makes too much sense to NOT do. Saves time and trouble for the consumer and saves customer realtions time and money..

Nov 23, 2010 12:32:07 PM
Kay
Wilmington, NC

This is a simple solution that puts me in control.

Nov 23, 2010 4:06:44 PM
Jared
West Palm Beach, FL

It's hard to tell when you're going over your cell phone minutes and it would be nice if phone companies started notifying users better. I have gotten large bills in the mail and spent hours on the phone with customer service trying to figure out what went wrong. Some of it was my fault, but it shouldn't take a PhD to read a phone bill. It would not surprise me if phone companies purposefully hid user usage to increase their revenue.

Nov 24, 2010 11:28:31 AM
Christie

Fort Worth, TX

This is a simple solution that puts me in control. I should know ahead of time what I am spending instead of after the fact.

Nov 24, 2010 1:36:52 PM
James
Bridgewater, 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. I have Verizon to Verizon free service and I don't know if the people I call have a Verizon phone so I have no way of knowing if there is a charge

Nov 23, 2010 8:57:33 PM
Scott
McDonough, GA

This is a simple solution that puts me in control. A simple notification to alert subscribers that they have almost reached or exceeded their plan limits is not unreasonable. It would eliminate costly overcharges and provide a customer service that is truly beneficial to all parties involved. Especially the parents that are attempting to regulate plans for dependent children.

Nov 27, 2010 12:06:25 PM
Willie
Decatur, GA

This is a simple solution that puts me in control.

Nov 23, 2010 2:23:34 PM
Catherine
Philadelphia, 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. I'm tired of bill shock, and ready for some real control. "I ordered a phone for my daughter with a text messaging plan and it was repeated to me on the phone what I had ordered. I told my daughter her limits and afterwards checked online to see if she was staying within the limits. Each time I checked it said check back later. I had no reason to believe anything was wrong because I didn't have problems with Verizon before. I asked my daughter if she was keeping track of her usage and she assured me she was. She was doing it manually. When I received my bill, I almost passed out. $1,200. I called Verizon and they told me she had no text messaging plan and I would have to pay it. After much arguing, they said they would give me half credit. You see when her phone came I

just put the receipt with my bills and didn't check it. The receipt said no text plan for her. I downloaded all her texts (100 pages) and asked my daughter to go through them and see how many non Verizon texts she made because that was her plan (500 texts outside network and unlimited in network). She counted 494 texts. I got back on the phone and argued again. I finally got someone to take the time to analyze the account and agreed that it was obvious she thought that there was a text messaging plan in place and they would give me the full credit minus the text messaging plan that should have been in place. It did not end there. It took two billing cycles before it was finally reconciled. Fortunately I had written down and saved all texts and phone calls I made. This was a nightmare and very time consuming and I asked my state representative if something could be done about this because I know many others who have gone through this ordeal also. They did not make out as well as I because they didn't want to take the time to argue the issue and gave up after the half credit which seems to be the standard. I think that the phone companies are absolutely raping those using them and I wish I for one I could get rid of them. We didn't need them when I was growing up. Thank you to those who are taking the time to try to rectify this atrocity. Cathy Campion

Nov 23, 2010 10:27:36 PM
Barbara
Lake in the Hills, IL

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 4:06:38 PM
Steve
Redding, CA

This is a simple solution that puts me in control and allows me to adjust my behavior in time to prevent unnecessary finanical hardship. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Only after several tries have we been able to get any satisfaction at all. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 messages. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:48:49 AM
William
Santa Rosa, CA

This is a simple solution that puts me in control.

Nov 23, 2010 5:18:57 PM
Don
Egg Harbor Twp, NJ

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 3:30:50 PM
Jerome
Elk Grove, CA

Three weeks ago I received a wireless data plan bill from AT&T for over THREE THOUSAND DOLLARS for a single month usage! Historically, that bill was around 60 dollars per month. According to ATT, I had used 12 gigs of data on a single day.I didn't think I had done anything unusual that day so I challenged the bill. AT&T rejected the challenge but with no additional explanation. I felt robbed but helpless. I paid to stop the compilation of late charges. A customer must have a means of mitigating the flow through this money spigot. Effective notice seems to be a modest way of doing so.

Nov 16, 2010 12:28:13 PM
Bill
Caryville, TN

This is a simple solution that puts me in control. I don't need more surprises like out-of-sight cellphone bills.

Nov 24, 2010 1:21:15 PM
Bruce
El Segundo, CA

I understand why the phone companies don't do this. I have been asking for such a notification for years, and they always use the same excuse: technical limitation to the system prevent it. It;s clear that they make more money without it, and that only regulation will fix the problem. Please create such a requirement.

Nov 23, 2010 3:13:43 PM
Debra
Southampton, PA

very tired of bill shock!! We need control. Cell phone charges are the biggest ripoff.

Nov 23, 2010 4:15:09 PM
Carl
West Deptford, NJ

This is a simple solution that puts me in control. I have never had this problem to the extreme, but some times I have gotten a bill larger than expected. Some notification of overages would be a big help in preventing a large unexpected bill.

Nov 23, 2010 12:18:27 PM

Barbara
North Lawrence, OH

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. It is terrible how the middle class is being treated. I want to be notified if I am close to going over my limits on voice and data service.

Dec 4, 2010 4:11:52 PM
Anne-Marie
San Diego, CA

This is a simple solution that helps busy people stay out of unnecessary debt and incur costs they can't afford. The cell phone companies have no problem sending other communications when they want something, this should be an automated option they can set up and provide as a free service. Banks can send you balance limit e-mails at no charge, this isn't much different.

Dec 5, 2010 1:57:38 PM
Mark
San Diego, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars when I did realize I was over my limit. The problem is my responsibility, but it would be very helpful to get a reminder before I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:35:32 PM
Edith
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.

Nov 23, 2010 11:09:16 AM
Eleanor
Baltimore, MD

This is a simple solution, one that is easily accomplished with existing technology. It isn't that cell phone companies can't do it, they'd rather not. Cell phone companies, like banks, count on and profit from customer confusion. Like nicotine enhancement in cigarettes, it's not accidental. This problem could be solved simply by requiring that customers be notified when they're about to run out of minutes.

Nov 24, 2010 5:27:16 AM
Ron
Deltona, FL

This is a simple solution that puts me in control.

Nov 23, 2010 3:08:56 PM
Anne
Atlanta, MI

This does not effect me personally. I do think adults should be able to check their minutes, etc. But there are many busy parents out there that would benefit from this service since it is hard to keep track of everything, especially how their kids are using their cell phones. Most of us desire limited government in our lives but a friendly reminder from the phone companies would help save folks from extra stress and cut down on phone calls from unhappy customers. Thank you for reading my thoughts. I hope you enjoy the holidays and you are the recipient of God's many blessings. Sincerely, Anne Carlu 8438 Furgason Trail Atlanta, Michigan, 49709

Nov 26, 2010 12:55:04 PM
Michael
Latham, NY

I've gotten bills for hundreds of dollars and it seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 can be an very expensive "mistake" and I would like some notice before I am hit with a large bill. My cell phone company should be a partner in this and the service should be a courtesy for the amount of money I spend each month for my family plan. Thanks for your assistance.

Nov 24, 2010 7:05:30 AM
Steven
woodridge, IL

This is a simple solution that puts me in control.

Nov 26, 2010 2:57:14 PM
Dan
Portsmouth, NH

Normally I would say the free market would force companies to provide the service customers want. Unfortunately greed has become such a factor that the regulatory agencies have to step in to protect consumers so that consumers can spend their money on something productive.

Nov 23, 2010 12:26:41 PM
Richard
Danvers, MA

This is a simple solution that puts me in control. I'm tired of bill shock.

Nov 27, 2010 7:52:52 AM
Michael
The Woodlands, TX

I personally use pay-as-you-go accounts, but think the idea that phone companies alert customers on limit plans when their limits are being reached. They are more than happy to use the technology that can easily do this to advertise their products, but typically won't do this to keep them from inadvertently overspending. Thanks

Nov 24, 2010 3:18:01 PM
Barbara
Miami Shores, 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.

Nov 23, 2010 12:45:19 PM
Denise
Louisville, KY

This is a simple solution that puts me in control. I'm tired of ridiculously high add on fees and hours of wated time on the phone with customer service to have them written down. I want to be a responsible customer, but need information that it often seems is intentionally obscured or made difficult to obtain.

Nov 27, 2010 11:31:05 AM
Hubert
Decatur, GA

The cell phone companies make cell phone service extremely complicated and hard to understand. Regrettably, they 'charge' us with many more minutes than we actually use (like starting our charged time when we start dialing rather than when we actually talk). Consumers, like me, deserve more protection and help from you, the FCC. The FCC, and indeed the entire govenment, needs to represent us, the people. Please set the rule to force the cell phone companies to send us a message when we are near our time limits. Respectfully, Hubert Carroll

Nov 23, 2010 11:04:01 AM
Heidi
Castle Rock, CO

Usage limit notification is a sensible way to keep cell phone providers from taking advantage of their customers in the same way credit card companies take advantage of their customers but implementing outrageous rates when allocated plan limits are reached. Many times the rates charged once the plan limits are reached are doubled/tripled and also include other penalty charges. Although it is the consumer's responsibility to maintain control of their accounts it is also the provider's responsibility to provide an honest and fair product to the consumer. Since

the cell phone providers have essentially "colluded" to have the same types of plans and charges the public does not have choices as far as not having a cell phone plan without these outrageous overage charges. This is a matter that needs to be addressed by a possible requirement of automatic limit notifications. The technology exists to easily set-up automatic notifications. Thank you for your kind consideration.

Nov 23, 2010 8:22:43 PM
Jim
Fairfax, VA

I want to advise of my support for an early notification system when a consumer reaches the limits of minutes or text on his/her cell phone. I've gotten large cell phone bills from Verizon and spent too many hours talking with customer service with a rare resolution of the problem. I have changed plans and had to go through the same cycle in the next month. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. It would be very useful, and is seems to me, easily accomplished, for the provider to send a text when minutes/texts are almost used up. I have received such texts occasionally and they are useful. This should be a requirement for alll cell phone providers. Thank you for your consideration of this issue. Jim Carter 5507 Shooters Hill Lane Fairfax, VA 22032

Nov 24, 2010 10:56:36 AM
Victoria
Charlotte, NC

This is a simple solution that puts me in control. 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, Victoria L. Carter 10532 Rocky Ford Club Road Charlotte, NC 28269

Nov 23, 2010 6:40:54 PM
Curtis
Hawthorn Woods, IL

This is a simple solution that puts me in control. We've been fortunate to have never exceeded our limits, but that is because I constantly monitor our usage. It seems that an alert from cell phone companies is something that could easily be provided and would save me a lot of time of having to keep checking on my usage.

Nov 24, 2010 12:02:16 PM
Theodore
Mechanicsburg, PA

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 4:59:32 PM

Natasha
Cordova, AK

This is a simple 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 problem seems to be a common trend for any service oriented company. It is unfair and dishonest. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 require notices to be sent by the providers before users base amount of use is reached and bills skyrocket. Sincerely, Natasha Casciano

Nov 26, 2010 3:10:12 PM
Joseph and Lucille
Framingham, MA

Notfying your customers before usage overage! What a simple solution to keeping your customers thinking you are providing a service that has their users best interests in mind. When one has to spend hours on the phone trying to have charges explained or corrected with serice agents it doesn't keep a happy customer. Very often one gets the impression that this is a deliberate attempt to deceive their customers with what seems not to be open business practices. Sincerely, Mrs. Josph Casella 136 Fay Rd Franingham, MA 01702

Nov 23, 2010 12:18:00 PM
Kathleen
Newport, RI

This is a simple solution that puts me in control and prevents cell phone companies from entrapping customers. Let us make the choice as to whether to spend the additional money on those extra minutes and services. The hours on the phone with customer service only exacerbate the problem. The customer ends up paying twice - in both time and money. Plus, it is one of the most unpleasant experiences imaginable and is rarely resolved to the satisfaction of the customer. I'm tired of bill shock, and ready for some real control. I appreciate your consideration in abolishing this ridiculous billing strategy.

Nov 23, 2010 4:14:03 PM
Robert
Owens Cross Roads, AL

This is common sense.

Nov 23, 2010 4:56:29 PM
Gary
Methuen, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, have been on the phone with customer service multiple times, and has taken months to resolve. But most of 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 do have a hard time understanding the plans, but the waiting on the phone gets frustrating. Thank you, Gary Castiglione 177 D Pleasant Valley St. Methuen, MA 01844

Nov 23, 2010 11:15:49 AM
Xandra
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. Somehow, one customer service representative will say something completely different than another representative. I never really had issues going over my minutes, but I use to be with T-mobile, and apparently every time I traveled outside the states they would charge me for internet roaming, even though I never used the internet outside of the US. This happened to me several times. They said I would have to call in every time I travel and cancel my internet, then call back and reinstall it when I got back. It became such a hassle that I finally just switched companies. I really think they should be more regulated and I think this is a good start. Thank you for your time.

Nov 26, 2010 4:05:57 PM
Peter
South Barrington, IL

I'm 100% behind the effort to have thecell phone co's be required to notify cell phone customers to be alerted befor cell phone limits are reached . Thank you . Dr Peter Castritsis

Nov 23, 2010 3:12:54 PM
David
Hayward, CA

This is a simple solution that puts consumers in control and prevents communications companies from entrapping customers and hauling in millions in unwarranted added profit at their customer's expense.

Nov 28, 2010 12:06:14 PM
Doug
Terrell, TX

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

Nov 28, 2010 4:46:10 PM
Mary Ann
Midland, MI

I also would like cell phone companies to not allow other vendors to send me online subscriptions and charge me for them without my knowledge. This has happened twice. Both times Verizon helped me block the number and removed the charge but if they allow this, where does it stop?

Nov 24, 2010 9:37:39 AM
Babs
Lincoln, CA

Personally, I have never gone over my cell phone limits. However, this seems to be a problem for many people. I believe that cell phone users should get an "alert" via voicemail or text message when they get close to exceeding their limits. This alert will enable the user to make a conscious decision about how to proceed.

Nov 24, 2010 11:24:58 AM
Ken
Wichita, KS

NA

Nov 23, 2010 12:55:31 PM
Peter
Clearwater, FL

This is a simple step that assists me in managing my money.

Nov 23, 2010 1:39:45 PM
Martin
Highlands Ranch, CO

This is a simple solution that puts me in control. I've gotten bills that are too high, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan or its 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. Can you help provide it?

Nov 23, 2010 11:02:22 AM
Gayle
Boise, ID

Verizon used to send a text when I was getting low on minutes, however THEY decided to stop this practice and did not inform me. I went over and went in to complain and they told me it was only a curtiosy and they stopped the practice. I told them it was really nice of them to NOT inform their customers of the new practice of not informing people. Actually it was REALLY wrong of them.

Nov 29, 2010 10:01:09 AM
Elsbeth
Rougemont, NC

All I want is transparency and easy to understand rules from cell phone service providers. This is a simple 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 24, 2010 2:30:40 PM
Paul
Cypress, TX

Cell phone companies are running an organized rackets. There needs to be consumer protection legislation in place since these companies persistantly misbehave and simply cannot be trusted.

Nov 25, 2010 2:09:36 PM
Janet
Box Elder, SD

This is a simple solution that puts me in control. Current charges and rates aren't clear. With a simple notification, I can make an informed decision prior to texting, phoning or downloading.. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:00:24 PM
G.
Larkspur, CO

Just do what is right to keep people from being blindsided.

Nov 29, 2010 2:19:49 PM
Noreen
Puyallup, WA

This is a simple solution that puts me in control. It seems it would be easy for them to notify their customers when they are about to go over their minutes or text limits. I have no way to moitor these things myself. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 10:47:10 AM

Viki
Ukiah, CA

To Whom it May Concern, This proposal makes absolute sense. It puts the money back into the pockets of American people and it keeps money out of the hands of corporate giants.

Nov 24, 2010 6:07:59 AM
Aj
Johns Creek, GA

Just as a bank warns me about over drawing - a cell phone company shd not let me use time beyond my limits without a fair warning

Nov 23, 2010 11:24:17 AM
George
Los Lunas, NM

This is a simple 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.

Nov 23, 2010 6:39:55 PM
Josephine
San Francisco, CA

This is a simple solution that puts me in control. Phone companies are incredibly difficult to work with. When my kids start having their cell phones, I'd like to have control over 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. Thanks. Josephine Chew

Nov 24, 2010 8:23:34 AM
Louis
South Windsor, CT

The proposed rule seems eminently fair and is easy to implement with current technology. One may be excused from wondering why the carriers would resist such a change, especially given that it is going into effect in the EU already.

Nov 23, 2010 12:32:24 PM
Sheila
Wellesley, MA

Dear FCC Members, Please put into effect a law that requires cell phone companies to notify me before I go over my limit on voice, data, or text services. This is a simple solution that puts me in

control. The phone companies encourage family share plans, but it is hard to keep track if someone in the family ends up putting us over the limit. If we knew we were going over the plan limits it would save us paying at least $.40 a minute per call. I'm tired of bill shock, and ready for some real control. The solution seems easy. Why not do it? It might result in loss of revenue for the companies, but isn't protecting the consume your job? S. Child Wellesley, MA

Nov 23, 2010 3:37:15 PM
Jonathan
Eagan, MN

This is a simple solution that puts me in control.

Nov 23, 2010 2:44:44 PM
Colin
Holualoa, HI

Unlike others, I have no problem with being responsible for keeping track of my time usage; my (verizon wireless) vendor allows for this by simple "#xx" SEND command, which gives me immediate status anytime. so I think most complainers are mainly irresponsible. It's no different than watching a fuel gauge in an automobile. However, I would very much appreciate an "alert", just like my fuel gauge showing an amber warning light, when I'm "low" on minutes. I know this text-back (or email) service will cost my vendor something, however modest, and would be happy to have the choice of receiving alerts for a fee, e.g., 25 cents each, or a flat fee of say 50 cents a month. Personally, I'll turn it down, because I don't have a management problem. Those with share usages and other incapacities would surely gladly pay for the extra service they are seeking here, I would think.

Nov 23, 2010 11:56:15 AM
Jennifer
Overland Park, KS

This is a simple solution that puts the consumer in control. Mobile phone consumers have been hit with bills for hundreds of dollars, spent countless hours on the phone with customer no-service, and sometimes it takes months to get resolution. Consumers take the fall and are blamed for not understanding plan limits or not curbing their family's usage. Wouldn't it be an easy fix for them to get a simple text by the plan carrier when they are nearing their limits? Sometimes it takes a confusing and lengthy process to find out current usage via phone or customer no-service. Consumers are tired of bill shock that they could have controlled if they had known. It's time for some real control. Please help us get that control.

Nov 23, 2010 6:39:48 PM
Luke
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. It's not a carrier specific

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. The suggested implementation is not really all that complex - it's just a text/email message.

Nov 23, 2010 12:46:25 PM
Albert
Downey, 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. We have a family plan and it is a chore to try to keep up with everyone, and even though only one user exceeded the limits, the carrier would not let us "average" the use over the entire group. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 5:17:03 PM
Tony
Franklin, MA

We receive push text messages and other enticements to purchase products or services, so the technology exists. The text notice of near bill overages would be a useful service, but in addition it would also be the right thing to do.

Nov 23, 2010 10:45:50 AM
Suresh
Boston, MA

This is a simple solution that puts me in control.

Nov 23, 2010 10:26:56 AM
Megan
Portland, OR

This is a simple solution that puts me in control.

Nov 23, 2010 12:07:02 PM
Henry
Spring Hill, FL

This is a simple solution that puts me in control.

Nov 23, 2010 2:25:51 PM
Robert
Orem, UT

I would definitely like to be notified if I am close to exceeding my cell phone minutes or messages so that I am not shocked upon receiving my bill.

Nov 23, 2010 6:09:04 PM
dru
Orem, UT

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

Nov 25, 2010 2:31:39 PM
Frank
Sandy, UT

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. Why can't we? Give the company the option to "opt out" of this requirement if they get a signed waiver from the customer. Then they have a choice.

Nov 23, 2010 5:16:13 PM
Sam
Rock Hall, MD

Corporations do not have a right to make money at the public's expense. Please require any company providing communication services to send alerts before an account reaches limits on minutes, data or texts.

Nov 24, 2010 4:32:51 PM
Randy
Maple Grove, MN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent a long time 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 3:44:57 PM
Steve
Buffalo, NY

This is a simple solution that puts me in control. Pleasevote for this bill.

Nov 29, 2010 1:44:20 AM
Karyen
Silver Spring, MD

I lost my phone a couple of years ago and reported it lost/missing one day later after looking everywhere for it. In that one day, someone managed to rack up more than $1,000 in overseas

call minutes. I had and have never called overseas on my cell phone. AT&T (then Cingular) could have notified me about these minutes being used on my phone. Instead, they simply charged me for the minutes because they were incurred before I reported my phone missing. Since there is no $50 limit for unauthorized charges (like for credit cards), AT&T had no incentive to notify me of the unusually high usage on my phone.

Nov 23, 2010 1:15:06 PM
Howard
San Francisco, None

This is a simple solution that puts me in control. I'm responsible for my family plan, which includes my elderly parents. They don't know how to check monthly usage online, and I can't keep checking and notifying them. If there was an alert about getting close to limit, then they would rethink those long calls near the end of a billing cycle that push us over the limit. Similarly, when calls are made that are considered "roaming" there should be a notice they can hear on the phone when dialing out. I just got hit with $50 overcharge because they didn't know they were roaming while on vacation near the border. Sincerely, Howard Chuang 838 38th Ave San Francisco, CA 94121

Nov 23, 2010 11:07:52 AM
Robert
San Francisco, CA

This is a straightforward, common-sense measure of consumer protection that deserves your support.

Nov 23, 2010 5:20:47 PM
Jeffrey
Lexington, MA

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 10:30:27 AM
Chris
Aurora, IL

This is just common sense. I'm all for profits for the wireless industry, but they should do it through providing useful products and services, not by taking advantage of consumer mistakes to rake in ridiculous $/minute.

Nov 23, 2010 5:58:56 PM
Robert
Somers Point, NJ

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars($163, $222), spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I should have kept a better eye on my minutes my requesting this info regularly via text request. I specifically requested I have auto text alert - "That service is not available."

Nov 23, 2010 8:14:00 PM
Richard
Wilmington, DE

I've gotten bills for hundreds of dollars, spent hours on the phone with Verizon customer service, and I never end up satisfied. It is very difficult to get through the automated phone system to speak with a person and when you finally get to speak with someone they do not have the authority to make a decision. Verizon will not give me the address or e-mail address to write a letter of complaint to their company--it is frustrating and stressful. The communications industry needs greater regulatory control to ensure there is a minimum level of customer service.

Nov 23, 2010 12:41:00 PM
S
Newburgh, NY

All the charges that are added can eat up too much of my time. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I support notification of consumers before usage limits are hit.

Nov 28, 2010 9:38:16 AM
Alice
Cambridge, MA

This is a simple solution that puts me in control. Please help protect consumers! This is good idea!

Nov 23, 2010 4:19:23 PM
Barbara
Ann Arbor, 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. But most of all, I just didn't know when I ran out of minutes.

Nov 23, 2010 6:12:28 PM
David
Tucson, AZ

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.

Dec 3, 2010 8:47:01 AM
Deborah
Bern, ID

This is a simple solution that has the potential to solve a common problem.

Nov 23, 2010 10:28:43 AM
Jack
New York, NY

This is just one more way unscrupulous companies take advantage of customers who don't have the information they need to make intelligent decisions. Banks famously do it, and the recent consumer legislation will make it more difficult for them to suck money out of customers who only find out about charges after the fact. Phone companies should be held to a similar standard.

Nov 23, 2010 4:47:15 PM
John
Maryville, TN

This is a simple solution that stops abusive billing. 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 2:56:14 PM
John
Slc, UT

GIVE ME BACK CONTROL OF MY $$$!

Nov 23, 2010 1:11:00 PM
Robert
Los Gatos, CA

This is a simple solution that puts me in control. The notification of an overage charge could be a text message, voice mail, an email, or ALL three. I have received phone bills that had charges in excess of what I had expected. Reviewing the bill is nothing short of painful. Calling customer service occurs after the issue has occurred, and the time spent on the phone does not compensate for the overage charges. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:30:48 PM
William
Omaha, NE

This is a simple solution that puts me in control. I have not yet received such a bill because I actively manage my account, however, it would be a good thing to not have to monitor knowing that I would receive notice in advance. I pay enough for my cell service as it is and my time is valuable. I would like to have some automated service to notify me in advance.

Nov 23, 2010 8:54:33 PM
Edward
Madison, WI

I think this is a simple solution and you can make it happen. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:14:11 AM
Lawrence
Colorado Springs, CO

This is a simple solution that puts me in control. I have never had the billing problem but do not think this a particularly onerous solution to this problem. The cell companies should be able to quickly address this issue.

Dec 5, 2010 7:55:43 PM
Sarah
Nashville, TN

This is a simple solution. 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.

Nov 23, 2010 11:12:08 AM
Karolyn
Thousand Oaks, CA

Please help us out. This is just one part of the general financial trauma we are suffering and YOU CAN FIX IT - right now. Thank you for reading my request. Mrs. Karolyn Clemens 3676 Corte Cancion Thousand Oaks, CA 91360

Nov 23, 2010 11:41:40 AM
Elizabeth
Wilmington, MA

don't like that phone companies can simply add cost to your bill without setting out an advance warning. Cell phone companies will send free text messages to send advertisements and other marketing material, they will even text you to let you know that your bill statement has close and is now available to be paid, yet, it's hard to believe that they couldn't send a text to alert you to additional expense about to be incurred on your bill. It's clearly to their benefit not to notify the consumer. In times that I've tried to resolve billing issues, the phone company has made it very difficult to pinpoint what caused additional charges, particularly with data charges - it's next to impossible to determine what resulted in "overage" data charges. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:55:09 PM
Dennis
Houston, TX

I simply want it to be a law that phone companies inform customers when they have used say 95% of their allotted minutes or messages.

Nov 23, 2010 12:57:52 PM
Margaret
Rolla, MO

I'm tired of bill shock, and ready for some real control. And while you're at it, the same should be done for satellite TV providers.

Nov 24, 2010 6:09:39 PM
Michael
Madison, WI

This is a simple solution that puts me in control. I never came close to going over my limit until my son and his fiance started planning their wedding. My next phone bill was hundreds over my usual bill and I never saw it coming! What was the carrier's solution? After I paid the exorbitant charge, I upped my monthly limit, so the carrier won twice! I'm tired of bill shock, and ready for some real control. I wish my carrier would do something voluntarily, but what is their incentive? Thank you for your efforts to provide some needed consumer protection.

Dec 6, 2010 4:34:43 PM
Chip
Huntington Beach, CA

I believe this is an intentional strategy on the part of cell phone service providers to force consumers into unknowingly paying higher rates and penalties. Good customer service and fairness would suggest notifying consumers well enough in advance so that they can modify their usage and avoid a potentially drastic impact on their family budget. My immediate family members have been directly affected by this industry practice. Please help the families that are affected by this situation. Thank you.

Dec 2, 2010 4:25:02 PM
Marian
Oklahoma City, OK

This is a simple solution and cell phone companies should inform their customers. I've received bills for hundreds of dollars, spent hours on the phone with customer service, and have ultimately ended up losing the battle. The customer service representatives are quick to blame the customer. All of this can be avoided by simply making customers aware when they are going over their minutes. Please help me!

Nov 23, 2010 8:15:45 PM
Richard
Danville, IA

Please see if we can't get this done. It would sure save a bunch of headaches!! Thanks, Rick Cluney

Dec 12, 2010 9:05:32 PM
Bob
Grayson, GA

Thank you for your help with this issue.

Nov 23, 2010 3:19:07 PM
Mary
Menlo Park, CA

This is a simple solution that puts me in control. I've gotten bills for amounts far exceeding the contract, for reasons that are never clearly explained. It seems that the problem was always my fault. The cell phone companies are running one of the greatest bait and switch scams in modern days. I'm tired of bill shock, and ready for some real control. Sincerely, Mary Coady coady_94025@yahoo.com

Nov 24, 2010 12:25:12 PM
James
Virginia Beach, VA

Ambush billing has been a long time booster of income for telcos. It is unfair and a huge ripoff for subscribers. I was nailed by these guys for a thousand dollars when an errant data app caused a many-hour overage. It really hurt me financially. Now I get unlimited data just to make sure that does not happen again. I can't tell you how mad this makes me and it's time for this to stop. What really should happen is when you hit your data/text limit it should just shut down. This is sometimes an option but, outrageously, they charge you for it! These guys have it so they nail you no matter what you do. I'm NOT a big fan of increased legislation, but this behavior by the telcos is monopolistic and just wrong. Nail down these bastards, please!

Nov 23, 2010 2:43:51 PM
Carol
San Francisco, CA

My 93 year old mother fell and unexpectedly had to go the hospital. Suddenly I had to use my cell phone in ways I had not anticipated. Imagine my shock to get a $300 bill on top of all the other extra expenses my mom's injury cause. I want an alert from Verizon to know when I have used 75% of my minutes. Also, same for the broadband card. My mom fell a second time within days of getting out of the hospital. I was depressed and spent long hours streaming movies. Once more, a huge bill. Yes, it was my fault, but a simple alert would have jerked me out of my empty-headedness. Verizon claims they have alerts, and I tried to activate them, but it seems they are not using them. Please help. Carol Coburn

Nov 23, 2010 5:29:56 PM
Stephen
Phoenix, AZ

This message does not need to be personalized because it describes exactly what has happened to me - more than once. This is a simple 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 12:23:02 PM
Vontress
Boise, ID

This has never happen to me nor do I ever want it to. I know others that have had this problem and I feel receiving this knowledge before hand would help protect them.

Nov 23, 2010 2:11:32 PM
Charles
Saint Albans, WV

To: The FCC From: Charles Coffman I fully support your proposed rule to require cell phone companies to send a simple alert before you reach your limits on minutes, data or texts. I urge you to pass this rule, which should go a long way toward preventing the incursion of unexpectedly high charges to users. Sincerely, Charles Coffman 845 Sutherland Drive Saint Albans, WV 25177

Nov 24, 2010 6:57:46 AM
William
Lynn Haven, FL

My son was away at college for the first. Between our contacting him and his meeting new friends outside the " family and friends " circle my bill for his first month away tripled. I must admit the cell phone company allowed me to retroactively increase the call and text minutes which saved me considerable money. However, had I been alerted prior to the overages I could've avoided the situation. Please institute changes that requires the cell phone providers to notify customers of their usage before limits are exceeded. Thank you.

Nov 29, 2010 11:56:23 PM
Dan
San Ramon, CA

This is a simple solution that puts me in control.

Nov 29, 2010 9:11:52 AM
Kay
St Petersburg, FL

My cell phone bill is large enough and very difficult to budget for. Please assistant all cell customers by placing some burden of notification on the cell companies. Thank you. K

Nov 24, 2010 9:34:28 AM
Malcol
Mayfield Heights, OH

I'm on a fixed income and would like to be notified when I am approaching my limit minutes on my cell phone. I only have a cell phone because my children say I need it in case of an emergency. Being for-warned will change my calling habits Please let me control the situation by passing a law giving me that right. Thank you, M. Cole 6809 Mayfield Rd. Apt. 364 Mayfield Hgts, OH 44124

Nov 23, 2010 11:00:10 AM
Terry
Lake Balboa, CA

I use my cell phone quite rarely, but I think the alert is a very good idea. There's always the possibility that someone could be using your phone without your knowledge and this would help in detecting that.

Nov 23, 2010 1:05:28 PM
Tina
Alexandria, VA

I support this simple solution that puts cell phone users in control. I've gotten bills for unexpected overage charges, spent too much personal time on the phone with customer service, and I never end up satisfied. It feels like a scam from the cell phone companies. It seems that the problem was always my or my child's 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, 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 10:51:51 PM
Jennifer
Edina, MN

We monitor our cell phone usage every month, but we've come close to receiving outrageous bills for our kids exceeding allowable texts. We were then able to change to a more generous plan to avoid those costs. But let's get real ... How many people have the time or inclination to check their usage? Kids definitely won't do that. What's so unreasonable about notifying customers when they are close to exceeding allowable minutes/texts?

Nov 24, 2010 10:25:59 AM
Raymond
Florence, SC

This is a simple solution that puts me in control.

Nov 23, 2010 11:16:19 AM
Paul
Shrewsbury, MA

This is a simple solution that puts me in control.

Nov 24, 2010 7:34:33 AM
Mark
Coventry, CT

This is a simple solution that puts me in control.

Nov 27, 2010 9:31:10 AM
Joseph
Vass, NC

This is a simple solution that puts me in control.

Nov 23, 2010 1:35:30 PM
Tiffany
Villa Rica, 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 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

the charges associated with a download or an online service. But most of 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 11:54:43 AM
Gordon
Fort Mill, SC

This is a simple solution that puts me in control and costs the companies little or nothing. Despite my close monitoring of my pone activity, 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. Since true customer service is lacking I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:06:52 PM
Rolland
Saint Louis, MO

This is a simple solution that puts me in control. Verizon already sends me text messages about other plans, phone options, etc. They could easily send me a text notification when I get close to going over my minute limit. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 8:38:09 AM
Tim
Eden Prairie, MN

This is a simple solution that puts me in control. It only seem fair that you notify me before I hit my usage limits. You've got the information, so it's a simple solution that could save me some money and help you keep me as a satisfied customer. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:27:33 AM
DeDe
Minneapolis, MN

It would be extremely helpful if I received notice before I reached my limits on minutes, texts, or data usage so I have time to change my behavior in order to save money. I'm not in favor of over regulation and uld rather the phone xomoanies do thus voluntarily.

Nov 23, 2010 10:52:55 AM
Chuck
Cottonwood, AZ

This is a simple solution that puts me in control. I've always watched my limits diligently, but often to no avail. I finally put all members of my family on unlimited everything. This costs us

almost $300 per month. But the alternative is possibly getting a surprise $1200 bill one month. Were there a solution like this, I would have the knowledge to control my own bill and thwart a surprise bill.

Nov 24, 2010 4:35:41 AM
Debra
Monett, MO

This is a simple solution that puts me in control.

Nov 25, 2010 11:49:38 PM
Geraldine
Laguna Woods, CA

This sensible consumer safeguard has already been put into practice in other countries and seems to work well. Let's make it happen in the US as well.

Nov 23, 2010 11:39:46 AM
Hunter
Corona del Mar, CA

This is a simple, common sense solution to an aggravating situation. HELP!

Nov 24, 2010 6:18:48 PM
Jim
Plantersville, TX

This is a simple solution that puts me in control .Sprint doesn't seem to care if you leave their service after your contract is up as long as they can gouge you as long as they can teres plenty more suckers out there you have got to put some restrictions on them .

Nov 23, 2010 2:06:43 PM
Leonard
Atlanta, GA

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

Nov 23, 2010 11:51:03 AM
OlA
Campbell, CA

I like surprises---surprise parties, surprise gifts, surprise guests. BUT NOT surprise bills. Almost every month I've had to call my phone company when the bill comes because it is always a surprise. Now, I have to say that overall I have been happy with my service; however, I have a bundled plan, supposedly to save money, but the individual charges for each service have differing billing cycles so one month I am charged double for my cell phone and another month

not at all. I recently increased my service to cover greater usage, but I was thinking that it would have been nice to know we were using more at the point in time that it was occurring--without having to log on to the web site each day to monitor the traffic. YES, we should get an alert. The technology is there and during these difficult times, it would be a courtesy to us--the customers.

Nov 23, 2010 11:43:16 AM
Robert
Ellicott City, MD

My teenage son just received a cell phone and his twin sisters are not far behind. I do not want to suffer bill shock particularily when the solution is so straightforward and apparently easily implemented. This is a simple solution that puts me in control.

Nov 23, 2010 12:40:28 PM
Dwight
Atlanta, TX

This is a simple solution that puts me in control.

Nov 28, 2010 3:24:01 PM
Lissa
Maynard, MA

We need transparency in cell phone billing.

Nov 23, 2010 3:04:28 PM
Bob
Elkins Park, PA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and had to spend too much time on the phone with customer service to get it addressed. This is a simple problem for the cell phone companies to solve. The bill is so complicated and consumer unfriendly in the first place. It almost seems as if they are hoping to trick people into buying more expensive plans or using the old "gotcha" if you buy a less expensive plan and then go over.

Nov 23, 2010 5:44:33 PM
Mary
Charlotte, NC

Dear Sir/Madam, 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! Sincerely, Mary Burwell Cooper 15707 Strickland Court Charlotte, NC 28277

Nov 23, 2010 12:45:48 PM
Paul
Dillsboro, NC

This is a simple solution that assists customers to be aware and in control of their bills. Too often, it seems that client problems tend to be thrown back upon the customer/consumer as being their fault. Some times, of course, that is true. Regardless, however, problems and misunderstandings do not make for positive relationships and product loyalty. Good customer and vendor relationships are forged upon a perceptive sense where the customer feels valued, and where the perception is that the vendor/company is concerned to do everything possible so as to limit any potential or actual problems. A notification to a customer who is at risk of going over their usage limits is a simple, considerate, and effective means of preventing problems before they occur. It should be adopted immediately.

Nov 23, 2010 5:29:14 PM
Porus
Cherry Hill, NJ

Cell phone companies need to be more transparent in their dealings with customers. There is too much of a gotcha atmosphere, and since all companies use these tactics as standard operating procedure, the customer has no relief possible. This is not free enterprise at work but an oligarchy. It has to stop.

Dec 6, 2010 4:22:26 PM
bard
Omaha, NE

This is a simple solution that puts me in control. They (phone companies) sign long term contracts so they do not have to have any customer service. I believe all phone companies to have the worst customer service period. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. They sign long term contracts so they do not have to have any customer service. I believe all phone companies to have the worst customer service period. 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 25, 2010 5:10:24 AM
Kevin
Oro Valley, AZ

This is a simple solution that puts me in control. I've gotten unexpected bills for hundreds of dollars which could have been avoided had I been notified before-hand. I didn't know when I ran out of minutes. And when you have two teenagers you rarely know what is going to come in that bill. A usage notice would really help.

Nov 25, 2010 6:08:51 AM
Linda
Dunkirk, MD

When my Dad was in the hospital, I spent many minute on my cell phone, talking to him and my Mom about his condition. I had never used many minutes on my cell phone before that; my plan had more than enough minute for my everyday use. Imagine my surprise when I got a bill for nearly $400. I had forgotten how much the per-minute fees were if you went over your plan. It was an utter gouge by Verizon Wireless, in my opinion. When I upgraded my phone to an unlimited talk & text plan, with a brand new smartphone, data charges, etc., I expected to pay more. But again, Verizon gouged me. Since I didn't upgrade at the beginning of my billing cycle, they pro-rated my old plan minutes, thereby putting me over limit and charging exorbitant per minute fees. Time on the phone with customer service resulted in them astonishing me for upgrading my phone at the wrong time in my billing cycle, and a small token credit. 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 11:17:37 AM
Terri
Toledo, OH

This is a simple solution that puts me in control. I've heard of others who 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 their fault. They get verbiage like: I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Terri Copeland 5136 Grelyn Drive Toledo, OH 43615

Nov 23, 2010 4:52:08 PM
Elmer
Woodland, CA

This is a simple solution that puts me in control over a small portion of the problem with cell phone service providers. In addition: I have used several cell phone service providers and the problems with customer satisfaction are endemic in the industry. I've gotten bills for charges that were not mine, not requested service, and for services that I had asked to be blocked. I have

spent too much time on the phone and sending email requests with customer service. I am still not satisfied that the cell phone service provider industry is held to the same ethical business standards as other consumer industries such as cable, land-line telephone, and electric service providers. It seems that the problem was always my fault. I've been told I didn'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 the shell game character of the various service plans of cell phone providers . This nation is ready for some standardization, rationality, and clarity in the various plans for providing this ever more pervasive and almost mandatory service.

Nov 23, 2010 2:12:02 PM
Nancy
Alton Bay, NH

This is a simple solution that puts me in control without me trying to keep track of all the calls I make. This makes good sense.

Nov 24, 2010 5:44:56 PM
Michael
Charlottesville, VA

I think it only fair for cell phone companies to give you advance warning BEFORE they start billing you for extra minutes of service. Thank you. Sincerely, Michael B. Costanzo 712 Lyons Av. Charlottesville, VA 22902

Dec 26, 2010 4:37:14 AM
Charles
ALEXANDRIA, VA

This is the right thing to do.

Nov 23, 2010 3:05:51 PM
Joseph
Bremen, 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 7:52:21 AM
Richard
Starkville, MS

There is no credible reason for cell phone providers not to notify their customers before the cell user exceeds their limits. With the technology in place, cell phone companies know to the second how much cell usage their customers use each month. When they text users with special offers they can text users with usage notifications. Too simple? Richard Coughlin 1176 Bob White Drive Starkville, MS 39759

Nov 23, 2010 11:26:57 AM
Michele
Brewster, 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'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. We are a family of 4, and all of us share a plan with one carrier. I'm tired of bill shock, and I want to be able to control my cell phone bill.

Nov 23, 2010 11:17:51 AM
Susan
Layton, UT

This is a simple solution that puts me in control. I think a simple text message to my phone informing me that I am about to go over my minutes is a great idea. There are times that I have been concerned about going over my limits, but if I knew I would a text prior to doing so, it would aleviate that concern.

Nov 23, 2010 11:08:09 AM
John
Portland, OR

This is a simple solution that puts me in control. My cell provider, Verizon, now does this. For the future, I would like to see this be a requirement for all cell phone providers.

Nov 23, 2010 11:12:19 AM
Joel
Aurora, CO

Dear Elected Representatives; With challenging economic times still harming many Americans legislation requiring that cell customers be notified when plan limits are approaching is the right thing to do. It's bad enough we are hit with foolish taxes and fees but when limits are exceeded wireless companies take advantage of the opportunity to charge outrageous overage rates. Good luck working with wireless customer service departments in getting some relief. The typical response, "These are the terms of the contract you signed." The bottom line according to my carrier is the problem is my fault and my problem. My problem is that I wasn't aware I was past my plan limits. It shouldn't be a problem to make me aware of the status of my plan. The only problem would be for my carier because they didn't receive the windfall that outraeous overage fees provide. Thank you for your assistance! Relief would be greatly appreciated! Sincerely, Joel Cox

Nov 25, 2010 11:23:49 AM
Joseph

Lauderdale, MN

This is a simple solution that puts me in control. I've spent many frustrating times on the phone with customer service and I never end up satisfied. It seems like they hide the most important information in their small print. Their like predators waiting to pounce. I just want a fair product at a fair price. The way it currently works would be like grocery stores not showing the prices on the food and if you put a few too many items in your cart, those last three grapes cost $50 each. Only you don't know it until you get home and you cannot return them. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:42:51 AM
Kenneth
Marlborough, MA

I support a requirement that wireless carriers send a text or voice message before I exceed my usage limits.

Nov 23, 2010 4:59:35 PM
Stephen
Lexington, KY

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

Nov 23, 2010 4:57:27 PM
Timothy A.
Norfolk, VA

We have a family plan bill and I do not always know how many minutes other family members are using. 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 the family ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 9:59:52 AM
Peter
Mill Valley, CA

You would think that in this day and age a telephone is necessity like electricity and water, and creating a billing system which is designed to take advantage of the ignorance of children and the foibles of adults ought to be, quite simply, against the law. Please help. Peter Coyote 775 E. Blithedale, 401 Mill Valley, CA. 94941

Nov 23, 2010 4:31:24 PM
Karen
Los Gatos, 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 had to upgrade our service for a one-time overage due to hospital stays. I just didn't know when I ran out of minutes when we were in a very traumatic situation....a hospitalization. I'm tired of bill shock, and ready for some real control. I hope this bill will make it easier to know when we are near our limit.

Nov 23, 2010 11:46:43 AM
Elisa
Blauvelt, NY

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

Nov 23, 2010 7:16:16 PM
Clayton
Fort Lauderdale, FL

This is a simple solution that puts me in control. When I sign up for a plan that has a limit, it is only reasonable that I be notified when I am approaching that limit. What I really want is a plan that stops my service when I reach my limit, then offers me the opportunity to extend my service for a set fee.

Nov 23, 2010 10:49:53 AM
Brent
Gilbert, AZ

Please require cell phone companies to send me simple alerts before I reach limits on minutes, data or texts. My name is Brent Crandall, I can be reached at (480) 280-0408.

Nov 23, 2010 3:46:29 PM
Gene
Mattawan, MI

This is a simple solution that puts me in control. I received a monthly cell phone bill for $711 because one of my sons didn't keep track of his minutes and didn't consider or understand the limitations of the plan. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 10:50:02 AM
Marla
Sacramento, CA

This is a simple solution that puts me in control. Emergencies happen, causing changes to usage patterns, and we, the consumers, are not in a position to closely monitor these changes, because IT IS AN EMERGENCY situation. A simple text notice, automatically generated, would stop the problem from occuring without significant cost or any upgrade to technology by the cell phone 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.

Nov 17, 2010 8:01:00 AM
Philippe
Chevy Chase, MD

There is no reason this cannot be done, and it is to be expected from a public service company whose interest is serving the public.

Nov 23, 2010 10:42:58 AM
Charles
Charlottesville, VA

This is a simple solution that puts me in control. I am tired of having to count minutes and fighting with the cell phone company to get adjustments. 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 23, 2010 11:47:42 AM
John
Collegeville, PA

This is a simple solution that puts me in control. In the past unless I spent more time than I want to checkling via automated calling or on-line I never knew wehn I was approaching limits. Or sometimes I would go ogver with a spurt of calls at month-end. Seems to me the phone companies could easily automate some kind of notification that would help me exercise better control. John cranston

Nov 24, 2010 5:20:36 PM
Russell
Spring Hill, FL

This is a simple solution that puts me in control..

Nov 23, 2010 10:50:48 PM
Tim
Belton, TX

We pay a lot of money every month for phones even in a "regular" month. Please help us take this relatively easy step to save a lot of people a lot of money.

Nov 24, 2010 1:02:54 PM
Daryl
Newberg, OR

Please require cell phone companies to notify me before I go over my limits. I've gotten bills for unexpected overages, spent hours on the phone with customer service, and I not ended up satisfied. I don't want any more bill shock please.

Nov 23, 2010 3:05:41 PM
Joseph
Silver Spring, MD

This is a simple solution that puts me in control.

Nov 23, 2010 10:51:45 AM
William
Fort Washington, PA

The technology is there and we get this courtesy i Europe on our cel phone there. Lets have the phone billing process join the 20th century and notify me when my usage exceeds the limits I pay for!!! This is a simple solution that puts me in control.

Nov 23, 2010 11:19:58 AM
Alisa
Tampa, FL

This is a simple solution that puts me in control. I have a right to know when I'm nearing my limits and I think the phone company will be able to implement this easily. After all, they already notify me will my bill is ready.

Nov 23, 2010 8:38:24 PM
Daniel
Floyd, VA

Please pass your propesed rule to require notice to me via phone or text before we go over our usage limits! This will help my family very much. Thank You, Daniel Cronk 329 Deerfield Ln NE Floyd, Va 24091

Nov 28, 2010 6:54:56 PM
Lori
Beverly Hills, CA

It's wrong to charge people for services they are not made aware they are using. Two cell phone companies have recently lied to me over the phone as to the services they claimed they could provide. As a result, each company receives hundreds of dollars from me that according to their sales people was not to be charged. That was bad enough! Notification is the least that they should be expected to give for further charge.

Nov 23, 2010 10:49:26 AM

Philip
Washington, DC

This is a simple solution that puts me in control.

Nov 24, 2010 3:57:35 PM
Wayne
Saint Louis, MO

Many of our economic problems today are because the Federal Government did not correctly regulate. Here is a chance for the regulators to do the right thing - make a common playing field for all cell phone providers and cell phone users. This way we can be intelligent consumers and they can continue to make an honest profit

Nov 23, 2010 1:44:12 PM
Fred
West Chester, PA

This will allow me to know when I am nearing my minute & text limits.

Dec 16, 2010 12:32:36 PM
Tim
Denver, CO

As it stands now, I pay for a plan that provides more service than I ever use in order to avoid inadvertently going over my limits. Notification before I hit my usage limits would enable me to purchase the amount of service I actually use.

Nov 23, 2010 11:52:20 AM
Rosalie
Tucson, AZ

If the European Union can come up with a way to resolve the problem of going over a person's cell phone usage minutes, then surely we, in the United States, can do it too. Last month, my bill shot up to $102 from its usual high $60 range. So of course, I'm being extra careful of how I use my phone. But what I can't control is other people calling me, and those minutes affect my bill, too. There's no sense in calling customer service: it's still the customer's fault. Considering that I am on a fixed income, this is a big concern. Please adopt the EU's simple solution. Pass the proposed rule to require notice to me via phone or text before I go over my usage limits. Rosalie Robles Crowe 3151 W. Lobo Road Tucson, AZ 85742

Nov 23, 2010 7:10:20 PM
Elizabeth
Tolland, CT

This is a simple solution that puts me in control and also seems like the only decent way to handle it.

Nov 24, 2010 8:47:18 PM
Judith
Burlington, CT

This is a simple solution that puts me in control. Spam is sometimes enough to put me over the limit. Please support this measure. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:26:41 PM
Pamela
Hartsdale, 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 just didn't know when my kid ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:13:47 PM
Thomas
West Columbia, SC

This is a simple solution that puts me in control. My few overage charges have always been unexpected. I would like to when to anticipate them. Thomas Cullinan

Nov 23, 2010 12:12:50 PM
Keith
Glendale, CA

Some cell phone companies provide tools for the consumer to monitor voice, text, and data service. Notwithstanding that fact, providing consumers notice of impending overages should result in savings for both the company and the user.

Nov 24, 2010 9:23:18 AM
Ed
Beaumont, TX

This is a simple solution that puts me in control. I've gotten bills for more than anticipated. It seems that the problem was always with me. I've been told I didn't understand my plan limits, however, at the end of the conversation, they always give you some credit on the bill - but, not as much as you think you should get. I'm tired of bill shock, and ready for some real control. Ed Culotta

Nov 24, 2010 8:22:43 AM
Steven
Lafayette, IN

Though I currently have an unlimited plan through Sprint, in the past with other cell phone companies I have not had this plan. That has resulted in overage charges. I find it quite simple to check the internet for the minutes I have used, but many people that have cell phones may not have internet access or even the ability to easily use it. This can make it very difficult to calculate minutes used. I would propose that cell phone companies send a text message or voice-mail to the cell phone(s) once they have 10% of their minutes/data usage plans left so an individual knows whether they need to worry or not.

Nov 30, 2010 10:13:33 AM
Catherine
columbus, OH

This is a simple solution that puts me in control. We recently received a bill several hundred dollars more than expected from our carrier Verizon. We normally do not come close to even approaching our limits because no minutes are allocated to calls among Verizon customers. However, we had two parents hospitalized and were making lots of calls to family, medical providers and friends without knowing or thinking about whether they were 'in network' or we were exceeding our monthly limits. We were shocked to receive a bill several hundred dollars more than our standard monthly bill. When we called Verizon, they told us if we had called BEFORE the bill was sent, for about $15 per month we could upgrade our plan to more minutes and avoid the extra charges all together. Since the bill had been sent, we had to pay it, but could still upgrade our plan which should take care of FUTURE OVERAGES. We did that begrudgingly. If we had received NOTICE from our carrier when we went over, we would have taken immediate action. But we have 4 phones on our plan and frankly were dealing with family emergencies that distracted us. We just didn't know when we ran out of minutes. With the technology today, it is simple and inexpensive for our cellular service to notify us when our minutes are running out. I get repeated notices every time my contract is up, or I am eligible for a new phone. I have a friend who got texts and automated calls multiple times a day when she inadvertenly failed to pay a wireless bill on time. Why can't they notify me when I am about to incur more expenses, when they are happy to notify me when it will benefit them. THE NOTICE SHOULD GO BOTH WAYS - FOR THE BENEFIT OF THE CUSTOMER as well as the provider. I WANT NOTICE BEFORE I HIT MY USAGE LIMITS, AND REPEATEDLY AFTER I HAVE EXCEEDED THEM!!!

Nov 23, 2010 12:04:14 PM
Leon
Nashville, TN

There is no excuse for the present practice of mobile phone companies. It is a transparent "legal" scam. Any decent company would not resort to this kind of consumer trap. Please shut this down, NOW.

Nov 23, 2010 4:03:58 PM
Mary
Novato, CA

This is a simple solution that puts me in control. I am frequently concerned about my cell phone usage particularly as my children are also on my plan. Please pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Mary Cunningham Bryant 9 Meadowlark Court Novato, CA 94947

Nov 23, 2010 11:49:17 AM
Richard
Washington, DC

When my usage exceeds my plan limits, the per minute, per text, or per megabyte price skyrockets, to an obscene amount in most cases. If I were to use double my plans download limit, my bill would go from $60 per month to over $4000 per month. This isn't fair, but is in the contract I've agreed to. I would like to see my carrier have to notify me when I am about to exceed my limits, so I can stop further usage, while I find out why I'm at the limit. With three family members using this plan, it's possible for us to approach the limit without knowing we are doing so. Giving us adequate warning that we are about to incur usurious rates seems to me to be only fair. The only reason my carrier might object, I feel, would be because they make so much money on the "gotcha" fees. Please help put a stop to this unfair practice!

Nov 23, 2010 6:28:16 PM
Colleen
Las Vegas, NV

I am very tired of the many ways cell phone companies have found to extort extra money from me. One of the most pernicious is failing to alert me when my child is about to exceed our usage limits. I would appreciate it if the FCC would require phone companies to now alert consumers when they are getting close to their usage limits. Thank you, Colleen Curran Las Vegas, Nevada

Nov 23, 2010 11:49:18 AM
Francis
Point Reyes Station, 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 4:39:36 PM
Lonnie
Portland, OR

This is a simple solution that puts people in control of their spending without huge surprises after it's too late. Cell phone rate plans differ with various rules. It is hard to compare plans or understand the plan rules, such as weather or not incoming ring time for unanswered calls is billed. It is also unclear when some cell phone applications provided by the carrier use data services and what volume of data usage they use. If isn't fair that overage charges are incurred without warning the user that they have reached the package limits included in the monthly rate

plan that they have chosen. It is time for action now to stop bill surprises and protect consumers right to control their spending. Please require cell phone companies to provide warnings to users when they reach their rate plan limits.

Nov 23, 2010 11:35:40 AM
Carla
Fort Walton Beach, FL

This is a simple solution that puts me in control. I've gotten a bill for well over a hundred dollars more than my normal bill amount, spent time on the phone with customer service, and got no satisfaction from them. Their stance was that the problem was my fault. I was told I didn't understand my plan limits, and treated as if I couldn't do simple math. However I just didn't know when I went over my texting limit. I would have stopped texting, called their customer service, and switched to a higher-limit plan immediately - if only I had known I was close to going over my limit, at the time. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 8:06:39 PM
Tamara
Charlotte, MI

This is a simple solution that puts me in control. I get bills for hundreds of dollars, spend hours on the phone with customer service, and I never end up satisfied!! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 5:51:19 PM
Valerie
Oakland, CA

This is a simple solution that seems reasonable.

Nov 29, 2010 5:55:15 PM
Daniel
Germantown, MD

This is a simple solution that puts me in control.

Nov 23, 2010 4:19:20 PM
Ralph
Hinsdale, IL

Please require this simple change - I have teen patients who send 20,000 texts per month. Someone needs to be watching. Thanks, R. Cusick MD

Nov 28, 2010 6:14:55 PM
Sue
Heyworth, IL

This is a simple solution that puts me in control.

Nov 23, 2010 11:13:49 AM
Stephen
Fairbanks, AK

This is a simple solution that puts me in control. The more information that I have is better. It will also reduce stress dealing with a large, arbitrary, semi-abusive companies that takes advantage of its customers. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. All I am asking for is notification and information so that I can make decisions before something happens instead of responding after things have gone wrong.

Nov 26, 2010 6:17:31 PM
James
Woodville, OH

This is a simple solution that puts me in control.

Nov 24, 2010 4:39:26 AM
Tony
Stamford, CT

Dear Sir - I heard about this proposed legislation and it makes such great sense. This is a simple 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 1:22:45 PM
HEATHER
Rio Linda, CA

Cell phone bills easily have to be the most detailed and tacked on bill we pay. I do not go happily into the store to have to put on my thinking cap so I don't get screwed. And after the free trials that I didn't know about are over, there's months of charges on services I never wanted or used.

Nov 16, 2010 9:20:09 PM
MARGARET

DALLAS, TX

This is a simple solution that puts me in control. I've gotten bills which i do not very well understand and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 4:24:41 PM
Gregory
vienna, VA

This is a simple solution that puts me in control.

Nov 24, 2010 3:24:31 PM
Albert
Annandale, VA

This is a simple solution that puts me in control. I would appreciate implementation of this basic service to my Verizon cell phone account. Thank you. AED

Nov 23, 2010 1:08:41 PM
Victoria
nine mile falls, 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 feel it is a waste of my time. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 I am tired of having to call in to get a data charge reversed when I accidently hit a button and for a nanosecond was connected to the internet. I would take internet off of all four of my lines, but then you cannot send pictures. My company needs to get theses things figured out and stop wasting everyone's time. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:28:01 PM
Katherine
Viroqua, WI

This is a simple solution that puts me in control. Put the customer in control, not the companies. It is the customer that contracts for the service, but the customer does not deserve to be slammed with high cell bills. The customer does deserve to be notified in advance of reaching plan limits.

Nov 23, 2010 12:04:40 PM
Michelle
Globe, AZ

Please get the cell phone compnanies under control. When I get on the phone with a company and get put on hold to solve an issue, I am getting charged for all the airtime used. The other company couldn't care less that I am on a cell phone. It is not their problem. The cell phone companies are taking advantage of consumers by sticking it to them in charges for going over their alloted time. Something has got to be done! I had to increase my minutes on my plan because I am afraid of going over the time I have. It happened before.That's robbery! Please help the consumers with this major problem!!! Thank You, ' Michelle DalMolin 8107 Marlin Dr Globe, AZ 85501

Nov 23, 2010 2:19:01 PM
Elizabeth
Portland, ME

This is a simple solution that is technologically easy to implement. No excuses. After all, phone companies are in the communications business. So they should communicate. Otherwise, it's entrapment.

Nov 23, 2010 10:46:08 AM
John
Nevada City, CA

This is a simple solution that puts me in control. With 5 people on my account, three girls who text a lot, it is difficult to keep track of where we are each 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.

Nov 23, 2010 3:44:05 PM
Timothy
Rochester, MN

This is a simple solution that puts me in control. I've personnally experienced a bill over $500.00 more than I normally pay, just for texting charges from my daughter. The bill had my hands shaking as I called the carrier to find out what was going on. I literally thought it was a mistake. I don't like bill shock, and ready for some real control. I feel the cellular carriers should alert users to avoid overages.

Dec 30, 2010 5:02:19 PM
Vincent
Livingston, NJ

The phone companies have the ability to provide alert when approaching usage limits.

Nov 23, 2010 8:40:14 PM
Roger
Granada Hills, CA

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

Cell phones have become a staple for most Americans, yet the costs so easily spiral out of 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:16:18 AM
Scott
Arlington, VA

This is a simple solution that puts me in control. My son runs up these bills, and I only find out about them when I have to pay. 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 my son ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:21:20 AM
Mark
Greenwood, IN

This is a simple solution that puts me in control.

Nov 23, 2010 7:09:17 PM
Linda
North Olmsted, 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 the charges associated with a download or an online service. But most of 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 11:31:04 AM
Susan
Richmond, VA

They have information to know when customers are exceeding their calling plan as well as the contact information of the consumer. Please require that cell phone companies use this information responsibly for the good of their customers.

Nov 23, 2010 1:30:13 PM
Susan
Mc Lean, VA

I would really like to have to warning before my cell phone bill goes over the limit. Given the technology is available there is not reason not to have a warning system in place. Please pass the proposal rule to have the phone companies let us know when a limit is about to be exceeded. Susan Daniels 1853 Massachusetts Avenue McLean, VA 22101

Nov 23, 2010 9:40:07 PM
Ron
Chandler, AZ

Tell me before I reach my limit or I can go to a company who does. Sincerely, Ron Danner 5321 S. San Sebastian Pl Chandler, AZ 85249

Nov 23, 2010 4:59:55 PM
Dan
Radcliff, KY

This is a simple solution that puts me in control. I can manage my phone use if Iknow I have a limit ahead. Right now I call in almost every day to get my total minutes used. This cold save you some traffic from users like me.

Nov 24, 2010 10:16:44 AM
LaMoyne
Rapid City, SD

This is a simple solution that puts me in control. I've gotten bills far beyond what I was expecting and have spent a lot of time on the phone with customer service, and I very seldom end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges

associated with a download or an online service. But most of 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 1:41:29 PM
Michael
Tampa, FL

Something like this should have been implemented a long time ago--simple notifications that you are nearing the limits of your cell phone minutes. One month with overages can be the same cost as subscribing to a higher-minute plan for the entire year! Obviously a money-maker for the cell phone companies, but I encourage you to please force them to make money the old fashioned way--superior product and customer service. Wouldn't that be something.

Nov 24, 2010 7:04:11 AM
Richard
Huntingdon Valley, PA

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

Nov 16, 2010 12:11:03 PM
Thomas
Alexandria, VA

I strongly support commonsense solutions that put me in control of my own bill. In dealing with these types of utilities before, I have spent hours on the phone with customer service, and rarely end up with a reasonable resolution. I understand the utilities' argument that it is the responsibility of the customers to understand their plans, but problems seem to emerge under unusual circumstances (child gets a hold of the cel phone, phone is stolen, etc.) where understanding your plan is not the problem.

Nov 23, 2010 10:30:35 AM
Ann
North Olmsted, 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, gone to my cell phone store, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 7:52:48 AM
William
Arnold, 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 end up partially satisfied. Sometimes I still feel like the mobile provider has the advantage and that is wrong. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 10:40:23 AM
Michael
New York, NY

In order for consumers to have a fair chance to avoid outrageous overage fees, we should be notified before we go over our usage limits.

Dec 5, 2010 9:02:13 AM
Jesse
Lake Forest, CA

Cell phone companies constantly change their controls, don't reliably set or keep blocks (or plan details change without reasonable obvious notice), and come up with "clever" requirements to squeeze more money each month out of consumers. They have some much control and little accountability. This is a simple 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 or end up repeating the process time and time again. I'm tired of bill shock and finding out my attempts to control my service got undermined or were somehow undone. I am ready for some real control.

Dec 6, 2010 12:42:27 PM
Jennifer
Henrico, VA

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

Dec 3, 2010 7:12:05 PM
Joan
Millington, MI

I've had shocks with my bill when I thought I was covered for text messaging only to find out the 200 + messages were billed seperately. If there had been an alert in place I would have been notified immediately. It would have saved some grief in my household.

Nov 23, 2010 2:58:19 PM
Jay
Broomfield, CO

This seems a reasonable request to make of the mobile phone service providers.

Nov 23, 2010 3:34:59 PM
Michael
Eastport, 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 3:33:37 PM
Rose
Tucson, AZ

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. They have charged me for roaming without asking me if I want to roam; even when I was in my own home - they had me as roaming - and could not explain to me why I was "roaming". It seems that the problem was my fault. That somehow I was roaming from my own home. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:41:13 PM
Diane
North Fort Myers, FL

More than not I have gone over my 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.

Nov 29, 2010 8:48:19 AM
Janet
Ann Arbor, MI

I feel it is a very Customer friendly courtesy that should have been getting done all along to have the provider text or send a voice mail message BEFORE I exceed my plan limits for calls, texts and any other services that are limited. It's the right thing to do. At least that way I have the option and knowledge to exceed that limit, call to change my plan or to stop using my phone to avoid those unexpected and exorbanant overage fees. Janet Deja

Nov 21, 2010 1:35:54 PM
Kathy
Newport, KY

This is such a great, no-brainer customer service. I'm surprised it hasn't been done before now.

Nov 23, 2010 10:49:07 AM
Dorothy
New York, NY

This is a simple solution that puts me in control. I've gotten a few bills for hundreds of dollars, spent a great deal of time on the phone with customer service, and did not end up satisfied. I was told I didn't understand my plan limits and didn't understand the charges associated with using 800 numbers. ALSO, I had never been told there is a SENIOR CITIZEN plan available with this carrier(with reduced minutes but at lower cost). I was told, "Well, you never asked.". But most of 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, Dorothy L. Delman 145 East 27 Street New York, NY 10016

Nov 30, 2010 12:08:55 PM
Michael
Nolensville, TN

This is a simple solution that puts me in control so I can better manage my budgets. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. True, but when multiple phone type plans are used for family and business staff it becomes problamatic to monitor. But most of all, we just didn't know when we ran out of minutes. I'm ready for some real control to better manage personal and business budgets and staff. This will provide true customer service.

Nov 24, 2010 12:45:31 AM
Gilbert
Benbrook, TX

This is a simple solution that puts me in control. I just got a bill for triple my normal amount. Just 3 months earlier, I was told by Verizon that I was about to go over my minutes and it was wise to increase my plan, which I did. I reduced the plan when I found out I never went over. Now one month I went over because a friend was no longer a Verizon customer, they pounced. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, I should have been checking my minutes on line, etc. When I asked why I didn't get called like they had done in the past, they said it was just a courtesy and they only called people at random. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:33:47 PM
Jackie
Chicago, IL

I just had this happen with a large text overage, when I had recently called to ask if I needed a bigger text volume in my plan. No, they said was fine & the next month, I was hit with a large overage amount...guess what credit they gave a long-time contract holder...less than 5 bucks, and I now had to pay more every month, just in case. Cell phone companies don't play fair, they know people now text more than talk, but don't make their plans for that. Also, I cannot have an alert that tells me when I'm close or at the amount of either calls, text or data...they said I would

have to call in for each. No way, don't let them take unfair advantage uf the consumer!
Sincerely, Jackie Denn Chicago, IL 60618

Nov 24, 2010 5:31:27 PM
Ralph
Portsmouth, NH

This is a simple solution for the cell phone companies. They could easily automate a text message warning me if I am about to go over my plans limits. Then I can make a decision to temporarily curtail usage or more than likely upgrade my phone plan to include more airtime (which is what I did when I ran over my plans minutes and was hit with a huge bill). I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:52:35 PM
Elliot
Tucson, AZ

Having advanced warning before exceeding lmits is in everbodies best interests. After all, isn't that what government does - look-out for its' people, particularly in the face of a juggernaut like the cellular phone industry? Do the right thing, and enact rules to give everyone some forewarning.

Nov 23, 2010 10:10:22 PM
Robert
Ringgold, GA

This is a simple solution that puts me in control. Many friends and I have 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 25, 2010 12:45:58 PM
John
Eagle River, MI

This is a simple solution that puts me in control. In my opinion, the phone companies do not make it easy to understand the periods when billing rules apply. If I do not check my usage on line periodically, I am likely to go over. This does not seem right. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:41:03 AM
Satyajeet
Austin, TX

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.

Nov 23, 2010 11:29:25 AM
Bruce
West End, NC

I had trouble with a cell phone that would ring numbers automatically without my doing anything. Passing a bill to notify me that I was at my minutes limit would have been very helpful. The phone company did make a one-time adjustment to my bill after considerable prodding. Of course, I have gotten rid of that cell phone after it caused me considerable anguish and could have caused me considerable money.

Nov 23, 2010 11:20:19 AM
Catharine
La Jolla, CA

This is a simple solution. Require the phone companies to send me a text msg when I get close to my limit, and another one when I reach my limit

Nov 27, 2010 12:51:00 AM
Rosamond
Jacksonville, FL

Dear FCC COMMISSION MEMBERS: Please pass the legislation which will require notification of the customer when his or her family are close to reaching the limit of their cell phone usage. This is very important in a time when so many people in our country are experiencing tough financial problems. Sincerely, Rosamond Douglass, 1106 Catalina Rd. W., Jacksonville, Fl. 32216

Nov 23, 2010 10:45:31 AM
Jennifer
Staten Island, NY

I will change my service to the first phone company that offers to let me know before I pass my limit on the phone. If one is doing so now, I will find out soon because I am starting to shop around since I just got a bill for around $250 that should have been around $50. I hope that you can address this unfair issue. If I had known that I was over my limit I would have curbed my usage of the cell phone. I usually don't go over my limit so this is a shock. I feel blindsided by this as if they trick me into going over the minutes just like with the credit card companies that allow you to use more than you have in your account so that they can charge you a fee for going over your limt. If its a limit - then it should be treated like a limit, and provide us the users with a notification that unless we take action our ability to make calls will be affected. Thanks, Jen

Nov 23, 2010 5:44:47 PM
Cheryl
San Carlos, 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've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 10:31:29 AM
Alison
Kennesaw, GA

This is a simple solution that puts me in control. It would be so helpful if the companies would just let me know when I'm reaching a certain point with my minutes/in relation to my plan. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 8:31:10 AM
Carl
Wellfleet, 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 seldom end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. We need to make a formal change to this way of giving special profits to the cellphone industry at the expense of the consumer. Most responsible cellphone users would make efforts to adjust either their plans or their usage if they were aware of fees accumulating beyond their budgets or financial means.

Nov 23, 2010 4:24:58 PM
Sue
tucson, AZ

This is a simple solution that puts me in control.

Nov 27, 2010 11:08:40 AM
Dennis
Hinsdale, IL

Cell phone companies have the computers and tools to do this. The programming is already in place. I just looked at my contract and it appears there is a $4.99 / month / line (for me that is $25 / month for my family) plan to get me this service. I believe it is unconscionable to have to pay $300 / year to protect myself like this. This level of protection should be automatic

Nov 27, 2010 4:11:02 PM
Bert
San Luis Obispo, CA

If it works in Europe, it should work here. Let's implement something soon.

Nov 25, 2010 11:32:55 AM
David
Alpharetta, GA

I DO NOT AGREE WITH THE ABOVE STATEMENT. This campaign from Consumer Reports is absurd. All of the carriers already offer this capability. We need to remind ourselves of this little thing called personal accountability. I am responsible for how much i consume. Not them. Why is this any different than the power company or the gas company? We do not need more government meddling in private business.

Nov 24, 2010 12:16:04 PM
Katharine
Kent, WA

This is a simple solution that puts me in control. It only makes sense that people should get alerts from the cell phone companies before getting humongous bills. Those expensive gadgets are intended to help us, right? 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. Yes, there is a way for me to check my minutes on my phone, but it isn't easy, and I can't remember how it is done! I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 10:59:40 AM
J.S.
Cleveland, OH

This is a simple solution that puts me in control. I've been concerned about the possibility of getting bills for hundreds of dollars, spending hours on the phone with customer service, and never getting satisfaction. I'm tired of worrying about bill shock, and ready for some real control.

Nov 25, 2010 10:06:47 PM
Richard
Kennewick, WA

This is a simple solution that should have been mandated years ago.

Nov 23, 2010 5:02:37 PM
Elizabeth
Batavia, IL

Let's take charge and not allow the oligopoly that provides our mobile services to keep taking advantage of us!

Nov 23, 2010 12:01:10 PM
Frank
Cocoa, FL

This is a simple solution that puts me in control.

Nov 23, 2010 12:06:55 PM
Mary
Orange, CA

Actually, I don't have a cell phone because I don't want anyone getting in touch with mw when I am out. I don't want to give anyone the ability to track me down either. I know that I cana turn off the ring but that wouldn't stop anyone with the know-how from tracking me. Sincerely, Mary Derschan mderschan@aol.com

Nov 23, 2010 9:55:47 PM
Mary
Mayville, WI

This is a simple solution that puts me in control. I just want to know when I run out of minutes. No surprises when the bill comes! I'm ready for some real control.

Nov 23, 2010 9:50:42 PM
Maurice
Santa Monica, CA

Years ago when ATT was dismantled, the supposed purpose was to create more competition in the market. I remember when Sprint started and I have been a customer since the beginning, they were fighting for market share. Now, the costs of telephone usage have grown exponentially. My monthly bill averages $152. My bank alerts me weekly to my balances, deposits, check clearing. I do not see why Sprint cannot do the same. They do manage to text you when your payment is not timely made.

Nov 23, 2010 2:10:33 PM
Jacques
Boulder, CO

Consumers need to get a notice if they are about to go over their allotted usage - before they get hit with giant bills. Please vote to make this the case! Thanks Jacques Devaud

Nov 23, 2010 3:18:02 PM
John
Madison, WI

We get surprising and horrific bills from AT&T, particularly when we are traveling. We turn off data roaming, but the charges are still hundreds of dollars. Please require vigorous disclosure of any charges that can accumulate faster than $0.50/minute

Nov 28, 2010 10:34:24 AM
Parris
Lake Bluff, IL

This is a simple solution that puts me control.

Nov 23, 2010 12:29:34 PM
Carl
Maple Valley, 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. But most of all, it was caused by the fact 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 11:16:59 AM
Stephan
Fillmore, CA

Thank you

Nov 25, 2010 6:54:56 PM
Brandon
Austin, TX

People are tired of your overpriced plans and hidden charges.

Nov 23, 2010 11:54:10 AM
John
Rigby, ID

I have never been hit with an unreasonable minutes charge, but this is a good way to prevent it ever happening.

Dec 29, 2010 10:26:33 AM
Phillip
Kennesaw, GA

This is a simple solution that puts me in control.

Nov 23, 2010 10:45:28 AM
William
Salem, CT

This is a simple solution that puts us in control. We've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never seem to end up satisfied with the outcome. The cell companies insist that the problem was always our fault. Whether it is understanding the plan limits, parental controls, charges associated with a download or an online service. But most of all, we just didn't know when we were close to exceeding limits. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 4:14:09 AM
Kevin
Pinellas Park, FL

This is a simple solution that puts me in control. Thank you... Sincerely, Kevin Dieffenbach Pinellas Park , Fl.

Nov 23, 2010 6:10:10 PM
Alan
Bethesda, MD

This is a simple solution that is alread in practice in Europe and it puts me in control. Some of my friends have spent hours on the phone with customer service, and never end up satisfied. This notice will help children be aware of when they've gone over their limits. Consumbers are tired of bill shock, and ready for some real control. T

Nov 23, 2010 10:41:00 PM
Ray
East Wenatchee, WA

Please require cell companies to issue alerts so that I don't go over my usage plan.

Nov 23, 2010 10:56:04 AM
Richard
West New York, NJ

This is a simple solution that puts me in control. I think this would reduce a lot of the back-and-forth with customer service and would be a win-win for everyone.

Nov 23, 2010 10:53:11 AM
Lina
Blacklick, OH

This has happened to me several times from my daughter using the cell phone and going over our plan or using services we didn't know we would be charged for. I've had at least 2 and maybe 3 bills of over $400! And, it's happened to my sister who provides a phone for her teen aged granddaughter! I know it's our responsibility to be aware of these things before they happen, but if it's something that the company can do to help the consumer and they're not trying to purposely hurt their customers, then they should do it. With the way the world is today you feel as though you're kids and grandkids are not safe without cell phones and since they're the primary reason we go over our plans, help us out! Help us keep them safe and keep us from being punished with exaggerated bills!

Nov 23, 2010 12:04:13 PM
Raymond
Bellevue, WA

Do the ethical thing and pass the proposed ruling regarding cell phone, data, etc. usage and overage notification. It makes sense. It's fair. It's responsible. So, please act now.

Nov 23, 2010 12:13:55 PM
Wesley
Olympia, WA

This is a simple solution that puts me in control. I want to know when I am nearing the limits.

Nov 24, 2010 11:59:30 AM
Sunil
Sunnyvale, CA

This is a simple solution that puts the consumer in control and helps avoid conflict with the cell phone companies. It's hard enough to manage work, home, kid's schedules and community activities. It would help immensely if there is pro-active notification by cell phone companies to let us know when we are hitting the limits. This is especially true for our teenage kids.

Nov 24, 2010 8:37:07 AM
Paul
Albuquerque, NM

Carriers notify us via text or e-mail when our bill is due or if there was a change to our account or new features they want to sell us. They can easily send a notice to let us know that we are close to reaching our limits. Personally, I received bills for over $1,500 two months in a row-without any notification about how I might be able to mitigate the charges. So please have them notify us as opposed to ruining us.

Nov 23, 2010 10:34:34 AM
Ken
Pittsburgh, PA

This is a simple solution that puts me in control. I've gotten bills for a hundred dollars or more over my normai monthly charge for service I would not have used had I realized I was close to my limits. I'm tired of bill shock, and ready for some real control. I an stcuk getting occasional text message ads from my provider. This notification is clearly not unreasonable

Nov 23, 2010 12:13:01 PM
Fred
Brooklyn, NY

This is a simple solution that puts me in control. Surely the technology already exists! I for one have NOT personally had this experience but my kids are still young and I want to change the rules BEFORE I experience this problem. Several of my friends and relative have gone through this. It just does not seem fair.

Nov 25, 2010 3:40:43 PM
Randi
Chicago, IL

It is an easy technical fix for the cell phone companies.

Nov 24, 2010 11:21:47 AM
Lee
Kirkland, WA

This is a simple solution that puts me in control. I have always had to be so careful, to always significantly overpurchase my plan just in case there's an emergency. Just a warning is all I'm asking for. It is simple to implement and effective. I'm tired of bill shock, and ready for some real control.

Nov 30, 2010 11:01:38 PM
Farhad
San Diego, CA

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

Nov 23, 2010 1:37:23 PM
John
San Clemente, CA

This is a common sense approach that is needed to address an ongoing problem.

Nov 23, 2010 11:25:52 AM
Richard
Loveland, CO

This is a simple solution that puts me in control. But most of all, I just would like to know prior to when I will run out of minutes and reduce the exposure of bill shock. Best Regards, Richard Doll 2653 Sedona Hills Dr. Loveland, Co. 80537

Nov 23, 2010 2:29:38 PM
Kenyon
Oceanside, CA

Cashing in on your fame by promoting a costly, complicated prepaid card to teens is inexcusable. The Kardashian Kard comes loaded with outrageous charges and hidden fees. America's kids deserve better than this. We are calling on you to stop ripping off your fans by using your name and image to sell this high-cost prepaid card! Make this card affordable or take your faces and names off the Kardashian Kard!

Nov 23, 2010 4:44:32 PM
Mary
Omaha, NE

This is a simple solution that puts me in control.

Nov 28, 2010 6:54:25 PM
John
Reston, VA

Please take unpleasant surprises out of cell phone bills.

Nov 23, 2010 9:01:05 PM
Michael
Evanston, IL

I have kids who use phones, usually responsibly but their impulse control is not what it shoudl be and occasionally they go on longer than allowed and I have gotten sticker shock.. I check my minutes occasionally on the computer but all it takes is 2 weeks off.. an automated system would be really easy and really nice. We pay for what we want... we should be told when we are near using what we paid for.. unfortunately the only option besides pay as you go (more expensive) is pay ludicrous amounts if you go over... mIchael dowling md.

Nov 23, 2010 1:34:37 PM
Fonda
Bow, WA

I want notice BEFORE I hit my usage limits and before I get charged to services not on the plan I have signed up for. I've gotten bills for overage dollars, 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, tired of being afraid to use the phone too much, and ready for some real control.

Nov 23, 2010 11:50:12 AM
Allen
Davis, CA

This is a simple solution that puts me in control. It will close a door on "gotcha commerce". 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. My story: I switched to paper billing because on-line billing was too opaque, and was told there would be a missing month bill. In those two months my daughter discovered texting and quickly exceeded my limit. At the rediculously high price of 10c per text (compared to cost) she racked up hundreds of dollars of texts, and when my bill arrived it was over 75 pages long. Surreal.

Nov 25, 2010 8:49:04 PM
Jackie
Silver Spring, MD

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 12:08:59 PM
David
Shrewsbury, NJ

This is a simple solution that puts me in control. I'm tired of bill shock.

Nov 24, 2010 5:46:36 PM
Dana
Oroville, CA

This is a simple solution that puts me in control. Some companies already do this so it should be possible for all to do so.

Nov 25, 2010 12:57:04 AM
Angela
Las Vegas, NV

I do not always have time to access my account to see how many minutes we have used during the month. With three teenagers on our account, it is easy to be okay one day and on an overage a few days later. A simple text to let me know I am approaching my limit should be mandatory. It's simply good customer service.

Nov 23, 2010 5:11:01 PM
David
Minneapolis, MN

While I have been typically judicious with my minutes, I believe it serves your customers and ultimately your bottom line best when you conduct all your business ethically and in the interest of your clients. Please send limit reminders to your customs to help ensure reasonable bill amounts. Sincerely, David Driver Minneapolis

Nov 17, 2010 11:54:26 AM
David
Hamilton, OH

This is a simple solution that would give me help in avoiding costly bills. I recently got a large bill because my daughter did not realize she was exceding our minutes on the family share plan. This would be a huge help, and is an entirely reasonable remedy.

Nov 23, 2010 1:07:47 PM
Michael
Plainview, NY

This is a simple solution that puts me in control. It is similar to the situation where banks and credit card companies were being your "friend" by allowing you to go over your credit limit and then killing you with additional fees. Years ago you were advised by the retailer when you were going over the limit. Recently a new law was enacted to put that notification back into effect.

Nov 28, 2010 9:32:20 PM
Elizabeth
Winston-Salem, NC

This is a simple solution that puts me in control. It seems I don't always understand the charges associated with a download or an online service. I would love to know when I was incurring additional charges not already covered by my monthly plan. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Elizabeth Duckett Winston-Sale, NC 27106

Nov 23, 2010 11:10:08 AM
Donald
Burlington, VT

My provider at&t has a nifty program for them to generate revenue. The have a "service" called "direct bill" which ironically doesn't appear on your regular bill as a line item but is included with "other charges" including regulation and tax recovery fees. This is on a bill which can run 50 pages listing every single text make. To cancel a service which can be started on the phone by send a text message to designated number I am required to follow the following steps. From

the directbill web site which is not linked to the regular billing website in anyway, I request a code be sent to the phone being charged. Once you receive the 8 digit code you have 5 min. to enter that into the web site to cancel the service. I'm a pretty handy guy but I had to request a new code 2x because I missed entered the code. To stop this service you can PAY for parental controls by the month or if you troll deep into the internet you find out that there are settings in the direct bill on phone software which allows you to block services for free. To me this industry is just begging for more regulations

Nov 24, 2010 9:02:20 AM
Siobhan
St Paul, MN

In a time when many Americans are trying to spend thoughtfully, a notice system to make us aware before we waste money in a way we do not intend on usage makes sense. Its difficult to think of a down side. I advocate this measure!

Nov 23, 2010 11:19:34 AM
Jeremy
Santa Clara, CA

It is a nasty trick when cell phone companies send massive bills to people who had no idea they were going over. There should be a warning.

Nov 23, 2010 11:31:35 AM
Mark
Knoxville, TN

Why not legislate the rest of the utilities as well. Maybe we should hold Exxon liable if we use too much gas. This is the terrifying trend of blaming ANY AND EVERYONE else for bills that are too high, coffee that is too hot, advertisements that hurt our feelings. Quite frankly, I WILL NOT RENEW MY SUBSCRIPTION TO YOUR PUBLICATION IF THIS IS THE NONSENSE THAT YOU ARE SUPPORTING. Wake up to the fact that this cry baby blame game is undermining the country. Grow a pair and grow up.

Nov 23, 2010 11:07:05 AM
Frank S.
Cincinnati, OH

Consumers should be notified any time they approach usage limits where they will be charged additional fees. This should be easy to do by automated phone call or email.

Nov 23, 2010 12:21:38 PM
William
Naples, FL

This is a simple solution that can save me from making a terrible mistake when I am unaware of what is going on. 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 1:23:57 PM
Joseph
Northville, MI

This is a simple solution that puts me in control. I have had several bills that surprised me with unexpected charges. None were huge, but I would have liked to know when the usage limits were approaching so I could adjust accordingly. .

Nov 23, 2010 2:37:11 PM
Frank
Houston, TX

Notifying a customer prior to going over a plan's limits is a common sense solution to an expensive (for the consumer) problem. Not letting customers know until a bill is generated that limits were exceeded is fine for the service providers, but tought on consumers. If the European Union can do it, there is no reason we can't. Sincerely, Frank C. Dupuy 310 E. 5th St. Houston, TX 77007

Nov 24, 2010 4:39:07 PM
Josefina E
Phoenix, AZ

This is a simple solution that puts me in control. I've gotten surprise bills. It seems that the problem was always my fault according to Customer Service. I just didn't know when I ran out of minutes - I don't keep a constant check. I want control.

Nov 29, 2010 8:12:52 AM
Charles
Acworth, GA

This is an easy rule which makes cell phone billing fair. 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 there.

Nov 23, 2010 3:28:51 PM
Asa

San Rafael, CA

What a pain in the butt this is! I can't tell you how many times I've been overcharged. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 23, 2010 3:20:12 PM
David
Atlanta, GA

Many companies are relying on ambush pricing to boost their profits. Consumers need to have ways to avoid unexpected large bills. A simple way to improve the situation is to require that the consumer give special permission for service to go over some limit that will trigger larger charges. Please start helping the consumers. David Dusenbery 384 The Falls Ct. Atlanta Ga 30307

Nov 24, 2010 3:03:26 PM
William
Holland, OH

This is a simple solution that puts me in control.

Nov 23, 2010 5:23:24 PM
T. Wayne
Dallas, TX

This is a simple solution that enables my family to use our phones in a sensible way. It costs you virtually nothing to send out these notices, and it makes for satisfied customers who aren't ready to switch and lower bills for call centers.

Nov 23, 2010 11:59:43 AM
Don
Leesburg, VA

Just as the banks aren't allowed automatic overdrafts with those high fees, neither should you have what amounts to the same thing. Please just send an email warning when we reach 85% of our plan minute limits. I would much rather have that than all the other advertising mail you send.

Nov 23, 2010 5:46:32 PM
Tom
Rensselaer, NY

I have a family plan and it is normally someone else in the family who may be driving up usage in a particular month. As the primary customer, I think it prudent that phone companies be

required to notify us as we approach our limits, similar to how online credit card accounts send email when limits are approached, bills are due, suspected misuse, etc. . I try to check on usage but remembering to do it is the hard part. It would be much more convenient for the phone companies to send out a notice thank you

Nov 23, 2010 8:24:22 PM
Larry
Olympia, WA

I recently got socked with $50 data charge when my kid started using his phone to go beyond checking his email and started checking the weather and the roads on the Web. I got dinged twice for that before I caught the change. Start fighting for the consumer who has been screwed too long. This is the change we voted for.

Nov 23, 2010 2:25:21 PM
BetsyBelle
Rensselaer, NY

I want to know when roaming charges start adding up. We recently were hit by an outrageously high amount of charges when my husband was traveling. We had no idea this was happening and felt stuck when the company explained why the extra cost. I don't want it to happen again.

Nov 25, 2010 10:47:10 AM
Frederick
Delmar, NY

This is a simple solution that puts me in control. It's technically easy for the companies to do this, but in most cases they will not voluntarily offer such a service, since it would cut into their profits. It has to be a requirement !

Nov 26, 2010 4:31:40 PM
Dana
Lakewood, 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. .

Dec 12, 2010 8:57:48 AM
Gayle
Concord, NH

T 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 5:26:56 PM
Linda
Salem, VA

This is a simple solution that puts the consumer in control and avoids surprising high bills, especially those that provide phones for their children.

Nov 25, 2010 9:54:08 AM
Tara
Orange, CA

This is a simple solution that puts consumers in control..

Nov 23, 2010 8:53:40 PM
Virginia K
Huntsville, AL

I get unexpectedly high bills when there's something I don't know. Sometimes it's going over the plan limit, sometimes it's usage that I don't know about (e.g. playing with keys on a new phone and managing to go online without knowing), or kids making calls repeatedly that I don't know about ... information never hurt anyone. Not only is a notification of being near the limit helpful, but a notification that a call(s) have been made a full price would be helpful to parents to stop the behavior behavior before it's repeated and costing $10's, or even $100's. It would be helpful to be able to opt-out (not opt-in) notifications.

Nov 24, 2010 1:57:03 AM
Patti
Carmichael, CA

At this time I am using a pay-as-you-go plan but I have tried to help my niece sort out her cell phone bill several times in the last 2 years. It appears to me that the phone companies do their best to take advantage of their customers, in particular those customers who do not monitor their bills(many young adults or teens). A simple alert to their customers is not asking too much.

Nov 23, 2010 8:35:06 PM
William
St. Joseph, 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 9:07:05 PM
Liz
Garden Grove, CA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and fortunately end up satisfied but very frustrated that I went over my minute limit in the first place. It was that the problem was my fault, but, with the technology that is available today, notification of nearing limits should not be a problem I'm tired of bill shock, and ready for the cell phone companies to be more responsible to the CUSTOMERS BEST INTEREST and not their own. Like credit card companies are now required to let consumers know the real truth about how much they'll pay on their cards by paying only the minimum payments, this is an easy "owe the consumer" fix.

Nov 23, 2010 10:40:45 AM
Michele
Walton, KS

This is a simple solution that puts me in control.

Nov 23, 2010 10:17:46 PM
Jeanne
Rock Hall, MD

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 11:20:06 AM
Rachel
Madison, WI

This is a simple solution to a problem that happens all too often to very busy people. If we want our American work force to be the best in the world we have to do everything possible to make their lives as uncomplicated as possible. .

Nov 23, 2010 11:00:51 AM
Chris
Harpursville, NY

This is a common simple solution that puts the consumers into a better educated position with regard to our call and data usage. Thank you chris

Nov 23, 2010 12:41:55 PM
Roma Jeanne
Gaithersburg, MD

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.

Nov 23, 2010 1:19:26 PM
David

Greenville, NC

I get frustrated trying to keep up with my minutes. I may call the company too frequently to ask where I am at then still get a ridiculos bill b/c of being over. Please help me.

Nov 23, 2010 1:57:56 PM
Clifford
Fresno, CA

This is a simple solution that makes additional charges transparent.

Nov 23, 2010 12:57:37 PM
Jonathan
Springfield, NJ

This is a simple way for consumers to avoid unexpected overage charges that can run into hundreds of dollars. I would strongly encourage you to require this simple consumer protection.

Dec 6, 2010 5:21:29 PM
Nola
Petaluma, CA

It is very upsetting to receive a huge phone bill, especially when I thought I was making the same number of calls as before. Some of the important information is not on the printed bill but only on-line which I do not use. It would be enormously helpful and much less upsetting to receive notice before I reach my usage limits! Thank you.

Nov 23, 2010 11:40:27 AM
Jerry
Mount Vernon, WA

There is no reason that the same cell phone company that can spam me regularly with its own promotional text messages cannot employ its computer system to notify me that I am approaching 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.

Nov 23, 2010 12:53:17 PM
Joan
Sun City Center, FL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, and even considered giving up my 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 the charges associated with a download or an online service. But most of 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 9:14:34 PM
Faz
Los Angeles, CA

This is a simple solution that puts me in control. Please let me know ahead of time when I am about to run out of minutes. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Faz Elahi 4856 W 63 St Los Angeles, CA 90056

Nov 24, 2010 2:15:00 PM
E. L. R.
Granby, MA

This is a simple solution that puts me in control. Consumers deserve to know what to expect, and this would give us some real control. Thank you!

Nov 25, 2010 11:17:18 AM
Harris
North Adams, MA

My son moved to Seattle several years ago. The local Verizon agent assured us that his cell phone account would be just as if he were still in Massachusetts. When he got to Seattle, I received several $300+ phone bills instead of the $35 bill I has been paying. The local agent said that his "hands were tied" and that he didn't "understand the billing details." I ended up paying two of these $300+ bills before I could close the account and have my son open a new one in Seattle. Why not go further than the notification bill? Make them pay! Credit card companies do when you miss a payment. Why not put some teeth into the bill? Why can't the phone companies provide a bill consumers can understand? The ones I get are about as simple as the tax code.

Nov 23, 2010 1:34:23 PM
Mark
Brighton, CO

We are on a family plan and i don't have time to keep track of the minutes used on a daily basis. I would like to be told when we are at our limit.

Nov 25, 2010 2:01:46 PM
Rolland
Woodbridge, VA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars above what I expected to pay. We should be allowed to have the minutes stop on any phone at a pre-

determined limit, WITHOUT having to pay extra for parental controls! The phone companies market heavily to our children and do not offer adequate protection to the bill payers. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:57:56 PM
David
Gilbert, AZ

This is a simple solution that puts me in control. GET THE FEDERAL GOVERNMENT OUT OF MY LIFE!!!! It seems that people never accept responsibility for their own faults. I've been told by Consumer Reports that I AM STUPID and should not be responsible to understand my plan limits or my parental controls or the charges associated with a download or an online service. But most of all, I am really stupid because I cannot keep track of the most important and fundamental information required to manage my phone use such as when I ran out of minutes. While I think that phone companies should do a better job of helping us, I still think that I am smart enough to do that mysefl. I'm tired of bill shock from federal government interference in this nanny state, and I am ready for some real FREEDOM which requires exercising my responsibilities. I want consumer reports & government to butt out of my personal life and to stop helping the government to control our lives because they think they know better. The government's job is to enforce the contracts that we make, in as much as we can reasonably be expected to understand them, not to change them according what they think is best.

Nov 24, 2010 2:19:06 PM
Linda
Marcellus, NY

This is a simple solution that puts me in control. I want to receive this notice so I can limit mt cellphone use for the rest of the month. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 9:50:52 AM
Bryan
Spring, TX

This is a simple solution that puts me in control.

Nov 23, 2010 12:34:53 PM
Marsha
Richmond, KY

This is a simple solution that puts me in control. While it may require some front-end work, once put in place it would be easy to carry out. Thank you for your time & consideration!

Nov 23, 2010 10:45:47 AM
Dan
Sherwood, OR

This should be an option with every cell plan already. I abhor government involvement, but the fact that the cell companies haven't done this on their own as a service to their customers tells me that they are hoping for overage fees. Though I would much prefer a free market solution, it is apparent that the companies aren't going to address this problem on their own and will continue to charge exorbitant rates for minor overages. A simple warning to the consumer would make it an informed decision to continue using the service with full knowledge of the consequences.

Nov 23, 2010 2:25:51 PM
Emmett
Kernersville, NC

We don't want to be at "YOUR" mercy when a bill that exceeds our limits comes to our mailbox. WE want to be in control of our plan and you have the technology to make this happen. Give us what our European friends already have, control of our phone usage and billing each and every month!

Nov 23, 2010 12:26:37 PM
Fay
Billings, MT

My grandson recently used my cell phone for a few weeks with my permission, neither of realizing that I had not purchased a text sevice plan. My bill was almost $400.00 because of his texting & my not knowing about the extra cost. My company insisted I pay the entire amount which was a serious shock to my budget!!!!! Thankyou for finding a way to prevent such problems in the future. Fay H. Ellis

Jan 29, 2011 2:28:36 PM
Lynne
Exeter, CA

I would really appreciate this simple fix to a horrible problem. Most of the time, I just didn't know when I ran out of minutes. It doesn't happen much to us at this stage of life, but it would certainly help those with older children, and we have 6 children with 11 grandchildren. So I appeal to you on their behalf, please enact this simple legislation that would help us all. Thank you.

Nov 23, 2010 3:46:13 PM
Leah
Springfield, OR

This is a simple solution that puts me in control. My company did this recently for me, nice option. I was still charged an extra $15 but changed my habits directly after that. All companies should do this and for other services, not just data. 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. I would also like to have the option of choosing the number of minutes I would like, not the pre-made plans AT&T offers. They don't have the perfect plan, it's

either too small or too big. I really wish there was a better company out there, unfortunately I have an iPhoneso I have to go with AT&T. Isn't this a monopoly? Phone companies are my pet peeve. I find their practices so frustrating.

Nov 23, 2010 2:23:10 PM
Laurie
Gresham, OR

This is a simple solution that puts me in control. One time my husband and I didn't realize our plan had expired so had our friends & family minutes. We were defaulted to a basic plan (at the same cost) with hardly any minutes. The only people we were calling was each other. Two phones on the same plan. And we got huge phone bills! it was ridiculous. No one notified us and we had the bill set to auto pay with out Amex card so we didn't even realize what had happened until we went to pay the Amex bill and accrued yet another month of outrageous cell phone charges. Please notify people when they hit their limits so they can contact the company and fix things before months of costly bills and arrears occur. Thank you for this consideration of us your customers.

Nov 23, 2010 11:07:46 AM
Kay
Green Valley, AZ

This is a simple solution that puts me in control.

Nov 23, 2010 11:13:25 AM
Ken
Kearney, 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. I have been given deceptive information by the phone company representative so that my stepson ended up racking up a huge bill. This type of misinformation should not be allowed. Please consider putting tighter limits on this issue!

Nov 23, 2010 5:58:04 PM
Neal
Norman, OK

This is a simple solution that puts me in control.

Nov 23, 2010 1:04:46 PM
Steven
Yardley, PA

This is a simple solution that puts me in control.

Nov 23, 2010 2:34:35 PM
Becky
St. Paul, MN

This is a simple solution that puts consumers in control and will help them decide if they need to purchase different plans before they get hit with large bills or a last minute call suggesting they increase their coverage. If you have more than one cell phone on a billing statement, the statements are nearly impossible to fully understand. We have been told we are close to our limits and may want to consider purchasing more minutes (which we did) only to receive a bill that suggests we are nowhere near our original limit.

Nov 23, 2010 4:40:49 PM
Richard
Newberg, OR

This is a simple solution that puts me in control. Sincerely Richard Ericsen 6902 E 2nd St unit 1 Newberg OR 97132

Nov 23, 2010 12:30:55 PM
Melissa
Seattle, WA

We know that the cell phone companies have the technological ability to provide us with this information, but when they hide this information, or make it difficult for customers to retrieve, they rob us of our ability to make informed choices about our usage or our spending. There is no reason they should not be required to inform us consumers what sort of usage we are about to be engaging in (and charged for) before it happens.

Nov 23, 2010 12:33:14 PM
Kurt
Belleville, MI

Regretably, wireless providers are unwilling to offer this option. Insofar as this is a regulated market, then I believe it's appropriate that legistlation mandate customers be given the option

Nov 23, 2010 5:55:11 PM
Kenneth
Urbana, IL

While I have not personally suffered from excessive bills, a requirement for alerts when nearing plan limits is common sense, given the often outrageous rates charged by cell providers for overages. Providers have a strong disincentive to provide such notification, and as such, I believe a government-enforced requirement is justified. Setting up such a system should also not impose an undue burden on providers.

Nov 26, 2010 7:25:01 PM

Oscar
Bellflower, CA

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

Nov 24, 2010 10:55:25 AM
Sanford
Gray, GA

This is a simple solution that puts me in control.

Nov 23, 2010 10:59:32 AM
Gerald
Silver Spring, MD

They can and do track usage, so they can damn well share the information with us. Frankly, I'd be happy with just a usage meter that flashes or something. It doesn't have to be a text message. I don't have a data plan because I can't take the risk of going over.

Nov 23, 2010 12:24:48 PM
Steve
Scarborough, ME

I just didn't know when I ran out of minutes. I'm tired of bill shock, and think sending an alert is good customer service Steve Ettelman 6 US Route 1 Scarborough ME 04074

Nov 24, 2010 11:29:45 PM
Eric
Houston, TX

It works in Europe to get a heads up on an outrageous bill and we should do the same here. This is just common sense courtesy to a customer. We should not expect less. Thank You for your attention.

Nov 23, 2010 9:48:18 PM
John
Roanoke, VA

This is a simple solution that puts me in control. Many of us have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. Phone plans are complicated, and no one has time to make monitoring phone usage a full-time job. Please just require advance notice before the limits are reached. That will help most of us get control of these complex but necessary devices without regular bill shock.

Nov 23, 2010 2:44:17 PM

Tom
Rochester Hills, MI

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 10:00:24 PM
Richard
Hampton, VA

This is a simple solution that puts me in control. I'm never sure how close I am to my limit. I have a rather low usage amount in my plan since I'm retired and have no need of a business account where your company would pay all or a large portion of your monthly bill. It's rather easy to go over this limit. Sometimes you just find yourself in some conversations that end up being longer than you intended. I realtized the problem is my fault. But in todays computer age it should be easy for the cell phone companies to notify you when you are close to your limit. I don't want to be bill shocked, and would like some control over these air time limits in my plan. So please do something about having our cell companies notify us when we appraoch our plans limit. Sincerely, Richard Everett 105 Bear Creek Crossing Hampton, VA 23669

Nov 23, 2010 1:54:31 PM
Tracy
Palm Beach Gardens, GA

This is a simple solution that puts me in control. It seems like a reasonable, logical solution

Nov 23, 2010 11:56:10 AM
Wilfred
Los Gatos, CA

Please support this common sense 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. Thank you! Wilfred Everts Los Gatos CA

Nov 23, 2010 10:46:38 AM
Jonathan
Chicago, IL

This is a simple solution that puts me in control. To be honest, I am very vigilant about my cell phone usage, but with expected changes to data plans and discussions about tiered usage I would like more control and transparency in the billing process. I would challenge app and widget developers for smartphones to work with companies to create fun and useful apps to aid in this

process. People always rank their providers higher (and are more likely to stick with them in the future) when they provide control AND a fun way to understand you usages. Hopefully I will continue avoiding bill shock, but let's introduce notices before usage limits. It will ultimately strengthen consumer confidence in their cell providers, and strengthen trust in the government in the area of data/communication.

Nov 27, 2010 8:10:44 PM
JERRY
Wilmington, DE

This is a simple solution that puts me in control. Everyone is tired of bill shock, and ready for some real control. Other systems are providing notices, and so should the phones when limits are reached.

Nov 29, 2010 1:01:26 AM
MARY
DEFIANCE, 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. At those times, if I had known I was running out of minutes, I would have quit using it. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 6:32:31 AM
DAVID
Newtown, PA

This is a simple solution that puts me in control. There is no excuse, other than greed, for cell phone companies to not implement this service. With text messages and data access there is no "emergency" need for these services. Even better than warning me when we are exceeding these limits, allow me to cap the service and be charged no more than the limit I've agreed to. To start though at least alert me and stop making profits on things we can't easily determine until its too late. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, David Flanagan 2 Eldridge Rd Newtown, PA 18940

Nov 26, 2010 12:17:31 AM
PATRICIA
Ambler, PA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service.I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:33:25 AM
Ken
Peachtree City, GA

Regard,Ken Faber

Nov 23, 2010 11:10:58 AM
Tighe
Cheyenne, WY

This is a simple 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 2:56:42 PM
Neiland
Llano, TX

I would like to have a way to know where I stand on the total chargagle minutes charged. l.

Nov 24, 2010 10:20:42 AM
Paula
Yukon, OK

This is a simple solution that puts me in control.

Nov 23, 2010 11:32:11 AM
Ruth
Clarksburg, MD

AT&T already does this with my iPhone 4 and I like it ALOT. I can also check my usage at any time during the month which is also very helpful. This should definitely be required of all cell phone companies.

Nov 24, 2010 8:34:50 AM
Thomas
Sherborn, MA

I have cell phones for all my family members, and worry each month that one of my children will accidentally generate a very large bill! This is a simple solution that puts me in control.

Nov 24, 2010 7:16:23 AM
Richard
Solon, OH

This is something that I've thought should have been done years ago. And the only reason it hasn't been done already is because of GREED on the part of yet another corporation/financial institution. My wife and I totally want this kind of notification!!!!!

Nov 23, 2010 12:07:18 PM

Walter
Florence, MA

I like the ability to decide if I want to go over my limits. There is no reason to have to spend any time calling customer service finding out what the heck happened to my bill. All i am asking for is a simple alert that tells me i am getting close to limits.

Nov 23, 2010 2:50:17 PM
Timothy
Oak Lawn, 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. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control Tim Falsey

Nov 23, 2010 11:31:01 AM
Martin
Austin, TX

It is just plain wrong that the mobile phone industry does not provide mechanisms to avoid predatory overage fees. I normally monitor my usage closely and my calling patterns are consistent so that it usually doesn't affect me, but during my dad's last month of life I needed to be on the phone a lot and due to the stress of the moment, I didn't realize I had crossed over my limits. A month later I was presented a bill for $300.00 in overages and Verizon would not assist me in any way. It is nothing short of predatory that most mobile carriers don't provide tools or mechanisms to allow consumers to avoid situation proactively other than allowing minutes used to be polled. I urge to you to insist that the carriers provide alerts or other carrier side initiated mechanisms that would restrict this obscene practice.

Nov 23, 2010 1:59:40 PM
Mary
Vallejo, CA

This is a simple solution that puts me in control. I've gotten bills for ridiculous amounts of money. When they arrive, they force me to stop everything and spend many hours on the phone trying to convince my service provider that these charges did not originate with me. I end up frustrated and much time is wasted that cause my fees to rise unnecessarily. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 a highly unregulated area that seems very easy to regulate to protect consumers.

Nov 24, 2010 7:39:16 AM
MIchael
O Fallon, MO

This is a simple solution that is not difficult or expensive to implement and is of great use to subscribers. Many banks do the same for account balances for no charge. We really shouldn't need a regulation for this it should just be offered as a polite service.

Nov 17, 2010 8:05:53 AM
Ken
Renton, WA

I am not one of those people who go over their minutes or text/data allotments, but I am an advocate of all companies (not just cell providers) being completely forthright with their customers. I also believe that, to some degree, it's a price-gouging tactic: How can minutes or text messages cost the company substantially more to deliver when they go beyond a certain arbitrary number? Doesn't the consumer deserve to be reminded when they are about to encounter a 200% price increase for the same product they were using just a minute or two ago?

Nov 24, 2010 5:02:56 AM
Maureen
Edgewood, KY

This is a simple solution that puts me in control.

Nov 23, 2010 8:27:10 PM
Charles
Chevy Chase, MD

My wife and I share our phone plan. It is really difficult to track when our total minutes exceed our plan. The charges for overage minutes are so much higher than the the average of our current plan that it is a real shock when we exceed our plan even by a relatively few minutes. It would really be helpful to get an alert before we exceed our monthly allotment.

Nov 23, 2010 4:10:49 PM
Sakhr
Arlington, VA

This is a simple solution that puts the consumer in control and reduces the chance for ripoffs. The whole cell phone system in the US is a disgrace for a supposedly civilized nation. Just a bunch of sharks preying on the consumer with extremely complex plans that the average consumer can not comprehend, let alone manage. There are a myriad of service providers all hell bent on ripping off the consumer and service is poor overall. Western Europe does a much better job than we do at managing this, and a lot of other things also, but then they have much better and less corrupt government than we do which is focused on delivering good government as opposed to collecting money to get re-elected.

Nov 23, 2010 1:38:34 PM
Kristina
Presto, PA

This is a simple solution that puts me in control. My cell phone company used to provide alerts that would allow me to adjust my plan when I was approaching my usage limits, but without notice my company stopped providing alerts, which has caused me to end up with unexpectedly high bills. Now, I have to carefully monitor my use every month because I can't count on my service provider to give me a simple alert - something that used to be a matter of good customer service, but for some reason disappeared. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:18:51 PM
Park
Boston, MA

This is a simple solution that puts me in control.

Nov 27, 2010 1:15:35 PM
pamela
Beavercreek, OH

It is very difficult to know if you have reached your limits as the exact amounts are not instantly posted to a person's account, thus making it easy to exceed your limits. Even small overages result in large charges.

Jan 19, 2011 11:02:46 AM
Vincent
Leesburg, FL

PLEASE TAKE ACTION on this simple 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 11:39:55 AM
Michael
Lafayette Hill, PA

Cell Phone companies should ABSOLUTELY notify us when we are approaching a dramatic increase in our per-minute charges. This is a common-sense proposal - let's get it passed!

Nov 27, 2010 12:35:19 PM
Anne

Dayton, OH

This is a simple solution that puts me in control. It would make me more likely to add services. It would greatly increase my trust of the company and its offerings. Dealing with customer service after the fact does not relieve my anxiety or make me feel satisfied after the fact. It feels like the problem is my fault -whether customer service gives me a credit or not. I don't want the worry, the risk, or the hassle. Just let me know before the line is crossed.

Nov 24, 2010 6:09:15 PM
Nathaniel
Denver, CO

I think this is a great idea to keep phone companies from ripping off American voters. I totally support phone companies having to notify me before I reach my limits on voice, texting, or internet usage,

Nov 23, 2010 2:39:53 PM
Edward
Hopewell, NJ

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

Feb 2, 2011 12:10:11 AM
Robert
Concord, CA

I would like to be notified that I am approaching my limit. I do not want to be surprised when I recieve my monthly bill.

Nov 23, 2010 11:01:11 AM
Cynthia
White House, TN

This is a simple solution that puts me in control. My particular case was thru my wireless broadband service. I was initially told it would be nearly impossible to ever go over my limit so I admit, I didn't carefully monitor. Then out of the blue after nearly a year of normal bills, I got a bill for $150 more than usual. It would have been so helpful and appreciated by me if I'd have gotten a warning, like I seem to get every where else with technology..."you're about to go over your limit; do you wish to continue?" It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 a partnership with my service company so I, for one, will just feel more appreciative and apt to keep the service if they could help out in this area.

Nov 23, 2010 2:08:28 PM

Joanne
Glenwood, MD

This is a simple solution that puts me in control. My daughter has gotten a bill for 800 dollars, spent hours on the phone with customer service, and never ended up satisfied. It seems that the problem was always her fault. I've been told I didn't understand my plan limits. That she had changed her plan and didn't realize it. But most of all, she just didn't know when I ran out of minutes. We are tired of bill shock, and ready for some real control.

Nov 26, 2010 2:59:32 PM
Eustace
Coppell, TX

Plase try and put a stop to this practice of putting us in the defense when it comes to overuse or going over my allowed plan limits - for my kids and me. Simply put that it today's day and age - the cell phone company - can simply send us a text or an voice mail - alerting us to the overcharge about to occur. Trying to fix this issue with their coustomer service is such a colossal waste of resources - both time and money for both parties. No the same note I sincerely hope that you can demand all these companies to have just one kind of cell phone charger - and stop this madness of us having to rummage through drawers of wires and adaptors and also prevent further plastic landfills . So I urge you to please, pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Thank you for listening , Eustace Coppell, TX - 75019

Nov 23, 2010 11:38:20 AM
DR
Montgomery, TX

This is a simple solution to a major problem for many users that puts control with the user. It seems that the problem was always the user'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. The bill shock approach followed by carriers is unaccetable, and ready for some real control. An alert system seems like a fair and reasonable approach.

Nov 24, 2010 7:41:16 AM
Michael
Silver Spring, MD

I've have friends who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. These are regular working men and women. They cannot afford to cover the cost of these charges. Very simple technology exists that can alert a customer before they inadvertantly got in over their heads. It seems that the problem was always our fault. I'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, they just didn't know when I ran out of minutes. Customers deserve better treatment, and we ready for some real control.

Nov 23, 2010 11:57:56 AM
Thomas A
Northport, NY

This is a simple solution that puts me in control of the charges I incur. If Europe can institute this requirement, why couldn't it be done here in the U.S.? I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 9:47:01 PM
Melody
Centennial, CO

This is a simple solution that gives me more control over my expenditures that I have budgeted. I've gotten bills for more than double what I expect to pay on my phone bill. This puts financial hardship on me. Working with customer service is never satisfactory. They offer no assistance, no solutions. In this electronic age, it is an easy matter to notify me when I am approaching my limits. I'm tired of being taken advantage of this way, and am ready for some real control.

Nov 23, 2010 11:22:03 AM
Raymond
Webster, NY

This is a simple solution that puts me in control. It's impossible to keep track of usage day by day. Some usage does not appear on the web for days.

Nov 23, 2010 11:44:44 AM
Anna
Greensboro, NC

It is essential that cell phone companies notify customers before they exceed their usage limits.

Nov 23, 2010 1:45:37 PM
Brian
Houston, TX

I have run in to a situation that surprised me. I normally stay within my allotted amount of minutes without fail. There was one month that I completely blew passed the allowed minutes and I had no idea by how much until I received the bill. I paid a difference of $500.00 compared to what I had been accustomed to paying for my cell phone bill. I actually had to pay my monthy cell phone bill over a three month period to catch up for this mistake. I would appreciate if there was some type of notice that was enforced in order to prevent this type of situation in the future for myself and anybody else in my situation.

Nov 23, 2010 3:07:31 PM
Peter

Highland Lakes, NJ

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.

Nov 23, 2010 11:05:26 AM
Frank
Myrtle Beach, SC

It would seem reasonable to require these companies to notify me prior to my use of services that would cost additional money beyond the monthly plan that I have already agreed to. An alternative, similar to that required of credit card companies, is that the cell phone company cannot provide service beyond the monthly plan without prior approval of the charges. In other words, when I hit my monthly limit the service stops, unless I authorize them to charge for the overage.

Nov 23, 2010 10:14:43 PM
Rise
Rapid City, SD

This is a no-brainer. Please implement these regulations.

Nov 24, 2010 6:46:52 AM
Colleen
Indianapolis, IN

This is a simple solution that puts me in control. Every month, I find myself calling AT&T regarding my plan - this is crazy - why not keep it simple for the Customer???? Maybe you would increase your customer base by being honest and fair instead of "sneaky" and disrespectful!

Nov 23, 2010 11:28:45 AM
Rebecca
Richmond, VA

My service provider sends me an email and a text message when my bill is issued so they should certainly be able to do the same thing when my usage hits a certain level. Even though I've never gone over my usage limit, I do worry about it so this sort of notice would be a great help.

Nov 23, 2010 5:43:55 PM
Robert
Maynard, MA

I have been burned for this in excess of $150.00. I support this fully.

Nov 24, 2010 10:20:25 AM
Ralph
Davis, CA

This is a simple solution that puts me in control. It's simply very reasonable to be alerted when unexpected, overages occur on a cell phone plan, BEFORE they get too big. It's easy to do and protects the consumer by giving them timely information about their bill.

Nov 23, 2010 11:41:37 AM
Dennis
Eufaula, AL

This is the right thing to do.....notify me with a message BEFORE I exceed my prepaid minutes. If you can send me other automated text messages, you can do this, too. Thanks!

Nov 23, 2010 8:42:46 PM
Gail
Cincinnati, OH

My cell phone company has a customer service department that is very difficult to reach. Their web site qualifies the estimate of usage by saying it may not be current or correct. I would like to be able to control my usage with full knowledge of what my usage has been for the month. And I would be upset if the cell company charges me more for accurate and current information.

Nov 23, 2010 2:40:27 PM
Alda
Burke, VA

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 7:03:28 PM
Diane
Ashburnham, MA

This is the right thing to do.

Nov 23, 2010 12:21:39 PM
Norma
New York, NY

I had to jump to the next billing level a few months ago because of over calls I didn't realize I had made. Verizon sent me a text message AFTER I had exceeded my plan's limits by $25.00,

warning me that I was ABOUT to exceed the limits. Very unfair! This is a simple 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.
Norma Fire

Nov 23, 2010 12:20:55 PM
Eugene
Boulder, CO

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 24, 2010 4:46:46 AM
Martin
Oak Ridge, TN

I would appreciate this and any change that would simplify, streamline, reduce costs and allow me to make better choices as a consumer. It has taken me years to even come close to figuring out the hows and whys of the billing process. Please support this bill.

Nov 24, 2010 5:13:55 PM
Gordon
Marietta, GA

I resent having to review my bill each month for nickle & dime charges that I have not authorized.

Nov 23, 2010 12:08:39 PM
Mark
Glen Arbor, MI

All the phone companies are taking advantage of average people. The know what they are doing and making millions of dollars from people who cannot afford the additional expenditure. Please pass laws that make the phone companies contact someone before they go over their limits.

Nov 28, 2010 10:11:23 AM
Patricia
Lincoln, CA

It just makes sense!

Nov 23, 2010 12:03:16 PM
Ted

Chalfont, PA

If Europe can provide this why can't we here in the US, one of the most advanced technological countries in the world. This is a simple solution that puts the actual user 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 12:31:40 PM
Anna
Fairplay, CO

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 9:33:39 PM
James
Rocklin, CA

This is a simple solution that puts me in control. The carrier my daughter had with a fixed monthly rate... changed when a larger carrier bought out the local company. Next thing we know, she has several hundred dollars of charges! No-one bothered to tell us! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, wasting time trying to undue the charges that were unintended. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 2:24:37 PM
Michael
Atascadero, CA

This is a predatory practice to charge exorbitant fees for huge unintentional services that I did not want which caused me to spend hours on the phone with customer service attempting to adjust the bill and attempting prevent such charges from happening again. The only option to prevent these exorbitant fees is to succumb to the predatory practice of having to purchase plans for unwanted services that exceed my normal need. The FCC must enact this consumer protection from these predatory practices if it is to protect the Public interest that is it's purpose.

Nov 26, 2010 1:09:49 PM
Brad
Whittier, CA

A simple text message would put me in control.

Nov 23, 2010 11:24:16 AM
Clark
Abingdon, VA

Though I've never been surprised by going over, I firmly believe that warning folks is the right thing to do. AT&T already does this for iPad users - it's not technically difficult.

Nov 23, 2010 10:58:46 AM
Linda
Murrysville, PA

This is a simple solution that puts the consumer in control. Families should not be faced with these unnecessarily bills. It is easy for the cell phone companies to solve this problem for its customers. Customer notification for going over limits just makes sense.

Nov 23, 2010 10:41:02 AM
Pat
Jamul, CA

This would be very beneficial before a customer incurs bills that they cannot pay.

Nov 23, 2010 12:50:21 PM
Douglas
Youngsville, NC

I don't think this is an unreasonable burden to put on the cell phone service provider. They don't seem to have a problem sending me other kinds of messages. Extra charges should not be a surprise. Thanks, Douglas Fletcher

Nov 29, 2010 10:04:13 AM
Karen
Willow Grove, PA

This is a simple solution that puts me in control.

Nov 24, 2010 7:21:25 PM
Steve
Goodyear, AZ

This is a simple solution that puts me in control. This is a simple "customer friendly" request when customer service seems to be a thing of the past. It's very difficult even to talk to a customer service representative. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 1:02:26 AM
Norman

Glendale, CA

I have a family plan. This is a simple solution that puts me in control. .

Nov 23, 2010 10:00:52 PM
Albert
Ookala, HI

This is a simple solution that puts me in control. I pay a monthly cell phone bill for my father and he has gone over his minutes - he doesn't really understand that both incoming and outgoing call use minutes. When I do contact him it helps him to better understand his cell usage. Thank you for you time...

Nov 23, 2010 10:54:00 AM
Mary
Croton-on-Hudson, NY

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. I'm tired of bill shock, and ready for some real control. (Ibid. for TV cable bills.... parental controls are inadequate.)

Nov 26, 2010 7:43:50 PM
Emily
Sebastopol, CA

The data usage tracking tools on the phones themselves are not adequate for me to keep track of my various different levels of usage. It seems like the cell phone companies want me to lose track, so I will spend more money. More than I intended or budgeted for. This is a simple 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 seemed that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 4:43:53 PM
Richard
New Orleans, LA

It would be extremely helpful to know when I am about to go over my minutes. When it last happened to me it was a glitch in Sprint's billing system that billed every minute, whether nights/weekends/mobile-to-mobile, as chargable minutes. I ran out of minutes in about 6 days and had a HUGE bill. It took three calls to customer service, hours of haggling, to finally get someone to admit that it was a system error.

Nov 23, 2010 8:30:59 PM

Richard
Stafford, VA

This is a simple solution that puts me in control. The cell phone company doesn't have problems with sending text messages annoucing new ringtones. They should not have a problem with a simple text message providing my current usage and notice of impending over use charges. Make them provide a service to their customers, not the other way around.

Nov 23, 2010 3:33:47 PM
Randy
Jackson, MS

This is unethical and should be illegal.

Nov 23, 2010 10:43:17 AM
Sean
Santa Rosa, CA

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

Nov 23, 2010 10:45:45 AM
Priscilla
Williamston, MI

Thank you for considering consumer input on this very trying, and expensive, matter.

Nov 23, 2010 12:43:15 PM
Gary
Topeka, KS

The proposed solution is a simple solution that helps me make informed choices. Cell phone company computers are programmed to increase the charges when I go over the minutes allowed by my plan. If they "know" that, they could also be programmed to tell me and thereby save me the time required to be checking remaining minutes all the time. I need an efficient tool to help me better manage my cell phone usage. The proposed solution would provide that tool.

Nov 23, 2010 4:36:34 PM
James Paul
Salt Lake City, UT

Yes, there must be curbs set up to prevent excessive charges upon users who use cell phone service. This is an issue involving of good business practice, fairness and honesty. Sincerely, James Paul Foreman 1269 W 1100 N Salt Lake City, Utah 84116

Nov 23, 2010 11:51:03 AM
Cynthia

Tunkhannock, PA

I personally have only gone over once and not by much, but I know others who have gone over and did not realize it ...quite often because they were "holding" waiting for a company to take their call. If it is a simple thing to alert customers, I believe it should be done. I get text messages from the phone company about other things, why not this?

Nov 24, 2010 2:22:10 PM
Jeffrey
Trabuco Canyon, CA

This is a great idea for those who spend a lot of time on their cell phone. It would be most useful for teenagers so that they do not inadvertently generate a high cell phone bill, which their parents usually end up paying.

Nov 23, 2010 11:25:30 AM
Art
Plainview, NY

This is a very simple solution.. I receive email notices from my bank and credit card companies. Why not from my cell phone carrier?

Nov 23, 2010 11:28:39 AM
Robert
Asheville, NC

This is a simple solution that puts me in control.

Nov 23, 2010 3:40:43 PM
Shirley
Homer, AK

This is a simple solution that puts me in control. There is too much "fine print" problems in contracts today. Please require companies to simplify the contracts and make them clear. Thanks, S. Forquer

Nov 24, 2010 2:53:39 AM
Holly
Santa Monica, CA

This is a simple courtesy that cell phone businesses should extend to their customers if they want to keep them on a long term basis. Phone companies have a lot of "small type" policies that are hard to keep track of. It seems dishonest to suddenly charge someone hundreds of dollars in bills they don't know they are racking up because they don't know about or don't understand the policies of the phone company. I've gotten bills for hundreds of dollars for using a cell phone from out of the country in some way that must have violated some phone policy. I wasn't warned

and still don't understand what the problem was. Plan limits should be clear! I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 12:48:08 PM
John
Indialantic, FL

This is a simple solution that puts me in control. My bank does this for me now, why not my cellular company. It's virtually effortless for them. 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 11:15:42 AM
Daniel
Tulsa, OK

This is a simple solution that puts me in control. It is appropriate for me to be informed before extra charges will be incurred. I should not be able to run up unexpected bills without knowing that it is happening I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:46:49 AM
Clifton
Newnan, GA

I personally think there should be a cap that is set to no more than twice the price of any plan that the carrier offers unlimited phone, text, and data. For example, if the carrier has a plan that gives you unlimited phone, text, and data for $100, they should not be allowed to charge you overage fee above $200. It would be more like a $100 fine for going over your minutes. You know your overages didn't cost them any more than the unlimited plan price, so why should they be allowed to charge you $500, $800, $2500? It's robbery, plain and simple. And I don't give a damn about what the user agreement says. THAT is what needs to be changed and regulated. Creaps!!!

Nov 27, 2010 9:36:33 AM
Barbara
Pittsburgh, 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. I also know an elderly couple who were charged thousands of dollars in one bill under a plan which they had bought for their grandaughter and which neither fully understood. It seems that the problem is always our fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I

just didn't know when we ran out of minutes. On my plan, I don't get credit for unused minutes, but I certainly get billed if I go over. I'm tired of bill shock, and ready for some real control.

Jan 18, 2011 12:06:23 PM
Allen
Draper, UT

This is a simple solution that puts me in control. The current policy allows providers to take unfair advantage of those who unwittingly exceed their plan's usage limits with excessive charges that could have been avoided if the user knew they were about to exceedn their current plan limits. Users usually have the option to change their usage plans with no penalty. If the provider is already offering this option as a convenience to their customers, they shouldn't have a problem alerting the user in advance.

Nov 23, 2010 1:21:59 PM
Lisba
Berkeley, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and think phone companies should start treating their customers with respect.

Dec 14, 2010 11:25:17 AM
Edward
Yakima, WA

This is a simple solution that puts me in control.

Dec 1, 2010 8:37:02 PM
Mark
Alexandria, 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 at Sprint, and I never end up 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 23, 2010 4:18:51 PM
Virginia R
Staunton, VA

This easy solution gives me the opportunity to manage my spending. Please implement it!

Nov 23, 2010 6:07:13 PM
James
Wildwood, 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. II'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:14:33 PM
Nancy M.
Greenwich, CT

In the past I have checked my minutes balance online when I was able but never got the same balance that was apparently currently in my account. And therefore I unintentionally ran over my minutes. I've received bills for hundreds of dollars and spent hours on the phone with customer service. What would really help is a message that alerts me that I am about to hit my usage limit. Then I would have current valuable information to stop me form crossing my minute allowance limit unknowingly. May I ask you to consider ways to inform us that we are within minutes of our limit so that we can save ourselves so much time and expense. You are able to keep us informed of sales products and services offers. This notification would be far more valuable. This one would be of greatest help, and I support this simple measure on behalf all of us who are trying to keep track of our plan limits before we incur shocking expense -- and it is indeed shocking. Thank you for your attention to this matter.

Nov 23, 2010 3:07:37 PM
Christopher
Seattle, WA

Policies like this one would have helped with some unpleasant billing surprises that I've had from AT&T. Why do we even have to petition the FCC to get simple, inexpensive services like this one? The FCC should be taking initiatives like this one on their own.

Nov 23, 2010 11:47:56 AM
Sam
South Portland, ME

This 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 does not have to be this way! I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:19:01 PM
Timothy
Painted Post, NY

This happen to me due to having a family on the same bill. It was difficult to pay and hard to get satisfaction from Verizon. They then charged me a monthly fee to put the problem telephone on hold. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a

download or an online service. But most of 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 10:39:24 AM
James
Midlothian, VA

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

Dec 30, 2010 8:04:48 PM
Marilyn
Cape Carteret, NC

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 10:43:15 AM
Susan
Cortland, NY

This is a simple solution that puts every consumer in control and ultimately responsible for any overage that occurs.

Nov 25, 2010 12:07:36 AM
Brian
North Mankato, MN

This is a situation it's seems has happened to many others just like our family... This is a simple 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 16, 2010 9:28:48 PM
Garry
thornton, CO

This is a simple solution that puts me in control. I've recently received 2 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.

Nov 24, 2010 8:39:26 AM
Harriet
San Luis Obispo, CA

We travel internationally and do appreciate the "warning" about rates as we got close to the Mexican border when we were near it in New Mexico recently. However, we have had shocking bills when we went over our limits when my mother died recently. It was salt added to our considerable wounds. Please do this. It is the right thing to do for your customers. By the way, we are so pleased with our AT&T service in general. I know this is a plea to all of you, so help make your industry stronger by supporting some reasonable controls for customers who are using your services. Thank you. Dr. H. J. Freeman

Nov 23, 2010 7:20:41 PM
Jennifer
Kittery, ME

This is a simple solution that puts me in control. I've gotten many bills for more than I'd expected, spent way too much time on the phone with customer service, and I never end up satisfied. It seems that the problem was my fault. But I never knew I'd run out of minutes. This only makes sense.

Nov 24, 2010 11:13:15 PM
Martha
Anaheim, CA

This is a simple solution that puts me in control.

Nov 23, 2010 3:22:49 PM
Robert
Tallahassee, FL

My exceptionally large bills have always been my fault and I could have avoided the extra costs if I had been warned that I was about to reach my limit. Two reasons I recall was using my cell phone in a speaker setting for a lengthly Habit for Humanity conference call. The other time was using our two phone in a National Park where we didn't realize the high per minute rates that were in effect in those remote areas. This is a simple solution that puts me in control. We're retired but have heard of families whose children have run up hundreds of dollars of charges without their parents knowing until it was too late.

Nov 23, 2010 11:25:24 AM
Julia
San Francisco, CA

Cell phones have become an essential tool of modern life, and millions of unemployed Americans depend on their cell phones to search for work, but most plans are very expensive.

Especially in times of recession, everyone needs to be able to control every cost in their lives, and this will be a big help.

Nov 23, 2010 11:55:03 AM
Marla
Spokane, WA

This type of alert system should be offered by the cell phone companies. It is a simple form of customer service. Because they can lock you into a two year contract they seem to feel they can skimp on making customers feel valued and in control of what they have just signed up for. My calling behavior and that of my family's would change dramatically if we knew we were headed to the limit of our calling, text, and/or data plan until the end of the cycle. I would rather act pro-actively and simply contact our company and ask for a different plan that would meet our needs, rather than be caught off guard. Again, since this is something all cell phone companies SHOULD be offering as a part of GOOD customer service, but something they are not doing because it benifits THEIR pocket book, this is a measure that should be enacted.

Nov 24, 2010 11:10:15 AM
Steve
Collierville, TN

This is a simple solution that puts me in control. Cell phone providers have the technology to alert their customers when they reach limits on minutes, data, texting, etc. I believe many consumers would change their usage behavior if these alerts were provided. To a large extent, carriers are not providing this data because it would curve some of their more profitable revenue and it has an incremental benefit to their bottom line. Please assist the consumers and make it at minute an option for the consumer to "opt in" or "opt out" such notifications. Steve French

Nov 23, 2010 1:30:43 PM
Judy
Fountain Hills, AZ

This is a simple solution that puts me in control.

Nov 23, 2010 3:23:00 PM
Alfred
Easton, CT

This is a simple solution that puts me in control.

Nov 23, 2010 4:03:42 PM
Terrence
San Diego, CA

I've had modest surprises with my cell phone bill, but as we sometimes travel internationally, I'm very concerned about excessive charges building up. I don't think it's too much to ask that cell

phone companies send text messages to users when their usage exceeds some reasonable threshold.

Nov 23, 2010 11:51:22 AM
Therry
San Francisco, CA

I actually never go over my limit but I wast time to check if I'm close. You are much more expensive than Europe anyway! When will you start thinking about community more, what you can do for others, rather than just about how much money your CEOs make. European CEOs make money, just not an indecent amount. Reduce your rates and stop these sneaky ways to make even more: notice cell phone users BEFORE they hit the usage limit. I would appreciate it. Therry Frey

Nov 23, 2010 7:34:56 PM
Thomas
Marlin, WA

This is a simple solution that allows me to better manage my expenses. I've 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 my fault. I've been told that I didn't understand my plan limits, didn't understand my parental controls, and didn't understand the charges associated with a download or an online service. However, I actually just didn't know when I ran out of monthly cell phone time. I'm tired of bill shock and ready to have a more effective means of knowing when I've reached my cell phone time limits.

Nov 24, 2010 9:29:25 AM
Roger
Hobe Sound, FL

Recently ATT is trying to get customers to switch to plans with data usage limits. I cannot agree to this without the ability to track usage in real time.

Nov 26, 2010 9:33:10 AM
David
Irvine, CA

This is a simple solution that puts me in control, and even better solution would be to requier cell phone company's to get a customer's permission before charging them more than the monthly amount. The cell phone companies are in business to make as much money as possible, and setting up billing plans with no limit on how much consumers can be charged is a great way to do that. But that is to the cell phone company's benefit. The FCC's job is to help protect the public. Requireing the cell phone companies to notify people when they are going to go over their limit, and requiring them to get permission to bill customers over their limit puts control in the consumers hands, rather than in the carrier's hand. If you go to the department store, and you don't have enough cash then you don't get to buy anything - unless you make a concious decision

to use a credit card. I'm tired of bill shock, and ready for some real control. Similarly, the banking system has been making huge amounts of money off of consumers by putting them in plans that make it easy to go over their limits without knowing, and then being charged over draft fees. Congress has recently enacted laws requiring banks to get permission before setting up plans that allow cusumers to go over their limits. Thank you for considering this.

Nov 24, 2010 11:44:18 AM
Morley
Saint Paul, MN

We subscribe to a plan that provides for a higher usage limit than we usually need, just so that we can avoid the surprise of excessive charges for extra minutes. If we were given notice, we could switch to a higher limit plan as needed.

Dec 3, 2010 8:50:03 AM
Ron
Centerport, 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 have checked the miutes used, found that I am within my plan, then suddenly I am over my limit. 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 24, 2010 8:01:15 AM
Deb
Broomfield, CO

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 11:34:21 AM
Ann
Hermantown, MN

This is a simple solution that puts me in control. I've been overcharged, spent time on the phone with customer service, and it can be very frustrating to get to the bottom o the problem, and I don't always understand what's going on. I'm tired of bill shock, and would appreciate some control. It'd be great to get a simple text message saying thatI've used up my minutes, or that I only have, (perhaps 10, or ?), minutes left before use up my minutes. Some kind of notice would be very helpful. Thanks for listening, Ann Fure 3650 Getchell Rd. Hermantown, MN 55811

Nov 23, 2010 12:24:13 PM
Mark
Washington, DC

I do not think that AT&T Wireless should keep secrets from its customers. Why not simply tell us in a text message (god knows I get a lot of text messages from AT&T) that my monthly limit is being reached.

Nov 23, 2010 3:56:07 PM
Jennifer
Raleigh, NC

I am a Verizon customer and I have received notifications from Verizon in the past about my account reaching a limit. It has enabled me to control my bill by either adjusting to the next higher level of monthly service, discontinuing use of my cellphone until a new billing cycle begins, or planning for the added expense for that month. This is a simple solution that puts me in control, and should be standard in the industry.

Nov 23, 2010 12:15:12 PM
John
Watsonville, CA

I fully support a simple warning system that lets me know that I or one of my family members is approaching their limit of minutes or text messages. I would be much more satisfied if this were in place. This is a simple 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 8:36:57 PM
Elizabeth
San Pedro, 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 3:18:02 PM
JOANNE
Falls Church, VA

This is a simple solution that puts the customer in control and avoids horrendous overrun bills.

Nov 23, 2010 4:51:22 PM
AARON
Trumbull, CT

This is a simple solution that puts me in control..

Nov 23, 2010 4:36:13 PM
RUTH
ESCALON, CA

This is a simple solution that puts me in control, to an deceptive policy aimed at taking advantage of cell phone company customers. I've gotten bills from AT & T for hundreds of dollars, spent hours on the phone with customer service, and I never end up fully satisfied. It seems that the problem was always my fault, and not AT&T's. I've been told I didn't understand my plan limits, and charges associated with a download or an online service. But most of 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 put an end to this unfair practice. Thank you, Ruth Gligorea

Nov 24, 2010 12:47:32 AM
WILLIAM
SAN MARINO, CA

This is a simple solution that puts me in control. cONSIDER IT A MEASURE FOR FULL DISCLOSURE IN A FREE MARKET.

Nov 25, 2010 12:13:31 AM
Sharath
Playa Del Rey, CA

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

Nov 24, 2010 10:48:25 AM
Carol
Reno, NV

I am appalled at how excessive these charges are: $0.45/minute!!!!This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and I just want to throw my phone away. If I try to cancel, I'll get charged for cancelling my policy. I admit its my fault for not paying attention to my plan limits, but when there are three people using the same plan and different circumstances where you need your phone more, who checks all the time. I think you take advantage of this. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:41:19 AM
Sarah
Menlo Park, CA

This is a simple solution that puts me in control. I don't subscribe to a texting plan because my family doesn't do texting. But, anyone can send me a text and I have to pay for it, even if it's a solicitation. That's not right. That's analogous to someone being able to charge my credit card without my permission; I'm left with the bill through no fault or action of my own. You need to tighten up the controls on consumer billing procedures by the cellular carriers. I should be able to block unknown texts, or have an "accept/decline" ability by text. If I decline the text then the sending party could still pay but I wouldn't. I'm tired of bill shock, and ready for some real control.

Dec 9, 2010 11:36:29 AM
Ann
Cairo, GA

It should not be a "courtesy", it should be REQUIRED by the companies. They have the technology and resources available to do this!

Nov 23, 2010 10:49:35 AM
Jack
N. Chelmsford, MA

This is a simple solution that puts me in control. Customer Service is KING! A happy customer sends checks, an unhappy customer talks with their feet. How much do you spend on marketing to replace customers that switch?

Nov 23, 2010 10:49:54 AM
Maryann
Olympia, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, more than double my contracted bill amount. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Please require phone companies to warn us when we are hitting our limit - before we get there!

Nov 24, 2010 10:55:56 AM
Alan
Jackson, MI

When implemented, cell phone users will feel more in control, likely be far less angry, resulting in less customer service costs and more satisfied people. Thank you for considering this simple solution.

Nov 25, 2010 7:18:13 AM
Kim
Troy, NY

This is a simple solution that puts me in control and would save the phone company added costs of trying to collect these enormous charges.

Nov 23, 2010 1:33:07 PM
Barbara
Upper Saddle River, NJ

This is especially important when we have teenagers in the house who aren't keeping track of minutes and who tend to communicate by this device solely! Please let me know before my

family goes over the limit - thanks! Barbara Sincerely, Barbara Garand 19 Harvey Lane Upper SAddle River, NJ 07458

Nov 23, 2010 4:22:12 PM
Mark
Wesley Chapel, FL

I'm tired of bill shock, and ready for some real control. With the prolification of smart phones and wireless companies bringing an end to the all you can eat plans this is more important then ever.

Nov 23, 2010 12:54:40 PM
G.
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 I never end up satisfied. With two children in college, only one adult in the household working, and the state of the economy on shaky ground, it is vital for me to be able to manage my finances in order to remain solvent. I need my communication services but not at the cost of derailing my finances. I'm ready for some real control over my cell phone expenses. I want prior notification when approaching the limits of my phone plan. Then I can make choices that best suit my financial situation, not that of the phone companies.

Nov 24, 2010 3:09:22 AM
ROBERT
Las Vegas, NV

This is a simple solution that puts me in control. I've gotten bills for too 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 surprises from cell bills, and ready for some help in control. Sincerely, ROBERT GARCIA

Nov 23, 2010 2:45:51 PM
Monty
Mount Dora, FL

I've gotten bills for hundreds of dollars, spent hundreds of dollars, and never, never received satisfactory results. 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 (charged 2, 3, 4 and even 5 times), just didn't know I had run out of minutes. ('Tough cookie' is the feeling I'm left with!) I'm tired of bill shock. There has to be a simple solution that puts me in control.

Nov 23, 2010 3:28:56 PM
Susan
Marseilles, IL

This is a simple solution that puts me in control. I would like to know when I ran out of minutes. I don't want to again experience bill shock and would like some notification so I can control my ongoing usage if I am running out of minutes.

Nov 23, 2010 11:00:58 AM
Lenore
Falls Church, VA

This is a simple solution that puts the consumer in control. I am informed that it is already in use in the European Union, where it works well. The burden on cell phone companies would be minimal, and likely offset by a reduction of the amount of time and effort spent on customer service when customers are surprised by large bills and call for explanations.

Nov 23, 2010 11:09:56 AM
Gene
Raleigh, NC

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 11:45:40 AM
William
Portland, OR

Communications companies are clearly not looking out for consumers like me. A limits notification requirement is a simple and obvious solution that makes it practical for me to monitor overages. It gives me, the consumer, reasonable control. Several times I have gotten much higher than normal bills and had no idea I was approaching limits. The solution was to purchase a larger plan than I actually need, in order to mitigate additional costs. But really all I needed was a notification that I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 2:54:57 PM
David
Longmont, CO

This is a reasonable request.

Nov 24, 2010 11:24:52 AM
sue
Kamuela, HI

Time for a notification system for imminent overages.

Nov 23, 2010 1:15:13 PM
Robert
Greensboro, NC

Please go forward with regulations that require notification of near approach of limits on cell phone services. Many thanks.

Nov 26, 2010 7:43:28 PM
Joseph
Avon, CT

This process of prior notification can be easily implemented by the cell phone companies. This process may not be for the best interest of the cell phone companies but is certainly for best interest of American citizens.

Nov 23, 2010 7:35:23 PM
Linda
Norton, OH

I already know Verizon bills people for features they never use, and they also allow your bills to go sky high when a different plan would save you money. 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 6:25:30 PM
Susan
Simsbury, CT

Please support this legislation.

Nov 25, 2010 7:01:15 PM
Robert
Leland, NC

This is a simple solution that puts me in control.

Nov 23, 2010 3:37:37 PM
Patricia
Newtown Square, PA

This is a simple solution that puts me in control. I've gotten bills that I don't understand, spent hours on the phone with customer service, and I never end up satisfied. My daughters have spent hours on the phone because the cell company has mixed up their names and numbers. In spite of the many calls and explanations, the problem still has not been corrected I'm tired of bill shock, and ready for some real control. I do not understand why we are required to sign 2 yr. contracts, Of course, we end up needing new phones because the phones are always in need of repair. The cell phone companies should be ashamed of themselves for the type of products and services that they are providing. Since they are not, the FDIC needs to step in to help the consumer. Sincerely yours. Mrs. P. Geaneote 18 Sugar Maple Dr. Newtown Square, PA 19073

Nov 23, 2010 6:45:23 PM
William
Scituate, MA

This is a simple solution that is fair and equitable. I've been billed for hundreds of dollars, spent time with customer service, and I never end up feeling satisfied. 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 ready for some real control.

Nov 16, 2010 1:23:04 PM
Marina
Oakley, CA

This is a simple solution that gives the consumer options. Stop phone companies from taking advantages of their customers.

Nov 23, 2010 2:57:27 PM
Lynn
Athens, OH

This is a simple solution that puts me in control and allows me to plan a budget more accurately. 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 8:59:41 AM
Kin
Rockville, MD

I have experienced Bill Shick with Verizon -- $4 charges from text that I specifically turned off; minutes charges that seem excessive, etc. This is a simple 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 24, 2010 1:48:05 PM
Franz
Los Angeles, CA

It would greatly provides me with valuable information and allows me to adjust my calling pattern. Most of all: It avoids being hit with high, outrages phone charges, I have no way to find out about otherwise - until I am presented with the bill..

Nov 23, 2010 12:18:16 PM
Melvin
Mission Viejo, 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 11:25:21 AM
Linda
New York, NY

This is a simple solution that puts me in control.

Nov 28, 2010 9:52:24 PM
John
Sturgis, MI

This is a simple solution that puts me in control. My wife & I did not sign-up for a data plan. We've been charged $2.00 numerous times in one month by AT&T for simply hitting the wrong button and accessing the internet by mistake. Even though we get off the internet immediately, we are still charged. The maddening thing about this situation is that the button that accesses the internet is also the button we have to use repeatedly to "select" various options. It's almost as if AT&T devised this scam all along, to bilk customers out of more money. 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 or the charges associated with a download or an online service. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 9:30:16 PM
Ron
Westford, MA

This is a simple solution that help me, the user to have some much needed control. I've gotten bills for over $500, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and feel it is time for some real control for the user.

Dec 5, 2010 8:17:25 PM
Steven
Stewartsville, NJ

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 I 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.

Nov 24, 2010 9:13:59 AM
Judith
Lakeland, FL

This is a simple solution that puts me in control.

Dec 2, 2010 9:18:24 AM
Lavon
Claremont, CA

This is a simple solution that allows me to have some control. Many people have gotten bills for hundreds of dollars and did not know that they had gone over their limits for phone minutes or texts. Talking to the cell phone companies often does not work, because they say that the customer just does not understand. In fact, knowledge beforehand of how many minutes have been used or how many texts have been used would greatly help! Thanks for your consideration and prompt action. Sincerely, Lavon Gentry 156 New Bedford Ave. Claremont, CA 91711

Nov 24, 2010 5:11:31 PM
D
Peterborough, NH

This is a simple solution that puts me in control.

Nov 23, 2010 4:09:25 PM
Lillian
Denham Springs, LA

This is a simple solution that puts me in control. I have received a bill for overage of minutes on my cell phone. I have text message blocked on my account and seldom run over my allotted minutes. However, when I did I would have appreciated a phone call warning that I was getting close to running out of minutes. At 35 cents per minute the extra can be devasting to someone like me who lives on retirement income. I'm ready for some real control. Pass your proposed rule to require notice to me via phone before I go over my usage limits! Lillian George 11111 Concordia Dr Denham Springs LA 70726

Nov 23, 2010 3:45:23 PM
John
Whittier, CA

This is a simple solution that puts me in control.

Nov 16, 2010 1:20:41 PM
A
phila, PA

This is a simple solution that puts me in control. This would really help me with my children -- and my own -- telephone bill. Anne Gerbner

Nov 23, 2010 3:12:25 PM
Kathryn
Port Angeles, WA

It just doesn't seem right that I don't know that I have incurred extra charges until I receive my bill. This is a simple solution that puts me in control. I've gotten large bills services that I didn't realized I had used, spent hours on the phone with customer service, and I never end up satisfied. Because we have a family plan, each user on our account isn't always aware of the usage of the other members. We have been surprised, a number of times, by usage over our minutes and have had to pay an exorbitant amount for these extra minutes. If we had known that we were approaching our minute limit, we would have made adjustments in our usage. Also, sometimes my kids use services that they don't know incur extra charges. A notification of this type of activity on my account would allow me to remind my children that they shouldn't use such services, before a big bill is incurred. I'm tired of bill shock, and ready for some real control.

Dec 20, 2010 4:40:20 PM
Donna
Gahanna, OH

For years I never came close to using all my allotted minutes, but during my sister's illness last year, I found myself making many calls while caring for her in Arizona. I couldn't believe it when my call phone bill came to $338. It had never crossed my mind to even think about it. 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 4:23:51 PM
Shawn
Orange, CA

I was told that I would be contacted, and that I would have to contact them to continue a web service that was given, for a one month trial. I was sent a non-descript email and they continued the web service on five phones for two months without me knowing it. Very frustrating!!!!!!!! You can even see on the billing that the phones were not using the web service. This was T-mobile. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 8:51:14 PM
Janine
Traverse City, MI

Let's be honest: high bills when a consumer goes over their limits are a simple, lucrative means for cell phone companies to make money. We pay enough for coverage and in today's busy world, have more than enough to do without counting our minutes or keeping track of cell phone limits.And phone companies seem to count on that. I support a rule to require notice BEFORE usage limits are reached.

Nov 23, 2010 11:01:23 AM
Lorna
Studio City, CA

This is a simple solution that puts me and other consumers in control. Many 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 consumer'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, there is no way to know when they ran out of minutes. Everyone's tired of bill shock, and ready for some real control. Sincerely, Lorna Gerry Studio Citiy, California 91604

Nov 25, 2010 11:09:01 AM
John
Fayetteville, NY

If I were close to going over my limits, I would change my calling/texting behavior or change to a plan with higher limits. Also, if you require cell phone carriers to notify subscribers who are about to go over their limits, the companies' approval ratings would improve.

Nov 24, 2010 4:13:20 PM
Bart
Grand Forks, ND

I recevied a bill showing that my son had sent almost 2000 txt messages and my bill just for that was almost $175 dollars.

Nov 23, 2010 5:48:30 PM
Mary
Jackson, WY

This is a simple solution that puts me in control and only makes sense.

Nov 23, 2010 11:33:13 AM
Phyllis
washington, DC

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

Dec 26, 2010 11:11:29 AM
Mona
Los Angeles, CA

This is a simple solution that puts me in control. I've received bills for charges that I should not have been charged for and have had to spend a considerable amount of time debating customer service. Do the right thing, provide alerts. Thank you, Mona Gevarter Los Angeles, CA 90049

Nov 24, 2010 7:56:57 AM
Cyndi
Whitestown, IN

This is a simple solution that puts me in control and would be a great customer feature.

Nov 23, 2010 11:07:01 AM
Clay
Rocky Mount, VA

This is a simple solution that puts me in control. I've gotten surprise bills from my cell phone provider, then spent 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 I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:21:06 PM
Jill
Shelton, WA

This is a simple solution that puts me in control. I'm afraid to use my phone when I'm out of the area because I have no idea what I'm being charged. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:24:18 AM
Diann
Athens, TN

I'm tired of bill shock, and ready for some real control. Please request the phone services to notify me before I go over my limits on voice, data or text service. Requesting customer service on overages for minutes is a waste of time, the service companies do not care about your convenience.

Nov 23, 2010 4:58:17 PM
Gary
uniontown, OH

This is a simple solution that puts me in control. I've have never gotten unexpected bills for hundreds of dollars just wearisome roaming charges, but I have spent hours on the phone with customer service on simple issues. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 computer based right? Slant it for a change to benefit me. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:33:24 PM
Steven
Santa Barbara, CA

This is a simple common-sense solution that puts the consumer in control of their usage.

Nov 23, 2010 3:31:08 PM
David
Santa Fe, NM

My Verison bill was nearly doubled when the $400 allotment of time exceeded 40o minutes at the outrageous rate of $.45 for each extra minute of time. No notice is not acceptable.

Nov 24, 2010 8:53:17 AM
Linda
Lancaster, CA

This doesn't even affect me now - I bought an "unlimited" package to keep it from happening - but I resent it and would prefer alerts and then I could buy a less expensive package - my gosh, how irriating it used to be!

Nov 23, 2010 8:52:36 PM
Helen
Auburn, AL

With 3 cell phones on my plan, I am always afraid we will go over minutes, etc. Forewarning consumers of cell phone coverage when they are about to exceed limits is an idea whose time has come. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:40:01 PM
Rick
Sheboygan, WI

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

Nov 23, 2010 2:13:39 PM
Donald
Cambridge, MA

Cell phone companies have the ability to alert consumers as they approach their monthly call limit. It should not be the consumer's "fault" when he or she goes over the monthly limit without notice. Require my mobile service provider to notify me as I approach my monthly call or text limits. Thank you,

Nov 23, 2010 2:15:50 PM
Erard
Bridgewater, 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. One my bill went over THOUSAND dollars. When I wanted to change 1- I bound by the contract 2- firneds told me they had similar issues.

Nov 24, 2010 3:35:12 PM
John
Ambridge, PA

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 12:13:18 PM
Fred

Menlo Park, CA

I have been shocked to find a phone bill come in several hundred dollars over my normal plan charge. It has almost always been the result of fraudulent use of my line. I would appreciate a notice from my phone provider that I'm about to exceed the normal use limits of my plan, before incurring extraordinary charges.

Nov 24, 2010 3:53:49 PM
Thomas
Cranford, NJ

This is a simple solution that puts me in control.

Nov 23, 2010 10:53:58 AM
Gary
Carmel, NY

Dear Decision Maker: 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. The phone companies have the technology to help me know when my usage approaches the excess charge zone and to supply simple advisories. My knowledge of the details of my plan are of no use in day-to-day usage. It's simply a good business practice to advise your "clients" when they are about to enter the excess charge zone. It will avoid a perception of gouging when the excess charges arrive on the bill. This is a simple solution that puts me in control. In talking with customer service, 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. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Gary Gladstone Carmel, NY 10512

Nov 23, 2010 11:29:10 AM
Lise
Washington, DC

I haven't had this problem yet. But with a family plan plus three new data plans, it's bound to happen soon.

Nov 23, 2010 11:44:48 AM
Peter
Fort Worth, TX

Since the average consumer, especially children, have litttle self-discipline, and parents end up paying for their phone billls, both the children and the parents need a forewarning when the allotted minutes are about to be used up. In the beginning of cell phone usage 15 years ago, bandwidths and capacities might have been limted, but that is no longer an issue. Cell phone

limits are now intended to maximize profits at the expense of those who can afford it least. Sincerely, Peter Glaser Fort Worth, TX 76103

Nov 23, 2010 12:58:40 PM
Tom
Phoenix, AZ

This is a simple solution that puts me in control.

Nov 24, 2010 7:18:49 AM
Beth
Overland Park, KS

I strongly believe cell phone companies should be required to notify users when they are going over their limits. They send promotional texts all the time, they track our usage all the time, it shouldn't be a problem to send a courtesy text to let you know about usage. Please give us a little more power in controlling our bills. Thank you, Beth Glowik

Nov 23, 2010 11:26:47 AM
Katie
Raleigh, NC

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

Nov 24, 2010 8:05:12 AM
Stephen
Columbia, IL

This is a simple solution that puts me in control. One time I tried to reduce my costs by opting for a reduced minutes plan (it looked like every month I was using far fewer minutes than allowed). But what I did not realize that the lower minutes plan did not allow for the special "friends and family" minutes. So I instantly went over in minutes and had a bill that was three times what I had previously paid--and no more total minutes! Of course, it was all my fault--and I could not get it changed back until the next month. I've been told I didn't understand my plan. But what I do understand was that there were no warnings until I was way over in minutes--although I really had not used the phone any more--I was just paying for it. Basically it seems like I am stuck paying extra for the service no matter what I try to do to control costs. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:53:52 PM
Jessica
Fort Mill, SC

I think it's absolutely ridiculous that there is no simple way to be notified of your overage limits. I believe this is something that cell phone companied have ignored because it is in their best interest that you go over your plan limits. I want more control.

Nov 25, 2010 8:03:28 AM
Paul
Durham, NC

Once implemented, such notification is an automatic, computer-controlled process that places almost no burden on the carriers. With plans that are so complicated and full of hidden charges, ridiculous rates for texting, and poor services areas, notification is completely reasonable request.

Dec 16, 2010 1:08:35 PM
James
Shrewsbury, MA

This is a simple solution that puts me in control. I've gotten bills with charges for exceeding limits that I was either unaware of or unaware that I was approaching them and spent numerous man hours on the phone with customer service having to fight, sometimes winning, sometimes not. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 or exceeded limits. For one participant in a contract to be unaware of the terms from the seller is not a free market contract. These services are utilities and should be regulated. There is not a realistic option to not use them. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:41:58 PM
Peter
Denton, TX

This solution is particularly relevant to my situation now as my carrier has eliminated unlimited usage plans.

Nov 23, 2010 6:07:20 PM
Jarrod
Belmont, MA

This is a simple solution that puts me in control. If I am going to pay such premiums for voice and data plans, then this is the least that you can provide in return.

Nov 25, 2010 9:01:55 AM
James
Lexington, GA

I have gotten bills way over what my plan initially called for . Of course, the explanation was that I used to many minutes. Very simply put, it was my fault. . It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of 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 11:27:43 AM
Susan
Frankfort, KY

This is a simple solution that puts me in control. I can't benefit from lower cost family plans because I've been burned before. One love-lorn teenager and the minutes are gone. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 1:09:43 PM
Avram
Pasadena, CA

If were YOUR account, you'd want the same change.

Nov 23, 2010 12:41:13 PM
Lin
Dallas, TX

The phone companies have no inclination to behave appropriately on these matters. We need regulation, so that they provide notice before a person exceeds their limits on voice, data or text services. This is not an unreasonable request for customers, but the phone companies would prefer to continue to abuse their customers, and their position of power. Please make the right choice, and put control back in the hands of the consumer.

Nov 24, 2010 2:58:29 PM
Linda
New York, NY

Dear Sir or Madam: It's hard to believe that phone companies do not already notify users when their minutes are up. This is a simple and proper way to put the consumer in control of her/his phone account. Please work towards getting phone companies to notify their customers by email, text or telephone. What a great difference this would make, and how simple it would be to implement. Thank you LInda Goldenberg 415 Central Park W. 14 BL NY NY 10025

Nov 24, 2010 8:56:37 AM
Michael
Seymour, CT

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. I just didn't know when I ran out of minutes.

I'm tired of bill shock, and ready for some real control. I'M NOT LOOKING FOR "SOMETHING FOR NOTHING". I JUST WANT A FAIR PLAYING FIELD. Thank you

Nov 23, 2010 8:46:27 PM
Dena
Albuquerque, NM

This is a simple solution that puts me in control and help me save money. I've gotten extra 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.

Dec 2, 2010 11:05:44 AM
Victoria
The Colony, 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:00:12 PM
Jennifer
Philadelphia, PA

This is a simple solution that puts me in control.

Dec 1, 2010 2:54:41 PM
Darren
Lynn Haven, FL

This is a simple solution that puts me in control. (we all want to control how our money is spent.) I've gotten bills that were way too high, 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 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.

Nov 23, 2010 5:53:21 PM
G
Costa Mesa, CA

I didn't make or receive any phone calls while on a cruise ship. In fact as soon as I saw the Roaming" indication on my phone I turned the phone off. But unfortunately the phone automatically checks for email when it is on every 15 minutes or so. So I was not aware of this

being done via the ships roaming cellular service until I got my bill from Verizon. It was for over $250 in data roaming charges. If I had known this I would have not turned the cell phone on at all, not even to see what time it was, during the entire cruse. I'm tired of bill shock, and ready for some real control.

Dec 14, 2010 1:41:49 AM
Adam
Oklahoma City, OK

This is a simple solution that puts me in control. In addition to having phone companies send out usage notices, I would like them to give customers the option to opt-out of text messages. I received a bill with text message charges because someone sent me a couple of those "please forward to 10 more friends" messages. I can't stand those type messages! When I called the phone company (AT&T) about having all text messages block, I was told that option wasn't available. So, I'm forced to pay for text messages others send me even if I don't care to receive them. I would like to see legislation enacted to force phone companies to allow customers to block incoming text messages along with usage limit notices.

Dec 2, 2010 3:36:48 PM
David
Dallas, TX

I understand that European cell phone customers are currently notified prior to hitting cell phone limits. I believe we deserve the same here in the US. Thank you.

Nov 23, 2010 6:43:27 PM
Kate
San Antonio, TX

Do something for the consumers--- please.

Nov 23, 2010 12:14:37 PM
Maria
Yuma, AZ

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 1:17:35 PM
Fred
Avila Beach, CA

I want to be in control of my cell phone bill! I do not want to be surprised by a large bill! Most of all, I want to know when I am running out of minutes.

Nov 23, 2010 12:11:14 PM

Rhonna
Brooklyn, 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 11:29:59 AM
Terry
Littleton, CO

This is a simple solution that puts me in control.

Nov 23, 2010 12:23:47 PM
Shallen
Charlotte, NC

We have a family plan and none of us can keep track of how many minutes the other members on our plan have used, and whether we have gone over our group shared minutes. Since the cell phone companies keep track of our minutes, it should be easy for them to contact all of us via text or voice mail to alert us when we are getting close to exceeding our minutes.

Nov 24, 2010 2:01:21 PM
Lynn
Woodland, CA

This is a simple, sensible solution to a widespread problem. The requirement for such notices has already been implemented in Europe. It's something the cell phone companies can readily program their computers to do. Please implement.

Nov 23, 2010 8:00:32 PM
Bill
madera, CA

This is a simple solution that puts me in control.

Nov 23, 2010 12:19:54 PM
Michael R.
Cherry Hill, NJ

Notice prior to exceeding limits appears to me to be a relatively simple solution to an otherwise vexing and costly issue. Simple solutions to costly issues are rare. I advocate taking advantage of this one. Thank you.

Nov 23, 2010 9:28:22 PM
William
Powhatan, VA

I believe that the present system is an intentional trap for the unwary that creates windfall profits for the service providers.

Nov 23, 2010 11:32:50 AM
Laura
san carlos, CA

Notification is a simple solution to the problem of running up a large cell phone bill because one is unaware that limits within the plan are about to be reached or have been reached. It would also motivate companies to put people in the best-fitting plan to begin with, because they would have less chance of earning a large windfall from an inappropriate plan. Plans are sold, for example, offering unlimited voice, and only pointing out in the small print that there is a significant per usage charge for text. It is a real challenge to find the most appropriate plan, and it would be helpful if companies faced the right incentives in helping consumers choose. While you are at it, I would like it to be impossible for me or my children to gain access to costly additional services by inadvertent clicks on our cell phones.

Nov 23, 2010 5:45:21 PM
Elizabeth
La Conner, WA

Please, please implement the program that requires cell phone companies to notify users when they approach their limits on texts, data, and phone minutes. This is a simple solution that puts me in control. Phone plans are often confusing, with needed information unclear or buried deep in documentation, and it's hard to keep track of the time spent using the service and so easy to go over. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never get a satisfactory resolution. 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. Please require the cell phone companies to notify users when limits are approached and reached. in these economic times, it's an important part of my being able to take responsibility for my financial life.

Nov 29, 2010 11:43:57 AM
Edward
Encino, CA

This is a simple solution that puts people in control of their expenses. Please use good judgement and make it happen.

Nov 24, 2010 11:07:57 AM
Scott
Westerville, OH

This is a simple solution that puts me in control. It is to the consumers advantage and works well in Europe. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 4:16:00 PM
Edward
Midwest City, OK

This seems so simple to tell folks when they might go over their minutes and incur a charge. A simple consummer protection the carriers can implement through automation, so low cost. I favor this strongly.

Nov 23, 2010 2:54:11 PM
Katherine
Davis, CA

Dear FTC Chair Person: Please pass the proposed rule that would require cell phone companies to notify a customer (via phone or text) when a customer is about to exceed their text limit or phone limit. This is especially important to the many families who have cell phones under a family plan that includes children. Sincerely, Katherine Graham Davis, CA 95616

Nov 30, 2010 7:00:47 AM
Michael
Charlotte, NC

It's happened to me before with minutes, and now that I have a data plan I'm even more worried. For now, I can check my usage on a website, but I fear I will get lazy and get zinged. Seems like something they should do without FCC interference, but they haven't. Yer pal, MG

Nov 23, 2010 1:01:35 PM
Thomas
Alexandria, VA

This is a predatory practice by the telecom industry that our government should stop. A commonsense solution is to require this industry to treat its customers fairly -- simply allow its customers to opt-in to automatic notification when reaching their data and call limits per billing period. I'm tired of bill shock, and ready for some real control.

Nov 29, 2010 7:23:36 PM
Kim
Los Angeles, CA

To Whom It May Concern: Something needs to be done about the surprise $300 and $400 cell phone bills when you go over your monthly limit. I don't understand why they can't just warn me when I'm about to go over my limit. It's a very simple solution and it costs them nothing. It's just another way for them to make millions of dollars every month. They have no problem sending me texts when my bill is due so why not extend the same courtesy when I'm nearing the

limit on my minutes or texts? They always say that you can check your account on-line to see where you are but even that figure isn't accurate. They also want you to buy up to a plan with more texts or minutes but I simply can't afford to add anything more to my already stretched budget. It should be mandatory that they at least offer the option for notification. I'd even pay for this service. I'd pay $1 extra per month for notification I would gladly pay for it. This iabuse is no different than the banks charging overdraft fees without giving us the option to opt out of auto pay. How long will it take and how many people have to go into collections and have their credit ruined because of a cell phone bill? It's really ridculous. This is why I strongly feel this is another example of corporate greed. Nobody purposely goes over their minutes. You just forget or lose track. Can someone please intervene our the publics behalf!

Nov 23, 2010 10:49:56 PM
Leslie
Madison, WI

This is a simple solution that puts me in control. It is much better to give people the information they need to make decisions rather than expect them to constantly be checking their minutes. Thank you.

Nov 23, 2010 6:16:56 PM
Walter
Huntingtown, 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 visiting the Verizon Store. While I've always eventually been satisfied, it has wasted both my time and Verizon's. I'm tired of cell phone bill shock, and would sincerely appreciate more control.

Nov 23, 2010 1:57:38 PM
Cheryl
Vancouver, WA

This is a simple solution that puts me in control. I've gotten bills that are much higher than expected. For services that I did not realize I was using. I have also been charged roaming fees inside stores just a few miles from home that are well within the boundaries of my plan. 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 24, 2010 6:12:04 AM
George
Pittsburgh, PA

Getting a warning before a major upset to my bill would allow me to be proactive and not reactive. I fully believe that such warnings could be handled with little effort on the part of the service providers.

Nov 23, 2010 2:05:33 PM
Grace
Bethesda, MD

This is a simple solution that puts me in control. I've always used pre-paid plans to avoid the trap of unexpected charges. Consumers deserve a heads up, and with electronic communications, the expense for the phone companies should be minimal. Please,

Nov 23, 2010 3:49:27 PM
Jeff
Louisville, KY

This is a simple solution that puts me in control. I've changed carriers and paid termination fees because of overages. It's a simple solution. Makeit required.

Nov 25, 2010 12:45:47 AM
Roberta
Decatur, AL

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. Please pass a rule that I must be notified before I exceed my plan limits. I cannot afford bill shock!!

Nov 23, 2010 12:42:53 PM
Will
Hensonville, NY

This is a simple solution that puts me in control. Rather than paying a high fee for minutes I don't need in order to protect myself from getting hit with an exorbitant bill, this simple change would allow me to invest sensibly in cell phone coverage.

Nov 25, 2010 9:24:19 AM
John
New Market, AL

Please require cell phone companies to notify their users when they reach 75% of their monthly allotment of minutes, text messages, data, etc. Another idea is to require the additional minute charge to be no more than a 25% premium. For example, if you get 1000 minutes for $100 dollars, minutes over 1000 should cost no more than 1000/100 X 1.25 = $.125 per extra minute.

Nov 27, 2010 4:13:30 PM
Tabita
Brookfield, WI

In the last month, I had to go on leave of absence to care for an ill child. As such, I wanted to cut costs. So, I decided to remove my data plan from my phone. Little did I know that data services work with or without a plan and I racked up $75 worth of charges - without a warning! This is unethical and it needs to stop. Just let me know that I'm going to be charged extra - that's all.

Dec 1, 2010 10:02:26 PM
Tammy
Provo, UT

This is a simple solution that puts me in control so I can make an informed choice about how to use my cell phone. In order to not incur bills for hundreds of dollars, I am very conservative in the usage of my cell phone. If it were easier for me to know how close I am to my usage limits, I could use and enjoy my cell phone far more. I don't like being shocked by a monthly cell phone bill. I would like the knowledge to take control of how much I have to pay.

Nov 23, 2010 10:55:51 AM
Andrew
Tucker, GA

This is such a simple change for the companies to implement.

Nov 23, 2010 12:47:41 PM
William
New Orleans, LA

Actually, I tend to under use my cell phone and have never had a sky high surprise bill. But the idea of requiring the cell phone companies to alert you as you approach your limits on call minutes, data transfer and texting just makes too good sense to pass up. My cell phone company doesn't mind sending me the occasional message to alert me to new services, so it stands to reason that it will be easy for them to alert me as I approach limits. I encourage you to use your efforts to have cell phone companies send these alerts. Thank you for your consideration.

Nov 23, 2010 6:45:42 PM
Alexis
tucson, AZ

This is a simple solution that allows me control - a crucial point in these days of complex systems and faceless bureacracy.

Nov 23, 2010 2:44:00 PM
Cary
Shakopee, MN

It just makes sense to notify customers BEFORE their limits are hit. Happy customers make happy consumers.

Nov 29, 2010 8:29:56 PM
Peter
Midlothian, VA

This is a simple solution that puts me in control. The solution to this issue is a simple technological fix which of course the companies don't want to put in place because they benefit by not fixing the issue. I've gotten significant bills for overages and believe the time has come to address this issue the way they have in the EU. I'm tired of bill shock, and ready for some real control. Thanks for putting in some consumer protection that will require the companies to do what they should be doing anyway. Thank you for your help.

Nov 23, 2010 11:55:00 AM
Timothy
Huntsville, AL

This is a simple solution that puts me in control. I've gotten bills with amounts charged for which there is no explanation. I have never received satisfactory explanations from my phone service provider. 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 23, 2010 11:35:18 AM
Steve
Mount Kisco, NY

The consumer should be in control. The consumer is not. The FCC was created to protect consumers. I'm tired of cell phone bill shock, and ready for some real control.

Nov 23, 2010 11:14:13 AM
Carroll
Jackson, TN

This is a simple solution that puts me in control. I received a bill for over $800.00 because they said that I had used too minutes of text messages.....when we didn't even have text messages at that time. The Customer Service was anything but!! It took four months for them to finally resolve this issue and I never received an apology! 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 7:13:14 AM
John
Newnan, GA

Here is my story: I got a bill from Verizon for almost $500. (My normal monthly bill at the time was only around $115 a month). I viewed my account online and saw that one of our phones was over in data usage and minutes. It appeared that the phone was connecting to the internet as soon as it was turned on in the morning and disconnecting only when it was turned off at night. I went to my local Verizon store, and they agreed that it was an unusual pattern and was not my fault. However, the people at the store had no control over changing my bill. When they talked to their service department via phone, the service department said that they would "put it under review." I spent several hours at the store and many more on the phone trying to resolve the issue. Unfortunately for me, nothing ever came of "the review", and I ended up paying the bill just so it would not "ding" my credit. This whole episode could have been avoided if I had been notified that I was going over my limit. A simple text letting me know would have been sufficient. Luckily, I had some extra money in savings with which I could cover the bill. I feel sorry for people who get a bill like this who cannot afford to pay it.

Nov 23, 2010 11:59:39 AM
Jeffrey
Manchester, MO

I received a large bill because they did not put in place the plan that I requested. I had to go through several levels of customer support to get the matter resolved. The phone on my belt is a more powerful computer than most computers of the '80s that were used to run large corporations. The phone companies should provide the controls and notifications necessary to let me know the cost of what I'm doing, as I'm doing it. Currently, the information and settings for my phone are *actively misleading*, leaving me vulnerable to unexpected extra charges at any time. The phone *as they configured it* does not have settings that match *the plan they sold me*. So I must either cut off services that I have paid for or risk unexpectedly high charges.

Nov 25, 2010 2:24:07 PM
William
Winter Garden, FL

You know that cell companies are allowing users to go way over on their plan minutes. This can result in some painful bills A simple solution that puts customers in control is to require companies to notify users when they are about to run out of minutes or just cut them off after a slight overrun. A quality business should perform such a courtesy.

Nov 23, 2010 1:06:37 PM
Kriss
Washington Grove, 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 11:00:22 AM
Philip

Huntley, IL

For a change, this is a simple solution that puts me in control of my call phone account. I've gotten numerous bills and spent hours on the phone with customer service trying to get credit for rediculous charged. I shouldn't have to do that every month. The problem was always seemsto my fault. I've been told I don't understand my plan limits or the charges associated with a download or an online service. But simply putm I wasn't aware I'd run out of minutes. It's time you gave the little guys - the consumers - a change in this battle against the giant phone companies. We need and would appreciate your help.

Nov 23, 2010 12:59:12 PM
joye
Raleigh, NC

This is a simple solution that puts me in control. I rarely use many minutes, but immediately after my husband's death I had a lot of usage. I had no idea I was anywhere near my limit. I was suffering grief anyway and then to receive a bill for additional minutes and text messages (I DO NOT KNOW HOW TO TEXT YET I GET BILLED FOR INCOMING TEXT MESSAGES FROM STRANGERS) was overwhelming. 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.

Nov 23, 2010 5:44:20 PM
Elizabeth
Arlington, VA

This is a simple solution that puts me in control. Help me manage my resources and be a better consumer by requiring cell phone companies to notify me before I go over my limits. .

Nov 24, 2010 12:53:49 PM
Carol
Chelmsford, MA

This just makes sense

Nov 24, 2010 12:52:00 AM
Susan
Issaquah, WA

I have gotten really large phone bills that I didn't know were coming. I shouldn't have to monitor my families phone usage on a day by day basis. The phone companies take advantage of the situation and the overages are HUGE!

Nov 24, 2010 1:40:27 PM
James
Margate, FL

This is a simple solution that could save me and other customers hundreds of dollars with little if any extra burden to the providers. Service providers are making enough in the expected fees, customers like me should not have to endure unexpected fees and charges.

Dec 29, 2010 4:52:19 PM
Katharina
New Providence, NJ

This is a simple solution that puts me in control. Companies do have the ability to send automatic warning messages out. I absolutely deserve to be notified to make an educated decision about my phone usage.

Nov 23, 2010 1:26:04 PM
Sidney
Vallecitos, NM

My cell phone company has charged me for data usage even though I don't have a data plan. Even when I put blocks on the account, the blocks mysteriously disappear! Although they've reversed those charges when I've called, the time it takes is a complete waste. I can't imagine the total time being wasted among the U.S. population on this. And their snide attitude ("you must have done something wrong") doesn't sit well either. The old saying "an ounce of prevention is worth a pound of cure" certainly applies here. If I overdraw my bank account, the bank notifies me immediately and gives me a chance to cure the problem. My cell phone company should be held to the same standard.

Nov 24, 2010 9:26:07 AM
Terry
Oslo, MN

Alerts from a phone company only make sense.

Nov 24, 2010 9:22:28 AM
Robert
Prineville, OR

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.., didn't understand the charges associated with a download or an online service. But most of 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 10:36:12 AM
James
Algonquin, IL

This is not that difficult. I'm sure the phone companies will complain that it's impossible, but it's only because these overage charges are a HUGE source of revenue.

Nov 23, 2010 6:49:05 PM
Pier
Hillsborough, NJ

I want to stop being robbed by the cell phoen companies!!! Its bad enough that contracts are beyond any one's ability to understand what services are and what they cost. I've gotten bills way beyonf what I expected to pay and spent hours on the phone with customer service (people who sometimes don't understand my English nor me tejris!), and haedly ever been satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 don't want to feel that I'm being robbed any more. HELP!

Nov 23, 2010 3:44:00 PM
Mort
Granville, OH

This is a simple solution that puts me in control.I

Nov 30, 2010 9:04:08 AM
Osman
Baltimore, MD

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

Nov 24, 2010 6:27:59 AM
Marsha
Bellevue,, NE

This is common sense and easy for phone companies to do. And during this recession it helps people manage their money without going into debt. That way we can spend money on things other than excessive phone bills! 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. We deserve the same.

Nov 23, 2010 5:58:34 PM
Patti
Casper, WY

This is a simple solution that puts me in control.

Nov 29, 2010 3:09:45 PM

Marianne
Piedmont, CA

This is a common sense consumer friendly way to insure that consumers aren't gouged with high and surprising bill. Thanks. M

Nov 23, 2010 11:28:22 AM
Sonny
Raleigh, NC

I recently received a cell phone bill for $300+ and was shocked to see the 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.

Nov 23, 2010 7:16:44 PM
Nancy
Hartford, CT

This is a simple solution that puts me in control. I am happy to pay for a service I am using and that I chose. However, I do not like to be held hostage to the desire for companies to make maximum profits in such a manipulative way. When my refigerator is empty, I know I need to go to the store. If my family is abusing the limits I have purchased I don't believe it is right for the companny to benefit. There is just so much money to go around and they will do better if we all keep our contracts than if we were to end service. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:56:35 PM
Rasa
San Francisco, CA

This is a simple solution that puts me in control. Like many people, I've worried that by some mistake I might run over my cell phone minutes, though so far that has not happened. Please set our minds at ease by requiring that notice be given to me via telephone before I reach my usage limits. Thank you, Rasa Gustaitis Moss 359 Jersey San Francisco, CA 94114

Nov 24, 2010 4:01:45 AM
Yesvy
Silver Spring, 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. I'm tired, and ready for some real control. Yesvy Gustasp 12103 Ravenwood Ct Silver Spring MD 20902

Nov 23, 2010 9:01:25 PM
Paul
Eureka, 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 11:44:56 AM
Denise
New Castle, PA

Several years ago, my daughter got a summer job a few hours away from us. I went to our cell phone company and re-did our plan to include a phone for her as well as making sure, I thought, that we would have a plan that provided unlimited calls between her and I with no roaming or long distance charges. My first bill was unbelievable - over $800 because of roaming charges. It seemed that a small section of the area she worked and lived in was on the boarder of roaming, even though their map showed that all of the area was covered and a representative had told me it was covered. After many hours of speaking to representative after representative and going over each call she had made,, we got the bill under $100, which was still higher than I had anticipated. I terminated the contract with them and was able to go with another company that did have coverage. However, the whole ordeal could have been nipped if we could have received a notice that there was an unusual amount of changes. Who in their right mind would run up a bill that high on purpose? My bill previous to this was never more than $50! Consumers can set limits on charge cards and be notified when our self-set limits are close to being exceeded. It should be as easy for a cell phone provider to do the same. This is long overdue! Denise M. Guthery 415 Sumner Ave New Castle, PA 16105

Nov 23, 2010 6:41:42 PM
JOHN
Las Vegas, NV

The cell phone companies need regulation. This is a simple and easy fix to one problem. There are many, many more!

Nov 23, 2010 3:39:06 PM
LAWRENCE
DOVER, NH

This is a simple solution that puts me in control. I recently received a bill for twice the monthly amount that I've been paying for years. I found that I had used up my "rollover minutes" and gone way over my limit. If I had been notified before I hit the limit, I would have cut back and not been shocked.

Nov 23, 2010 11:14:28 AM
CHRIS

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.

Nov 23, 2010 9:55:38 PM
Charles
Ellicott City, MD

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 4:46:11 PM
MICHAEL
Ashland, OH

This simple solution can put me in better control of my phone bill. Getting a bill at the end of the month with charges that I had not anticipated is frustrating. If the cell phone provider gave me warnings when I was approaching the limits on my use, I would have a chance to adjust my usage. It seems a great advantage for consumers to know more about their bills, and it seems likely that such knowledge can be provided by the cell phone providers without significantly impacting their ability to do business.

Nov 23, 2010 11:18:21 AM
John
Naperville, IL

The pain associated with exceeding limits on either minutes or data use is the fact that the costs for minutes or magabytes over the plan limits increase astronomically. To the point where you know cell provider is gouging. Please implement requirements that will help to avoid these charges. My preference would be for a notificiation to be sent via text. An option to have the notice sent to the prime phone on the account would also be a good option to include, so that a parent will get notified if a child's phone is getting near (or exceeding) the limits set. Thanks, John Haag Naperville, IL 60564 haaghome@wideopenwest.com

Nov 23, 2010 11:19:18 AM
Catherine
Tacoma, WA

This is a simple solution that puts me in control of what can be a very aggravating and expensive situation. 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 12:37:55 PM
Lynn
Pewaukee, WI

This is a simple solution that puts me in control. I think the cellular companies should provide this notification to their customers. They sned automated messages for other purposes and they can do this too. It will only happen via legislation.

Nov 24, 2010 10:47:43 AM
Dwight
Henrico, VA

My phone company is already way overpaid for the service they provide me and my family. Unexpected charges only add to the misery. Time spent correcting my bill, month after month, is lengthy and inconvenient. It's time for it to stop. Please regulate the mobile phone industry to stop their current practices. Over-the-limit and out-of-the-blue added charges should be stopped before they occur. Thanks.

Nov 23, 2010 11:36:45 AM
Rosemarie
Glendora, CA

If I am a good customer, and pay on time, I just want to know that my bill will be the same every month. I would like to be notified if I am going to go over my usage.

Nov 23, 2010 2:10:41 PM
Neil
Juneau, AK

I believe that this is a very reasonable request from a public company with whom we enter into contracts for services. Please consider this my strong request to require notification of significantly higher bills due to use limits and penalties. Sincerely, Neil R. Hagadorn

Nov 23, 2010 2:41:23 PM
Lowell
Lincoln, NE

I would like to receive notifications--especially on data useage since AT&T dropped the unlimited plans. Also stated data usage as displayed on my iPhone and AT&T's web site never agrees making computing remaining KB of data difficult to ascertain. I recognize that while roaming some data may be on networks other than AT&T but still...updates should be faster. Sincerely, Lowell Hagele 6920 Ash Hollow Ln. Lincoln, NE 68516-5131

Nov 23, 2010 11:55:47 AM
Rebecca
Montgomery, AL

Note that this problem is compounded by the lag time from when the minutes are used until the minutes show up on the Internet or on texts that you can have sent to your cell phone. Many times I have checked only to have the minutes jump up over my limit a day or so later. I am the only person who has access to my cell phone. What is proposed is a simple 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. Twice I have canceled my service over this 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. Thanks for your consideration!

Nov 24, 2010 8:55:17 AM
Peter
Newton, MA

This is a simple solution that puts me in control.

Nov 27, 2010 5:50:29 AM
Benjamin
Califon, 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'm tired of bill shock, and ready for some real control.

Nov 27, 2010 11:56:26 AM
Debra
Mission Viejo, CA

This is a simple solution that eliminates confusion and aids in superior customer service. With the magnitude of differences between all the options available with various plans it is understandable that people would be confused. The stores are too busy for the sales staff to completely explain each piece of the plan, if they understand them all themselves. I know I have never been told everything about my plan - not told what's included with data minutes, what specific items I will be charged for etc.. With competition levels within this industry as high as they are, I would think that providing superior customer service would be paramount to the success of any cellular company. This would enhance that service by taking away the impression that they only want to gouge us for every high dollar they can by hiding the specifics of their plans. Sending an alert when limits are getting close provides a solution for ending excessively high bills and poor customer service situations.

Nov 27, 2010 11:38:54 AM
Terry
Los Altos, CA

This is a simple solution that enable me to avoid unnecessarily going over my plan usage limit.

Nov 30, 2010 9:46:30 PM
Raziel
Springfield, NJ

This is a simple solution that puts me in control. I have a shared minutes account for my family. There is no simple way to know how many minutes each family member is using each month. Even people with a single person account have a hard time tracking usage. the proposed notification will provide relief with minimal cost to the cellular carriers.

Nov 25, 2010 9:03:25 AM
Tom
Monroe, NC

When I contact my cell provider It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. The changes to my plan features seem to change as fast as my taxes going up. But most of 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 all of America with this problem.

Nov 26, 2010 12:43:26 PM
R.L
Yuba City, CA

This is a simple solution that puts me in control. I've gotten unreasonably large bills, spent hours on the phone with customer service, and never get a reasonable response. It seems that the cell phone company always considers the problem to be my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 4:03:37 PM
Scott
Huntsville, AL

This is a simple, common sense solution that puts me in control. I have received bills charging me much more than expected. Users should be notified of when they are about to exceed their limits on minutes, text messages, or just simply over a certain dollar amount specified by the user. I currently use this type of service on my credit cards and am able to login and customize the text messages or email alerts I receive. I should have this option for my cell phone service as well.

Nov 28, 2010 5:28:46 PM
Georganna

Franklin, IN

Dear Sir, The cell phone companies should be required to notify me before I go over my limits on all services,voice, data or text services/ This would allow me to control my bills and permanently avoid bill shock. Sincerely, Georganna Haltom

Nov 23, 2010 7:28:20 PM
James
Irvine, CA

This is a simple solution that puts me in control and is already implemented for the iPad by my carrier AT&T. Please make this common sense action common to all carriers and products.

Nov 23, 2010 4:01:12 PM
Christopher
Scarborough, ME

And I think there should be a ceiling on the maximum over the limit charges, for example some reasonable amount perhaps based around what I would have paid with an unlimited usage plan, but not say four or five times the monthly rate as what happened in my case for extra data use. That, to me, is just ripping off the consumer. I couldn't even tell what it was costing me until I got the bill weeks later.

Nov 25, 2010 4:59:43 PM
Deb
Mauldin, SC

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 5:18:59 PM
EM
National City, CA

This is a simple solution that will help me to budget my cell phone usage.

Nov 23, 2010 11:26:45 AM
Ken
C.layton, NC

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

Nov 23, 2010 11:52:07 AM
James
Alamo, CA

It is a reasonable solution to a vexing problem.

Nov 23, 2010 5:22:48 PM
Royce
Mingo, IA

Please consider requiring cell phone providers to make this change.

Nov 23, 2010 4:47:41 PM
Ray
Dorchester, MA

After four phone calls to make sure that I was set up for global data service I still received a monthly bill for more than $18,000. It took another call to get the phone company to issue a credit for all but $400 of the bill. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 6:08:08 AM
Lawrence
Alexandria, VA

Systems work best when there is timely feedback. Notification BEFORE I incur overcharges will help me manage my account and my budget.

Nov 26, 2010 9:15:00 AM
Doreen
oklahoma city, OK

Dear FCC, This is a simple solution that puts cell phone users in control. I have been hit a couple times with high bills due to being over my limit, a couple of times I caught it and was able to increase my minutes prior to end of billing period when you're are allowed to do so. But I have family members with kids who weren't so lucky and had nothing but problems with the cell phone company in getting everything straighten out, often without satisfaction. We're all tired of bill shock, and ready for some real control. Especially control where a simple text alert would save everyone time, money and customer satisfaction. Thanks for taking this request into consideration. Sincerely, Doreen Hampton 9777 N Council Rd #4217 Oklahoma City, OK 73162

Nov 23, 2010 2:58:15 PM
Thurman
Tucker, GA

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

Nov 30, 2010 7:47:36 PM

Graham
Philadelphia, PA

Consumers deserve information so they can make better decisions.

Nov 24, 2010 5:33:09 PM
Bruce
Sacramento, CA

This is a simple solution that puts me in control.

Nov 23, 2010 6:27:42 PM
Tom
Kansas City, 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. This doesn't go nearly far enough. This is not a utility it is a luxury. I would also like limits on the phones of my children. If they run out of minutes then they just don't have any more. I tried to get this but was unsuccessful. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 8:33:55 AM
Francis
Rahway, NJ

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.

Nov 23, 2010 12:52:52 PM
Bob
Walnut Creek, CA

This is a simple solution that puts me in control. simple and VERY effective way to inform the users and avoid BAD PRESS when you "ASSUME" the customer is at fault.

Nov 24, 2010 3:40:18 PM
David
Old Saybrook, CT

This is a simple solution that puts me in control. I am a manager at a major wireless provider and this happened to my daughter. She was under the impression that she had unlimited free minutes to her boyfriend who was a customer of the same company. He was in another state for a few months. They would spend hours on the phone, even doing their favorite thing, watching Red Sox games together. Imagine her shock at getting a bill for $750! Imagine my shock when my employer offerred nothing to her and very little even when I tried to help. A simple mistake cost hundreds of dollars. It does not have to be this way.

Nov 28, 2010 8:40:51 AM
Florence
Tucson, AZ

This is a simple solution that puts me in control. I've gotten bills for more than two hundred dollars, spent hours on the phone with customer service, and I never end up satisfied. In the end, I changed to a different phone company. 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. Flo Hansen

Nov 26, 2010 9:15:43 PM
Jon
Scottsdale, AZ

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

Nov 28, 2010 1:07:13 AM
Patricia
Holladay, TN

This is a simple solution that puts me in control. My whole 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 was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 Patricia Haputa Ronda Conrad

Nov 23, 2010 7:57:04 PM
Michael
Golden Valley, MN

I want notice BEFORE I hit my usage limits!

Dec 11, 2010 1:08:55 PM
Natasha
Claremont, CA

This would be a pretty simple, helpful fix. Thanks.

Nov 16, 2010 1:31:49 PM
Bruce
Nampa, ID

This is a simple solution that puts me in control. With our boys starting into the teen years we need control of our cell phone bills. Being notified when limits are near and when they've been reached is an excellent way to maintain control of this cost in our family budget.

Nov 23, 2010 11:47:04 AM
Joseph
Kentwood, LA

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 2:11:09 AM
Sandra
Birmingham, AL

Please pass the bill.

Nov 26, 2010 11:36:05 AM
Gary
Henderson, NV

It's hard enough that the cellular companies make your bills hard to read. They make their plans so convoluted it's hard to even know what kind of plan you have. It would be great to get a simple text letting me know of my potential overages.

Nov 25, 2010 2:49:29 PM
Megan
Westminster, CO

I just received a bill for $170.00 for going 76 minutes over my plan. Because I didn't call them before I went over they said the charge is 'valid'. I don't care that the usage is considered valid. It's unethical to charge me that much money for 76 minutes. I can't even switch carriers to get better customer service - I am stuck in a contract. I have been 'had', and that really makes me mad. I wish there was some sort of law against this unethical practice. Atleast limiting the dollar amount a cell company can charge for overages.

Nov 23, 2010 10:36:52 AM
Charles
Spartanburg, SC

This is a simple solution that puts me in control. I don't want bills for hundreds of dollars, or to spend hours on the phone with customer service. I'm don't want bill shock, and I'm ready for some real control.

Nov 23, 2010 4:14:53 PM
Elizabeth

San Diego, CA

This is a simple solution that puts me in control. I received a bill one month for over $1700 because my teen was using the phone to call her boy friend in the wee hours of the night. We had no idea. If my carrier had notified me earlier we would have put a stop to it. It was very obviously unusual behavior based on our usual cell phone usage. Liz Harley

Nov 23, 2010 1:46:57 PM
Pamela
Winnetka, IL

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

Nov 25, 2010 10:01:18 PM
Thomas
Middletown, OH

The Motor Vehicle Safety Act of 2010, now pending in Congress, would improve vehicle safety for me, my family and all Americans who are on the road every day and need safety to be a top priority. The bill: * Increases financial fines for automakers that deliberately and knowingly withhold information about vehicle safety defects; *Gives additional authority to the Secretary of Transportation to expedite safety recalls when there is an imminent threat to public safety; * Establishes reasonable deadlines for agency rulemakings on critical motor vehicle safety standards to eliminate the problem of sudden unintended acceleration like requiring every car be equipped with brake override; * Improves transparency of government investigations into possible vehicle safety defects by providing disclosure to the public of auto industry information on safety problems; * Provides stronger consumer protections on the revolving door between government and industry by prohibiting employees of the National Highway Traffic Safety Agency from immediately lobbying their former safety agency on behalf of the auto industry; * Increases agency resources to conduct defect investigations, vehicle safety research rulemakings, data collection and other lifesaving safety programs.

Nov 23, 2010 11:10:01 PM
Sue
Duluth, MN

This is a simple solution that puts me in control. Consumers deserve a chance to manage their programs with some help from the service provider.

Nov 23, 2010 2:17:46 PM
Thomas
Southport, NC

I would like some notice before my minutes expire and the cell phone company charges me exorbitant fees. Please pass a rule that the companies would have to send me notice when my minutes are expiring.

Nov 28, 2010 5:07:20 AM
Joyce
Westford, MA

Show that you care. Either offer reasonable unlimited plans or notify people as they APPROACH their limits. Life is getting so expensive. If you want to keep the customers, help them be awareof costs. Thank you.

Nov 25, 2010 8:33:07 PM
Wendy
Tacoma, WA

This is a simple solution that puts me in control. I'm ready for some real control.

Nov 24, 2010 10:11:28 AM
John
Raleigh, NC

This is a simple solution that consumers need. I've gotten telephone cell phone bills for hundreds of dollars, spent time on the phone with customer service, and end up satisfied only some of the time. It seems that the problem is my fault becasue I ran over my plan limit. I've been told I didn't understand my plan, charges for over-limit activity, or the extra charges associated with a download or an online service. The real problem is knowing when I run out of plan minutes. The solution is very simple, but not in the profit interests of the phone companies: require the phone comapny to notify me before I go over my limits on voice, data or text servicewhin my plan.

Nov 19, 2010 9:48:15 PM
LaDonna
San Ramon, CA

This is a simple solution that puts me in control. I've spent hundreds of dollars, and spent hours on the phone with customer service, and get no satisfactory resolution.. 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, and that may very well be true since the explanations are complicated and even the service reps can't explain them clearly. Simply, 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 4:55:23 PM
M
Calabasas, 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 deserve some protection from situations like this, and my cell phone company certainly won't volunteer to do so any time soon. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:14:00 PM
Ray
Provo, UT

Running over my allotted minutes has not been a persistent problem for me, but on occasion I've been surprised, if not shocked, when my phone bill exceeded both my expectations and my budget. Unlike some governmental agencies, I'm not able to live very far beyond my means; the passage of this common sense idea is well over due. Sincerely, Ray Harrison 392 Stadium Ave. Provo, Utah 84604 rayh@byu.net

Nov 23, 2010 11:28:54 AM
Virginia
Albuquerque, NM

This is a simple 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, or I didn't understand the charges that where associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Therefore, I am requesting a permanent solution that YOU notify me BEFORE there is a problem, just as my bank does when I reach a certain low balance in my account.

Nov 23, 2010 2:47:20 PM
Cara
Novato, CA

This notification system seems like an intelligent, easy solution to assist people in understanding how many minutes they have used.

Nov 23, 2010 12:05:55 PM
Gene
Auburn, CA

With all the privacy notices that I get for every other account, why not this simple solution that puts me in control.

Nov 23, 2010 3:20:44 PM
H A
Potomac, MD

The harder I try to not go over my limit...I go over more each month! I had a higher limit but left 1-200 unused minutes..they will not let you carry over unused minutes....the charge for over your limit is outrageous!!! The phone company wins on both ends & we only keep paying more & more.....Please Help us!! H A Hartman 9328 Chesley Rd Potomac Md 20854

Nov 24, 2010 9:21:24 AM
Jeffrey
Austin, TX

Please help consumers avoid phone bills we can't afford. Notification of Impending Overage is a simple solution that puts consumers in control and helps us behave responsibly. We've all gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never end up satisfied. We've been told it's our own fault, but actually we just didn't know when we ran out of minutes, and mostly it was difficult or impossible to find out until it was too late. We're tired of bill shock, and ready for some real control. Thanks in advance, ~Jeff

Nov 25, 2010 11:06:08 AM
Steve
Maplewood, NJ

I being ripped off by my cell phone provider with all sorts of charges I learn about after the fact, including usage limits. Do something about it and force the cell companies to notify their customers as they reach their usage limits. Steve Hartman 40 Burnett Terrace Maplewood, NJ 7040

Nov 23, 2010 6:09:01 PM
Patricia
Adrian, MI

I have 3 family members on my cell phone plan, and two of them are teenagers. Since I can't seem to get a limit set for them to be unable to talk more when they've used up "their" part of the shared minutes, I would appreciate knowing when the total limit is close to being used up. One month, I was shocked that my cell provider took an automatic withdrawal of $1,500. I ran out of minutes and did not understand that giving my one grandson an international calling plan so he could talk with his girlfriend in Canada would not include the cost of those calls and texts. My cell company worked with me, and reduced the expense to something closer to what I could afford, but if I had known before the end of the billig period that these kinds of charges were being added, I would have put a stop to it sooner. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:06:48 AM
Thomas
Eagle, WI

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 11:46:01 AM
Vincent
Chester Springs, PA

This is a simple solution that puts me in control with no undue burden on you. I get lots of junk mail from you and would like to get something helpful.

Nov 28, 2010 12:04:35 PM
Erica
Fairmont, WV

This seems like something that could be set up in an automated way with for very little cost.

Nov 23, 2010 7:04:30 PM
Kevin
Marietta, GA

Does anyone actually understand or have time to peruse these cell phone bills each month? Please, put the consumer back in control of these cell phone costs. If there is a "regulated monopoly" that needs some additional scrutiny and regulation it's these wireless phone companies. PLEASE, require that the cell phone service providers notify me in person before I have exceeded my plans minutes. Kevin Harwood

Nov 23, 2010 11:14:37 AM
Thomas
Concord, MA

This is a simple solution that puts me in control. I was very glad to hear of this simple, common sense idea. In fact, it seems like so good an idea that in retrospect I am startled it was not already implemented.

Nov 26, 2010 11:24:30 AM
Robert
Port St Lucie, FL

This is the right thing to do.

Nov 23, 2010 10:22:54 PM
Cal
Warwick, RI

This is a simple solution that puts me in control and works to end blatant insitutional deception practices of many telecom corporations. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. These problems have generally been viewed by companies as always my fault. I've been told I didn't understand my plan limits,

didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock and intentional corporate deception and demand that agency step in for some real control.

Nov 29, 2010 1:53:32 PM
Louis
Clarksville, FL

This is a simple solution that puts me in control. It seems that big businesses are using all sorts of tricks and fine print to run up our bills. This has got to stop. We need consumer protection now that big businesses feel they have an open wallet to extract additional money any time they please. I'm tired of bill shock, and ready for some real control.

Nov 29, 2010 8:32:32 AM
Gary
Destrehan, LA

This is a simple solution that puts me in control. There is no consumer, business or legal reasons for such controls to not be put in place.

Nov 23, 2010 4:42:41 PM
Greg
Cutler Bay, FL

I am disgusted with the phone services that I have had. A bunch of robbers...as bad as the government but that is another story. They rob us each month with impunity. At least make them tell us before they stick it to us.

Nov 23, 2010 5:58:49 PM
Peter
Colfax, WA

I have not yet experienced usage limit shock, but I support the notion that there should be warnings for consumers. Sometimes the usage is pretty much beyond our control if we receive a lengthy phone call or are texted. We could always simply end the call ourselves, but there are others costs involved there, such as business and personal relationships. So please give us the option of modifying our behavior before we exceed our limits. Thanks very much. Sincerely, Peter T Haug 4152 Almota Road Colfax, WA 99111

Dec 1, 2010 12:18:26 AM
Kathryn
Arvada, CO

My "normal" cell phone bill is several hundred dollars, but here and there it is has been slightly higher due to SOME overages in texting. Not too big of a deal. However, going over our plan

minutes? Another story entirely! Billed at $.45/minute, in my last bill cycle, I was charged over $100.00 for overage minutes. I didn't realize I was over my minutes until I checked my account information THE DAY AFTER the billing cycle ended, so there was no way for me to avoid the overage charges. I was shocked to see how far over we had gone in minutes because I knew it was going to cost me an arm and and a leg. To find this out the day after our billing cycle ended (especially to have no way of getting help with the overage charges) was very annoying! I am currently behind on my cell phone payment for the first time in YEARS due to the fact I could not pay the entire bill (for the first time in years) due to the cost of those overage charges. Now I owe nearly $700.00 (the past due and currently due amounts) and I have no idea how I will get caught up. The nearly double amount that I owe will be nearly impossible for me to pay in full in a short period of time (which the cell phone company demands or else our service will be suspended, thus taking away 4 people's cell phones). Like most people, I tend to be too busy to even make a simple call to check and see how many minutes I have left before I go over my allotted minutes. If the cell phone company would have called me or text messaged me BEFORE THE END OF MY BILLING CYCLE to "warn me" that I was close go going over my minutes, I am CERTAIN I would not be in the situation I am in now. For me, this is just another expense I didn't need/can't afford (I have been unemployed-not by choice-for over a year and my unemployment benefits are ending in a month). Sincerely, Kathryn Hauge

Nov 23, 2010 6:00:47 PM
David
Des Moines, IA

This is a simple solution that puts me in control. It seems that the problem was always my fault. I was told that I didn't understand the charges associated with a data download, even though Verizon had told me months earlier that they had blocked the line so that NOTHING could be downloaded! I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:18:35 PM
Joseph
Fairbanks, AK

Please stop the predatory practices currently employed by cell phone companies.

Nov 23, 2010 11:22:17 PM
Maureene
san jose, CA

This is a simple solution that puts the consumer in control. We've all gotten bills for unexpected dollars, spent hours on the phone with customer service, and I never end up satisfied. There needs to be a communication that alerts us if we are getting close to our limits. Overage charges are extremely expensive and shouldn't happen by accident. didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 9:07:53 PM
Steve

Salt Lake City, UT

We bought a plan that supposedly had unlimited texting. It didn't. When we got the $200 + bill, we were made to feel stupid by condescending customer service people. We tried to wade through the contract. It seemed intentionally designed to obfuscate. Eventually, Verizon took half off the bill, but we still feel victimized, as thought we'd been robbed at knifepoint on the street. And we can't do anything about it, because we signed a two year contract to get rates (we thought) we could afford. Currently, the companies have all the power. At a minimum, they should be required to tell customers when the "free" ends and the "extra" begins.

Nov 23, 2010 2:19:02 PM
Bob
Carpinteria, CA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Cell phone companies purposely make rate rules obscure, for the simple purpose of maximizing income by confusing consumers. It's time for the cell phone industry to stop their antics. Cell phone companies use a natural resource that belongs to us all - the RF spectrum - and they need to be cured of their deceptive and avaricious behavior. Enough is enough.

Nov 23, 2010 3:23:33 PM
Henry
Fernandina Beach, FL

This is a simple solution that puts me in control.

Nov 23, 2010 12:59:48 PM
Jack
Louisville, 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 wife never ran over minutes until our land line had problems, and the phone company (same one as our cell phone) took over a month to repair. Then 3 months of overages in a row, with no notice.

Nov 23, 2010 6:10:52 PM
Donald
Columbus, OH

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Other than greed, there is no reason that cell phone companies shouldn't offer this service.

Nov 30, 2010 12:12:26 PM
Doug
Arlington, VA

Although I have not had serious problems this has always concerned me and this is a simple solution that puts me in control. It seems reasonable to know before you have a problem and this will help me to better understand the charges before hand and avoid bill shock.

Nov 23, 2010 10:31:29 AM
Lee
Southwick, MA

Having spent frustrating amounts of time on-line and on the 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. At Sprint, the website would not let me see my daughter's phone nor add it due to some technical error which lasted weeks. Phone calls sent me to Sprint stores which then told me I couldn't see the account there either. Poorly informed phone people and of course hours sitting on hold. I'm tired of bill shock, and ready for some real control.

Nov 28, 2010 9:34:03 PM
Douglas
Pensacola, FL

This is a simple solution that prevents me from having to call my cell phone company to get explanations on sky-high cell phone bills that seem to be an error. I've gotten bills I don't think are right and then I have had to spend hours on the phone with customer service, 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.

Nov 27, 2010 11:14:40 AM
Dianne
Kansas City, KS

This is a simple solution that puts me in control.

Nov 24, 2010 12:16:32 PM
Richard
Santa Fe, NM

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

Nov 30, 2010 12:30:02 PM
Lori
Belleville, 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'm tired of bill shock, and ready for some real control.

Nov 25, 2010 7:04:05 AM
Luis
Washington,, DC

If they can send you a text message telling you that your bill is available, then they can send you a reminder when you are about to be over your limits. It is amazing that my phone bill is normally $100 a month and they still charge for over the limit texting. I cannot change plans if I want to keep my iPhone, only ATT has the service for iPhone, this seems like a monopoly to me and an unfair trade practice.

Nov 28, 2010 6:16:37 AM
Michael
Langhorne, PA

Please consider your customers and their financial well being. These are tough times. More importantly, this is about fairness. You can still make your profit and hopefully prevent some of your customers from possible financial ruin.

Nov 24, 2010 1:03:18 PM
Catherine
Anchorage, AK

Though I have been fortunate with my personal cell phone usage, and my local company providing a range of options to suit my needs, I know of many who have had problems with their cell phone companies and bills. In general I do not believe we should over-regulate business practices, but it seems that many cell companies are not listening to the needs of their customers - they are listening to the sound of money coming into their accounts. In hard economic times, it seems unfair to punish consumers for overages that could be prevented if the consumer were aware they were approaching their limits. As the banking industry has been told to re-evaluate overdraft fees for small overages, perhaps it is time the cell industry is also directed to look at a way they can help their customers. In the long run, it should benefit them - a customer stuck with huge bills could cut the service, or be unable to pay (so the cell company would not get their money anyway). A simple warning to the customer could keep them in their cell plan and financial limits, which is better for the company and the customer. Please help customers find a better compromise with the cell phone industry! If the companies won't listen to us, perhaps they will listen to you.

Nov 23, 2010 11:58:23 AM
Mark
College Station, TX

This simple solution puts me in better control of my bill and is simple for cell phone carriers to implement. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:51:30 PM
Edward
Wolcott, CT

How to solve it! Some aspects of customer service are missing. One is notification of when I'm nearing the maximum limits of my minutes and other portions of my subscribed plan. How about letting me know!! I'm tired of overcharge shock, and ready for better control of my bills. Pass the proposed rule to require notice to me via phone,email or text before I go over my usage limits! Sincerely, E. Herzig 300 Central Ave. Wolcott, CT 06716

Jan 3, 2011 7:49:42 PM
John
Edmonds, WA

I was told I had unlimited texting but then got charged $100 over my normal bill amount because my texts were alledgedly set at a 250 maximum and I went over that without being told. There needs to be an early warning system and some truth upfront in the sales process.

Jan 24, 2011 1:57:05 PM
Mary Kaye
Cool, CA

I've avoided signing up for data and text service I'd like to have because I don't want unlimited exposure to costs. If I had real control over those costs, I'd jump to sign up.

Nov 23, 2010 4:53:25 PM
Karen
Milwaukee, WI

I'm on limited income, & the cell phone is my emergency buddy. I never have to worry about falling while away from home, etc. It always goes with me. But it is expensive. The first time my usage went over limit, I spent hours on the phone with customer service and I wasn't satisfied. I was 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 didn't know when I ran out of minutes. The second time my usage went over, I found out it was because of messaging. I had to take the ability to send & receive messages off the phone. Since that is the only way one of my children communicates, I never hear from her. That was 4 and 1/2 years ago, Nothing has changed. I still don't know in advance when I'm about to go over limit. This is a simple solution that puts me in control.

Nov 23, 2010 10:45:07 AM
Dawn
Show Low, AZ

I would very much like to see this solution implemented. I have young stepsons on my plan and was shocked one month when the text messages exceeded the limits. This cost us several hundred dollars and could have easily been avoided if the notification was put in place. We all know the cell companies are very profitable and this solution is as simple as the notice then text me when my bill is due and again when the payment is made.

Nov 24, 2010 2:02:55 PM
Kenway
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. This summer I really got screwed and it was so unfair. I told Verizon Wireless that I was going to Asia and contracted with them for data and phone service which they stated later I never did even though I spoke to 3 different representatives. I arrived back this summer from Asia expected a bill of less than $100 for my roaming/data but rec'd one which was $1,500.00 instead. 5 weeks of phone calls and only got a 25% reduction in the cost. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:18:23 PM
John
Sedona, AZ

This is a simple solution that puts me in control. I am tired of being billed excessively for overage use when I don't know when I am near my limits

Dec 2, 2010 5:41:22 PM
Kevin
Medford, NJ

This is a simple solution that puts me in control. 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 ready for some real control.

Nov 29, 2010 9:28:04 PM
Jeremy
New Whiteland, IN

They should also clearly indicate the minimum rates charged on data 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.

Dec 2, 2010 1:08:16 AM
Edith
Chatsworth, CA

The phone companies treat their custormers badly. Allowing customers to go over their plan minutes and then subjecting them to excessively high phone bills is just one example of how phone companies mistreat their customers. To rectify this people spend hours on the phone - and that often is just navigating the automatic phone system!! If one is lucky, a real person is reached. Usually that person is unhelpful and the customer winds up increasing their plan limits and thus their monthly payment. These phone companies need to be reined in. We have little choice but to put up with them because we all need our phones. They should be required to notify customers that the minute limit is approaching.

Nov 23, 2010 12:06:37 PM
Roberta
Flora, IL

I would simply ask the FCC to require all cell phone companies to notify consumers via simple text or voice messages about any limits on their use of cell phones that are about to be met. This would include plan minutes on out of network calls, smart phone data overages with regard to use of the internet, when one member of a family plan has or is about to be meeting their percentage of family minutes, etc. I would also ask the FCC to require companies to have easily visible text messages appear when in roaming status, as a simple light or icon on a very small device is not enough. I would also ask the FCC to require notification of the main plan-holder on family plans with regard to these things and not just the phone/person that is meeting their limits, as the plan holder is the one who bears the burden for paying any bills. Similarly, when cell phone companies can easily send out text and voice messages when something is wrong with their towers, it would seem possible for these technology oriented companies to put in place notifications to the plan holder of excessive/expensive access to any phone numbers that charge their own fees for accessing services. Family plan holders and the main plan holder deserve protection in such circumstances, and children deserve to be protected from accessing material they should not be able to access, such as phone porn, etc. As a mental health therapist, I have unfortunately run into several circumstances in which children have been able to rent pornographic material to play at friends and their own houses simply by knowing the family's telephone number/access code. In these cases, it was the main home phone number and it's linkage with cable and/or satellite companies that allowed such access. Parental controls do not always work, especially when children enter the adolescent years and are able to figure out ways of accessing video materials. Parents finding out a month later or several months later when they see inordinate bills for movies is simply too late. By that time, the children have seen far more than they should ever have seen. I would ask the FCC to consider requiring ALL phone companies, not just cell phone companies, to require notification of the plan holder via home and cell phones when pornographic materials are being accessed. Thank you for your consideration.

Nov 23, 2010 11:32:14 AM
Ransom
Marietta, GA

I would like your assistance to help me stay within my contracted minutes. While I can and do check, your computer system can easily be programmed to alert me my text message when I approach my monthly minute limit.

Nov 23, 2010 1:52:12 PM
Lee
Seattle, WA

Thank you in advance for your consideration and prompt attention to this dilema.

Nov 23, 2010 4:35:37 PM
Charlotte
LOUISVILLE, KY

This is a simple solution that puts me in control. Especially with family plans that puts teens on your bill.

Nov 26, 2010 9:02:56 AM
Steve
Midlothian, TX

This is a simple solution that puts me in control. Absolutely ridiculous that you use this to take money from your customers. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Any cell phone company that puts the customer first will get my business regardless of which fancy phones they 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 9:20:21 PM
David
Fairfield, IA

This is a simple solution that puts me in control.

Nov 24, 2010 6:53:03 AM
David
Estero, FL

In my most recent cell phone bill, I discovered a charge of $76.00 for additional text messages above my limit. We had recently changed our phone plan with Verizon to accommodate two phones and believed that the new plan allowed 250 free text messages per month. As it turned out, however, the free text messages only applied to one of the two phones. Had we received notification that we were being charged for each and every message sent from the second phone on our plan, we would changed the plan immediately to prevent such charges. Given the ability of cell phone companies to capture such detailed statistics regarding the usage of our phones and the fact that they have a means of immediately contacting a customer via text message, I don't think it unreasonable for them to notify customers when they start accruing chanrges over and above their base plan. Thank you.

Nov 23, 2010 2:55:11 PM
Dianne
Paauilo, 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. I called my provider before a trip to the UK from the US. I enrolled in their international roaming plan and data plan. In spite of this, I still received a bill over $600! I did what they told me to do before my trip but was still shocked by my bill. After a long time on the phone, they made an adjustment, but I still have to about $400. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 9:09:11 PM
Michael
Castle Rock, CO

This is a simple solution that puts me in control. My 12-year-old son once lent his cell phone to a friend...who made over $500 worth of calls...for which I paid as I felt my son (and thus, I) was responsible...a warning to me could have prevented this. I'm tired of bill shock, and ready for some real control!

Nov 23, 2010 11:50:17 AM
Billie
Skokomish Nation, WA

This is a simple solution that puts me in control. Just last month I incurred $500.00 in overage charges for data, which is 2.5 times as large as my entire monthly bill. I don't have enough money to pay this. When I called Verizon, they credited me with 20% back, but that still leaves me with 400.00 in unexpected expenses. I do not pay a monthly fee for a data plan and it seems that my son had used many many units of data, at 1.99 per unit. I've tried to set limits in the past, tried to block the use of anything extra on the phone, and each time, I get a bill later with some other feature that costs money that the phone company had not told me I could block until after I get a giant bill. I'm tired of bill shock, and ready for some real control. I should not have to face some outrageous bill that I could easily avoid if I knew when the charges were building up. Either a text alert about the charges or a system where you have to "opt in" to any charges that exceed your monthly contract obligation.

Nov 24, 2010 6:54:52 AM
Bonnie
Ringgold, VA

This is a simple solution that puts me in control. Cell phone companies impose limits on your plan and they should provide management tools - very very easy for them to provide these, would save them $$$$ on customer service. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:59:44 PM
Jerome
Toms River, NJ

This is a simple solution that puts me in control.

Nov 23, 2010 11:02:23 AM
Jessica
Gainesville, FL

FYI, I HAVE NO CHOICE IN WHAT APPEARS ABOVE OR BELOW MY PERSONAL MESSAGE. PLEASE ONLY CONSIDER THE PARAGRAPH I HAVE WRITTEN BELOW. Just so you know. I'm sure you get a lot of email through this portal that is telling you to support this. I, however, think it is a ridiculous manifestation of a "Nanny State." I am perfectly capable of keeping track of how many minutes I use. My cell provider has useful tools that help me keep track. I do not need nor do I want legislation to be passed that further takes away my rights and decision making abilities. Please do NOT pass this.

Nov 23, 2010 4:55:05 PM
Sheila
Morgan Hill, CA

I support your intention to require cell phone companies to alert users before they go over the required minutes in their plan. I'm sure there are many cell phone consumers that have received bills that were much higher than what they normally pay per month. A child may call long distance or a trip out of town kicks in "roaming charges." Please pass this proposal. It makes a lot of sense. And it is "consumer friendly." Thank you! Sheila Hill Morgan Hill, CA 95037

Nov 24, 2010 5:22:13 AM
Kathy
Manahawkin, NJ

It is time to give the control back to the consumer. This is a simple solution that puts me in control. Any household with teenagers finds themselves with overage charges, and then must spend hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand

my parental controls, didn't understand the 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 the economy still not rebound quickly and families still struggling, isn't time to do something SIMPLE to help.

Nov 23, 2010 2:35:45 PM
Judy
Oconomowoc, WI

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 12:20:49 PM
Joan
Philadelphia, PA

It is an ethical business practice to notify consumers when they exceed their cell phone plan limits. It is time to demand that buinesses exercise ethics, at least in this one case. Thank You. Respectfully, Joan Hipple

Nov 23, 2010 3:31:57 PM
Stephen
Manchester, CT

This is a simple solution that puts me in control. Most of all, I just didn't know when I ran out of minutes, which are shared amongst a family plan. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:18:50 AM
Becky
Grandview, MO

This is a simple solution that puts me in control.

Nov 23, 2010 11:16:27 AM
Neil
Escanaba, MI

Surprise charges are not acceptable. Keep me posted. Sincerely, Neil Hivala 919 Lake Shore Drive Escanaba, MI 49829

Nov 23, 2010 6:02:04 PM
Janice
Solana Beach, CA

This is a simple solution that puts me in control.

Nov 23, 2010 10:41:59 AM
LInda
Whitefish, MT

While my family has managed to keep our minutes and usage under control and within the limits of our plan, the potential for incurring huge bills is too great for many families. In this age of technology, there should be a procedure in place that provides notification for each cell phone user or plan that they are approacing the limits of their service so that they can avoid running their bill up each month.

Nov 23, 2010 4:45:10 PM
Douglass T.
Catonsville, MD

This is a simple solution that puts me in control. If I am using a service provided by a company then that company should provide me with a common sense approach to controlling my costs and not bury it deep in complicated very fine print so that it could be misinterpretated or missed completely. These proposed warnings as in Europe are just what is needed here in the United States. Thank you for your time and attention to this matter. Sincerely, Douglass T. Hobbs, Jr.

Nov 23, 2010 12:51:58 PM
R. J.
Dallas, 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 while I did recive some credit, I often had to pay a significant amount of the overage charges anyway. If I had gotten a notice, I belvie I could have modified my usage to prvent such probelms and costs. I just didn't know when I ran out of minutes. I'm tired of type of probems that should be relatively easy to address.

Nov 29, 2010 7:59:00 PM
Sidney
Sugar Land, TX

I believe it should be a requirement of the vendor to notify the user of impeding additional charges . Pass your proposed rule to require notice to me via phone or text before I go over my usage limits. Sincerely, Sidney Hockens 4003 Misty Morn Lanee Sugar Land, TX 77479

Nov 16, 2010 12:33:34 PM
Barry
Chambersburg, PA

This is a simple solution that puts me in control. I just don't want the bill shock, that I know others have experienced.

Nov 23, 2010 2:14:22 PM

Lynn
Cambridge, MA

This is a simple solution to what is currently a very unfair system.

Nov 23, 2010 12:27:27 PM
Deeann
West Toluca Lake, CA

Make cell phones more easy to understand and cheaper -- flat rate. Keeping track of the minutes to such detail is ridiculous unless you want to verify it with childrens cell phones.. should be an option. 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 11:50:11 AM
Frederick
New Braunfels, TX

This is a simple solution that puts me in control. It is unacceptable to be told that this condition results because I don't understand my plan limits, or that I didn't understand the charges associated with a download or an online service. The simple fact is that it is very difficult for a consumer to know when [s]he runs out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 10:06:44 AM
Ken
Minneapolis, MN

This is a simple solution that puts me in control. I've gotten one of these surprise bills in the past. I spent hours on the phone with customer service and had to upgrade my "service" in order to get the charges removed. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 1:45:50 AM
Mary Therese
Belleville, IL

This is a simple solution that puts me in control.

Nov 23, 2010 7:16:11 PM
Glenn
Maplewood, MN

I've gotton bills with overruns on my minutes. It would be very easy for the Cell phone companies to send a email or text message when a person is close to an overrun. With the large amout of money that cell phone companies charge for overruns, there should be a requirement for notification of the customer.

Nov 23, 2010 12:08:31 PM
James
Seneca, SC

Please help me avoid the shock of receiving a large bill for my cell phone when I inadvertently overuse the service. It seem that would be a minor burden to the phone company assuming it could be automated

Nov 23, 2010 11:34:14 AM
Fredrick
Bakersfield, CA

There are a number of actions I could take to limit my excessive charges if I am notified in advanace that I am reaching the limits on my plan.

Nov 23, 2010 2:41:14 PM
Simo
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.

Nov 27, 2010 12:57:52 PM
Shirley
ATLANTA, IA

This is a simple solution that puts me in control.

Nov 23, 2010 4:49:34 PM
Robert
Haslett, MI

This is a simple solution that puts me in control..

Nov 24, 2010 7:40:42 AM
Irene
Boston, MA

This is a simple solution that puts me in control. It has only happened to me once - due to a family emergency - but once is enough when talking about a bill that was hundreds of dollars

more than normal. It seems that the problem was my fault. But really, I just didn't know when I ran out of minutes. The information is readily available. It would be a simple fix to send an alert.

Nov 29, 2010 11:16:59 AM
Ginny
Loveland, OH

This is a simple solution that builds a relationship between us and puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, raising the same concerns caller after caller before me has. It seems your associates deal with the same issues, customer calls and complaints over and over ... yet, we keep doing things the way we always have vs being proactive and making changes to help save us both (your company and associates as well as me, the consumer) a good deal of wasted time and trouble. Sadly, customer service and genuinely providing in the best interest of the consumer has long been lost ... which is why loyalty runs thin. If you would simply provide a true valuable service by sending alerts and notifications when we are close to overages, it would save me the time and money of calling your customer service line in an irate and irritable state and would bring back a true value to the relationship. Companies do not have any trouble or issue sending alerts, notices, spam or advertisements when they want me to buy something, enroll in something, etc .. why not send me something that is actually meaningful and useful that really saves me money and helps me trust and believe in good business practices. I'm tired of customer service, value and loyalty being lost.

Nov 23, 2010 8:23:09 PM
Kendra
Alameda, CA

I share my family minutes with my parents. Earlier this year we had a couple different family members in the hospital and my parents were making several calls. Unfortunately, they used up the plan minutes and we received a rather large bill. My parents are on fixed income and could not afford the surprise charges of $50+ that were incurred. I could not help them out as I am now solely responsible for paying $3,700 a month in mortgage payments that had previously been paid with 2 incomes. Please stop the cell phone companies from bleeding us dry. A simple notice that we are approaching the limit would allow us to delay calling or temporarily shift our plan to a higher level.

Nov 23, 2010 6:21:24 PM
Steven
Foothill Ranch, CA

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 end up satisfied. It seems that the problem was always their fault. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 12:06:39 PM
Ann
Piedmont, AL

This is a simple solution that puts me in control. It allows me to pay the amount I agreed to for the plan I selected without taking a chance of service interruption

Nov 23, 2010 12:18:34 PM
Ginger
Mission Viejo, CA

This is a simple solution that puts me in control.

Nov 23, 2010 11:13:11 AM
Henry
Espanola, NM

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.

Nov 23, 2010 4:59:04 PM
Ryan
Tempe, AZ

This is a simple 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 my fault. I've been told I didn't understand my plan limits, didn't understand how apps are downloaded, didn't understand the 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 texts. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:50:30 AM
Terrance
Rochester, NY

This is a simple solution that puts me in control. In the year 2000 I got a bill for hundreds of dollars. The reason was I had gone way over the minuets on my plan. I never realized until I got my bill.

Nov 30, 2010 10:14:33 AM
Daniel
Macedonia, OH

This is a simple solution that puts me in control.

Nov 29, 2010 8:12:31 AM

Laurie
Greenbelt, MD

This is a simple solution that puts me in control. I need to watch my finances carefully, and this would be a big help in keeping my cell phone bill in check. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:56:20 PM
Douglas
Batavia, IL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. By the way, I'd actually go over plan limits if extra minutes were reasonably priced.

Nov 23, 2010 7:36:38 PM
Joe
Oak Ridge, TN

It is only fair to notify folks when they near the usage limits. In addition my Verizon cell phone online bill is difficult to find the actual number of charged minutes for our entire group of 5 phones. They deliberately obfuscate the issue, hoping to trap the unwary.

Nov 23, 2010 12:06:49 PM
Tracy
Lititz, PA

We received a bill one time for $600 because my husband did not realize when the minutes were free and not. It was during a time of turmoil in our life so he needed to talk to people and did not know how to check the bill in advance

Nov 23, 2010 9:03:29 PM
Sylvia
Dallas, TX

Each month I spend over an hour of my time with my cell phone carrier (ATT). They do not have any idea, generally, whether I am a ATT UVerse or ATT other. When they have charges for which I have no knowledge, including for my data plan. I always have to call after the fact to remind them that I am unlimited, have them do the rigamarole of rescinding the charge and promise to let me know.. I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, (which I do) didn't understand the charges associated with a download or an online service (which I do) But most of all, I just didn't know when I ran out of minutes. I'm tired of the nonsense. and want to have notification before they charge beyond the plan.

Nov 23, 2010 8:28:15 PM
Curt

San Antonio, 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 3:24:10 PM
Joshua
San Diego, CA

This is a simple solution that puts me in control.

Dec 4, 2010 10:18:58 AM
Mary
Whtie Oak, TX

I would like a "limit" to be just that. When my usage hits my limit that's it until the next month or if I want to up my limit I can do that. Point being that it is MY choice, under MY 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. I'm tired of bill shock, and ready for some real control.

Nov 30, 2010 5:21:14 AM
Bruce
Hackettstown, NJ

This is a simple solution that puts me in control.

Nov 27, 2010 1:18:52 PM
Susan
Wichita, KS

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.

Nov 23, 2010 3:27:54 PM
Nick
Eugene, OR

I have not gotten any huge phone beills from my cell phone carrier, but I never want to, either. It is simply ridiculous to even worry about this. The cell providers have all the tools necessary to prevent surprise bills. They should be required to use them.

Nov 23, 2010 2:12:16 PM
Eric
Agoura Hills, CA

This is a simple solution that puts me in control..

Nov 24, 2010 8:27:33 AM
Frank
Corinth, MS

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

Dec 7, 2010 8:36:03 PM
Dennis
Celina, OH

This is a simple solution that puts me in control and is a good customer focused business practice. I've gotten bills for higher than expected charges, spent hours on the phone with customer service, and end up unsatisfied with the response. The problem is I just didn't know when I ran out of minutes or text messages. I'm tired of bill shock, and ready for a customer friendly means to monitor and take control over usage and charges.

Nov 23, 2010 10:52:54 AM
Danian
Glen Rock, NJ

This is a simple solution that puts me in control and will prevent potential troubles.

Nov 23, 2010 6:22:59 PM
Karen
Conroe, TX

After having car trouble while traveling and being stranded in Colorado Springs for a week while my car was being repaired, I used many more minutes than usual. I was very surprised at the charges. Thank you very much for your consideration of this problem. Sincerely, Karen Hubbard 120 Sun City Ln. Conroe, TX 77304

Nov 23, 2010 12:51:10 PM
Janice
Solvang, CA

This is a simple solution that puts me in control. Other members of my family gotten bills for hundreds of dollars, spent hours on the phone with customer service, and they never end up satisfied. Somehow, the problem was always the customer'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. My family's tired of bill shock, and ready for some real control. And, I'm tired of hearing about it from the rest of my family!

Nov 16, 2010 10:43:05 AM
Nadine
Ann Arbor, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent time on the phone with AT&T customer service, and was not satisfied. AT&T treated the problem as my fault. I was simply told that my phone was accessing data minutes -- but I had never signed up for data minutes. AT&T was able to shut down the data access, but I never found that out until I had incurred over $240 in charges. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 4:24:52 PM
Allan
Mason, MI

This is a simple solution that provides me with more opportunity to control cell phone usage by my family members. Excessive cell phone usage can be costly and time consuming to resolve. Thanks for your interest and consideration.

Nov 23, 2010 10:57:43 AM
David
St Charles, IL

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.

Nov 25, 2010 12:16:03 PM
Carol
Austin, TX

I have a senior plan and use it carefully and frugally. Should I go over my minutes or calls on my plan I would not be able to afford it. I do want a warning beforeI reach my limit.

Nov 23, 2010 5:14:46 PM
Matthew
Champaign, IL

Also, people will be more willing to spend money on advanced features if they know they can avoid this kind of bill shock.

Nov 23, 2010 12:34:33 PM
Susan
Tualatin, OR

This is a simple solution that puts me in control.

Nov 23, 2010 11:49:01 AM
Christopher
Russellville, KY

This is a simple solution that makes good sense and is a useful service to the customers. IEspecially with teenagers and cell phones used for business, this notice would be very helpful. I have requested this service from the cell phone companies before to have them tell me it is not possible. I believe the companies don't want the customers to know when they have passed their limits because then the companies make large profits on the overage time. This requirement would definitely help the consumers affected.

Nov 24, 2010 4:02:23 PM
Nancy
Williston, VT

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 12:57:26 PM
Nancy
Palmer, AK

We cannot afford an "unlimited" plan for all four family members. Therefore we do pay for 600 shared minutes each month. When we have gone over our minutes the bill is so punative that I we could hardly afford to pay the next bill. Notice of an approaching limit should be required OR the FCC needs to regulate the price per minute that can be charged for those minutes.

Nov 23, 2010 11:36:38 AM
Doug
Miami, FL

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.

Nov 23, 2010 11:05:46 AM
Jeffrey
Charlotte, NC

This would be a real service to customers. Please enhance your consumer protection responsibilities by approving this regulation.

Nov 23, 2010 5:21:18 PM
Stephen
Royal Oak, MI

The simple solution to being in control is actually being responsible for your acts. This society has turned into a blaming society who seldom assume responsibility for their own actions. I am well aware of the features on my phone and the limits allowed for each feature. Therefore, it is my responsibility to keep track of my usage. To require cellphone services to be the parent for mature adults would also require them to increase their fees and monthly service costs. It's becoming ridiculously overwhelming to require other people and/or companies to assume the responsibility for our decisions in life. When will it end? Soon, people will want a warning to when the last 25 sheets of toilet paper are remaining. I love Consumer Reports for the testing data they provide but if they favor this policy, it saddens me to read about it. Europeans may already have this service, but that simply tells me Europeans are lazy users. It's time people start being responsible for themselves and be held accountable for their acts. Stop blaming others for something easily controlled by each of us. If the advancement of technology is too great for some people, then stay away.

Nov 29, 2010 8:35:33 AM
Ruth
Asheville, NC

This is a simple solution that puts me in control. I know too many people who have gotten huge bills when they lost track of their minutes, an easy mistake to make, especially at times of personal crisis when one is on the phone more than average and less likely to check minutes. Please pass this rule.

Nov 23, 2010 10:34:15 AM
David
Fort Worth, 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've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:45:55 PM

Thomas
Ahwahnee, CA

My plan covers four phones. While I may be frugal in my usage, others can run the plan over its limit without my knowledge or control. It would be of great benefit if I receive warning of reaching plan limits.

Nov 23, 2010 12:02:03 PM
David
Monticello, IN

This is a simple solution that puts me in control.

Nov 23, 2010 10:59:13 AM
Laura
Prescott, AZ

This is a simple solution that puts consumers in control of how much they spend. It is a NO BRAINER. Verizon offers this service but charges for it. How ridiculous is that? Please pass this rule.

Nov 23, 2010 10:24:05 AM
Robert
Carefree, AZ

If you care more about ordinary citizens than you do about big businesses, this is a no-brainer. In times such as these, this kind of thing is especially necessary.

Nov 23, 2010 3:37:15 PM
Karen
Port Angeles, WA

This is a simple solution that puts me in control. I've gotten bills totaling far over my plan amount, I've spent hours on the phone with customer service attempting to adjust my plan accordingly, but somehow the bill still goes over what it should. I am very disappointed in the cell phone company's system. It seems that the problem is 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. I'm tired of bill shock, and would love some control! Thank you. I hope you can help.

Nov 23, 2010 12:10:30 PM
Paul
New Holland, PA

This is a simple solution that puts me in control. I've gotten bills for overcharges from inadvertantly going over my minutes, and for switching into roaming areas with no notice. I want to know when I run out of minutes.

Nov 23, 2010 3:40:09 PM
Lisa
S Burlington, VT

This is a simple solution that puts me in control.

Nov 23, 2010 11:17:38 AM
Jan
Naperville, IL

This is a simple solution that puts me in control. I believe this service is simple to implement and can solve many issues consumers like myself have with cell phone companies. While one would expect that hey should be interested in doing this themselves and keep consumers happy, cell phone companies seem to be the least reasonable business I know. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:17:15 PM
Dennis
Buchanan, MI

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

Nov 23, 2010 5:17:45 PM
Jan
Pinellas Park, FL

This is a simple solution that puts me in control. I've not been charged for excess hours but I totally agree that the Cell Phone Companies should alert their customers in advance so that they can be in control of their expenses. If they choose to go over, that's up to them, but good customer service would be Much Appreciated. I know the companies want money above everything else. However, if they catered to their customers and let them know they really do want to provide excellent service, the word would spread fast. With new phones and new technology everywhere you turn, there is no way customers can stay informed. Learning to use technology takes time and most of us don't have extra time or the technological expertise to be in control. Please help us.

Nov 26, 2010 2:33:10 PM
Joyce
Sardis, MS

This is a simple solution that puts me in control. I received a bill for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. There are 4 people on my plan. I just didn't know when I ran out of minutes.

Nov 23, 2010 6:27:27 PM
Henry
San Antonio, TX

This is a simple solution that puts me in control. While I generally know what is going on with my bill, I know how the charges can mount up. I think it would be very good to get advance notices. I have never thought anything done for/to me by AT&T was for my benefit financially.

Nov 23, 2010 2:46:29 PM
Philip
Seattle, WA

There is no sound business reason for providers not to provide updated information concerning cell phone usage. The unwillingness and/or not spending monies to provide such data is obviously promoting their financial bottom lines, and hence their bonuses---- at the expense of young people unable to find decent paying jobs, laid off workers, the poor and middle classes.

Nov 23, 2010 5:24:08 PM
Greg
Riverside, CT

This is a simple solution that puts me in control. It is time that the FCC puts some controls on the cell phone industry. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:10:18 AM
Amber
Memphis, TN

Please help me have the information I need to make informed decisions and have the opportunity to adjust my behavior.

Nov 23, 2010 11:53:45 AM
Shakeh
North Potomac, MD

This is a simple solution to alretconsumers. This is a simple and effective way of knowing when I ran out of minutes.

Nov 23, 2010 4:37:21 PM
Linda
Gardnerville, NV

Requiring cell phone companies to give notice before you hit your limits of calls, data or texts make good common sense for both customer and company. The customer benefits by not acquiring a bill they can not pay, sometimes through no fault of their own and the company benefits even more by not having to squabble with customers and ultimately lose their business usually forever. Requiring notice is a simple and easy solution to this problem. It is a win, win solution. So get with it and GET IT DONE! Sincerely, Linda Iwaskiewicz 1388 Antares Ave. Gardnerville, NV. 89410

Nov 23, 2010 12:44:53 PM
JAMES
Berwyn, PA

Please stop ripping us off, I want it done now!

Nov 23, 2010 10:58:29 AM
Kevin
Littleton, CO

This is a simple solution that puts me in control. I use my phone extensively when I travel and at home for voice, text messages, and data calls. The prices the telcos charge for overages can be ridiculous to the point of usery, especially for text messages and data. I try to check my usage as the end of my billing cycle nears, but having a proactive message from my mobile company would be even better. And I think they would benefit too, since I could increase to a new plan if I find that I'm reaching my limits too early each month. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:53:42 PM
Lynn
Toledo, OH

This is easy and straightforward. Phone companies are out of control in terms of cost and hidden surprise charges, and then we cant leave or we pay a penalty. What is up with that?This is a simple 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 10:54:16 AM
Teresa
Reston, VA

This is a simple solution that puts me in control.

Nov 23, 2010 10:33:06 AM

Cooper
Erie, CO

This is a simple solution that puts me in control. I've had bills that were ten times the normal amount and it blows the budgeting for the year. 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 12:13:49 PM
Kamishlian
Carrollton, GA

This is a simple solution that puts me in control. I've ben fortunate enough to not have a work or personal experience that has required me to be on my cell phone in a high cost coverage area or under circumstances where I was not actively monitoring my useage. But, I could see how it could happen to someone else. I have unfortunately been in a situation where I have had to call my cell phone companies customer service line and encountered the situation where I was made to feel at fault for something that they failed to do or informed me of a change via a very subtle mechanism. I was rewarded with my time and frustration by a "gratuitous" credit to my bill. I would not want to be in that situation again. For all the "fees" that get collected from my cell phone bill, there should be a mechanism for informing me that I am about to go over my plan limits for minutes or internet activity. If the cell phone company can send me text about their great deals or send information of another companies offers, they can send me a text or provide some other indication of exceeding my plan minutes so that I knowingly accept my fate. Regards, James Kamishlian

Nov 23, 2010 11:45:26 AM
Susan
Homedale, ID

This is a simple 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, or there were charges for specific downloads etc. Sometimes it's hard to keep track because of the billing cycle and not always having access to the internet to check the status. I recently switched to "pay as you go" phone service so I can control my costs. I think this is a simple way to provide a good service to cell phone users. Sincerely, Susan James Homedale, ID 83628

Nov 24, 2010 5:56:31 AM
Scott
larchmont, 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 truly satisfied. It is a reasonable request to be alerted by the service provider of your phone charges to date and specifically when you are about to exceed plan covered minutes/texts/data limits. Their excuse will be balances are available to consumers if they jump through hoops with their IVR systems to get them. That same technology could easily be adapted to take a more consumer friendly stance (notify customers proactively) than hide behind the technology so they can take more of the consumers money and then blame them for not being diligent with their phone usage or bill review. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 5:59:41 AM
Stephen
Liverpool, NY

This is a simple solution that; * helps put the consumer in control * I would think you would have happier customers since we would not receive bill shock. Thank you

Dec 2, 2010 10:49:53 AM
Michael
Houston, TX

I am a technology professional for some 30 years, and this has happened to me only once; but once is enough. This is a simple solution that puts me in control. I've gotten a bill for $500 dollars, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm was so angry, I cancelled my subscription and switched provider (and paid more for unlimited minutes and text). I should have been notified and at least offerred an updated "volume" option. I'm demanding some real control.

Nov 23, 2010 10:30:19 AM
Greg
Baltimore, MD

This is a simple solution that puts me in control. I've gotten bills for thousands of dollars all because I added a line and the sales rep failed to put a $5 option on the line for free nights and weekends. I spent hours on the phone with customer service and even though they offered to refund some of the charges this didn't result in any reduction to the over $500 in fees and taxes incurred as a result of the original bill. I now have a permanent mark on my credit report all because of a mistake made by the sales rep and one 8 hour phone call that was probably just dead air. Something should be done so others don't have to deal with the same thing.

Nov 23, 2010 8:39:46 PM
Amanda
Charlotte, NC

This is a simple solution that puts me in control. I'm just asking for transparency! 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 10:51:10 AM
Peter
Kansas City, MO

I don't think telecom companies should be allowed to engage in "gotcha" practices, when they can easily inform subscribers when they reach certain limits. This seems like a fair and common sense approach. Yours truly, Peter Jarosewycz

Jan 21, 2011 8:58:05 AM
Rosie
Dalton, GA

There are so many things in our lives that require constant attention and being told you weren't keeping up with the usage doesn't help. A nice automated reminder would hel you to know when someone on the family plan is abusing their allotted limits. I was told that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. Sometimes I don't understand the difference between what is messageable without internet and what requires internet. But the truth is, 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 11:49:12 AM
David
Middletown, MD

I need to know when I am about to exceed my plan limits and incur penalty-like charges. And I want my friends and family to have this protection as well.

Nov 25, 2010 12:55:42 PM
Robert D
Cicero, IL

This is a simple solution that puts the consumer in control. There are more than a few 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 their fault. They were told they don't understand their plan limits, don't understand parental controls, don't understand the charges associated with a download or an online service. But most of all, they just don't know

when they ran out of minutes or their kids ran them out of minutes. People are tired of bill shock, and ready for some real control.

Nov 23, 2010 3:07:21 PM
Belinda
columbus, OH

This is a simple solution that puts me in control. I don't normally use the phone that much, so I thought that I was safe from going over. It happened on my last bill, and while I will be paying it, I don't want it to happen again. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 9:18:45 AM
James
Phoenix, AZ

This is a simple solution that puts me in control.

Nov 23, 2010 11:53:49 AM
Deborah
San Marcos, CA

This is a simple solution that puts me in control. I live in an area that has no DSL and no cable. My only internet possibilities are satellite or cell provided. We have chosen Verizon (the only one we get much of a signal from) and have VERY limited usage each month before the charges become RIDICULOUS. They need to let me know without having to long onto their website AND USE UP EVEN MORE DATA USAGE to find out where I was YESTERDAY (they can't even tell me up to date information). I understand my plan limits, I have VERY few choices. The LEAST they can do is let me know when I am about to run out of data usage. They email me a bill, email me offers, but can't tell me this VITAL piece of information? Why? Only answer I come up with is greed. I'm tired of bill shock, and ready for some real control.

Nov 29, 2010 1:55:11 PM
Paul
Anchorage, AK

This is a simple solution that puts me in control. My girlfriend has gotten bills for hundreds of dollars, spent hours on the phone with customer service, and never ended up satisfied. Fix it!

Nov 23, 2010 10:35:22 AM
Robert
Lincoln, MA

An easy fix Do this - or regulate them as monopolies - because if there were real competition and choice they couldn't get away with this...

Nov 24, 2010 10:48:39 PM

Cynthia
Midway, UT

The technology must be there and easy to notify the customer when the limits are close. It would definitely be a selling point for cell phone companies.

Nov 23, 2010 11:19:03 AM
Paul
Seneca, SC

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.

Nov 24, 2010 1:19:07 PM
Dan
Travelers Rest, SC

This is a simple solution that puts me in control. Verizon talks about controlling the air so please take this simple step to help your customers control their airtime useage I've gotten bills for hundreds of dollars, 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 my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 3:44:08 PM
James
Omaha, NE

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 8:47:07 PM
Stan
Cumming, GA

This is a simple solution that puts me in control..

Nov 23, 2010 12:34:33 PM
Thomas
Aurora, IL

Seems easy enough for all telephone service providers (cell and landline) to allow a customer to set, for example, an alert level at the company web site and contact the customer by phone,

email, or text message that their bill has reached or exceeded the customer determined alert level. I don't even understand why this has to be regulated, but so be it.

Nov 23, 2010 12:01:48 PM
Steve
Greenwood Village, CO

This is a simple solution that puts users in control. I cannot think of any significant reason for not doing this. There would be minimal cost to carriers, and the benefits to consumers would be enormous.

Nov 30, 2010 4:14:43 PM
Delfina
Santa Maria, CA

This is a simple solution that puts me in control. I've gotten a bill for hundreds of dollars, 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. I'm tired of bill shock, and ready for some real control. The only solution was to but more text time, another $20.00 a month. This is not a satisfactory solution.

Nov 23, 2010 4:17:16 PM
Maureen
belmont, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, perplexed over confusing bills, spent hours on the phone with customer service, and I don't always end up satisfied. I'm tired of bill shock, and ready for some controls to be implemented. Thank you for your assistance in this important matter!

Nov 23, 2010 10:57:55 AM
Mark
Tarzana, CA

This sure seems like an easy, ultra low-cost, no brainer of an idea. They already send text messages when the service agreement changes. If this obvious idea can't get passed in a simple, efficient way, then I fear more important, more complicated issues really don't stand a chance. This is a simple solution that puts customers in control by merely providing information. It is really impractical to check one's minutes on a regular basis and if they are shared minutes it is virtually impossible to know exactly how many minutes are used at a given time. The only reason to not provide this service is to want people to go over their limit and be hit with a huge expense without them being aware of it. This simply lets customers know when they are nearing a higher cost tier. This will give customers knowledge and a choice. Quite logical.

Nov 23, 2010 10:26:21 AM
Desmond
Saratoga, CA

I have come back from trips with bills of $500 to $700. Whereas friends using cheap "pay as you go" phones spend $50-$100. Yes there are "plan" issues at work here, but I want to know in more or less real time how deep I'm getting. Not at the end of the billing cycle. This is the kind of "gotcha" way of doing business that the banks use. Hey you overdrew your account .3$ so we're charging you $30. As the larger power, the phone company has all the power in this contractual arrangement. Consumers need the power of their government to level the relationship. Please support this initiative.

Dec 28, 2010 9:37:15 PM
Diane
Clinton Township, MI

This is a simple solution that puts me in control. Frankly, I rarely go over, but when I do, I am always surprised because I don't really know when my billing cycle starts and ends. It's hard for me to figure out when I need to take more care not to go over. Then, when I get the bill, I have to figure out why I went over and make sure that they are billing me accurately. Usually, this is almost two months old and I don't remember phone numbers I've dialed if they are not in my phone already, or what I did to make myself go over. Most of all, I just didn't know when I ran out of minutes. If I did, I would definitely have taken more care because they charge such an exorbitant amount of money for each call afterwards. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:56:26 PM
Glenn
Oak Hill, VA

This is a simple solution that allows me to understand my phone plan. I feel the phone company sales people lead one to false confidence that the proper plan for your needs has been selected, before one discovers that one has been mislead into an expensive plan. These complicated plans can not be the responsibility of the consumer. The options are carefully crafted by the companies to maximize their return and long commitments eliminate the market forces to move to the low cost/high service provider. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:09:47 AM
Grant
Redmond, WA

This is a simple solution that puts me in control. I've received very 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.

Nov 23, 2010 4:17:50 PM
James
Fitchburg, WI

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 never end up satisfied. Third parties can without your knowledge add applications to your cell phone. After you have found out that it has happened, the damage is already occurred. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. There should be some kind of pre-approval process before any new application is added to your cell phone account. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 8:58:01 PM
John
Grandview, MO

A few years ago, my teenage daughter racked up over $ 150.00 in excess charges for one month because her friends were sending her about 50 text messages per day. I did not know that the cell phone company charged her phone twenty cents even if she just RECEIVED a call. When I called customer service, I was told that if I wanted to pay an extra $ 10.00 per month, she could have UNLIMITED texting. I then replied that I was paying $ 10,000.00 per year to send my daughter to a private school; she is supposed to be studying, not wasting time using her cell phone. The sales pitch stopped and they became very helpful after that. John Johnson 4710 E. 138th Terrace Grandview, MO 64030

Nov 23, 2010 11:23:38 AM
Julie
Matthews, NC

This is a simple solution to ensure I have control.

Nov 25, 2010 6:44:24 AM
Keith
Kinston, NC

This is a simple solution that puts me in control.

Nov 23, 2010 10:54:59 AM
Ken
Bloomingdale, IL

Cell phone companies should be required to notify their customers in advance of exceeding their monthly limits. We all know they can do it, as they send other types of notifications. They just don't want to do it because it enhances their bottom line. The overcharges are exhorbitant. The average, everyday cellphone user needs to be protected against this modern day form of piracy.

Nov 24, 2010 2:58:53 PM
Lee
Wrenshall, MN

I was in the wireless business. With the technology available, you should be able to notify users approaching their usage caps, in a way that they specify. Lee Johnson 2131 Lagarde Road Wrenshall, MN 55797

Nov 24, 2010 12:39:28 PM
Leonard
Orangevale, CA

This is a simple solution that puts me in control. I rarely go over my plan but sometimes get close due to circumstances beyond my control. I don't like exorbitant charges for minutes over and can avoid such if warned ahead of time.

Nov 24, 2010 7:38:06 AM
Lisa
Alexandria, VA

Back in 2009, I received a bills for thousands of dollars, spent hours and months on the phone with customer service to get it resolved but still having to pay for some portion that I should not have been liable for. I was told I didn't understand my plan limits and the charges associated with a download or an online service. This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Thank you for your consideration and attention to this matter.

Nov 23, 2010 11:59:41 AM
Mike
Aloha, OR

This is a simple solution that puts me in control. The practice by cell providers of allowing hundreds of dollars in charges amounts to preditory practice. I am aware that these companies are watching every single call and calculating the profitability of each and every use of a cell phone. I know this because I teach them how to do it using our proprietary software. Cell providers could realativily easily send a warning message at a preset limit of usage time or total cost

Nov 23, 2010 10:49:31 AM
Norman
Pollock Pines, CA

This is a simple solution that puts me in control. I've gotten bills for 100s of dollars, spent hours on the phone with customer service, and got a not so good solution from my ISP.. 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 my monthly data allocation. They themselves cannot tell exactly how much bandwidth you have used. Could you run a business like this? I'm tired of bill shock, and ready for some real solutions that at least put the customer in the picture. Right now we are just pawns in the hands of the carriers. Their stock goes up and our bottom line goes down.

Nov 23, 2010 11:38:35 AM
O David
Caldwell, ID

Please pass you proposed rule, Thanks, David

Nov 23, 2010 9:42:00 PM
Patrick
Helena, MT

Dear FCC: Cell phone companies should notify me before I go over my limits on voice, data or text 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. Patrick and Noreen Johnson
Helena, MT 59620

Nov 23, 2010 11:27:44 AM
Ralph
Ocala, FL

This just makes common sense.

Nov 26, 2010 9:09:48 AM
Sharon
Saint Louis, MO

I just had an experience which made me realize how useful this notification would be. My dad was in the hospital for two weeks (he lives 650 miles from my home), and during the time I was with him, I had to use my cell phone constantly. It didn't occur to me that I was exceeding my usage limit because that rarely happens. But since I wasn't notified by my cell company, it cost me about $200 in usage fees. If I had been notified, I would have kept my conversations short in order to conserve minutes.

Nov 23, 2010 10:46:33 PM

Tim
Golden Valley, AZ

This problem will not go away. Please be at the forefront in the solution of this essential problem.

Nov 23, 2010 1:32:58 PM
Todd
Culver City, 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 carriers have all the power, and when I want to exercise my rights in the marketplace to change carriers, they hit me with an extra fee. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 8:29:53 AM
William
Glen Mills, PA

On at least 4 occasions I've been shocked by a significantly higher cell phone bill. Each time it's been because of a feature I could not put a limit on and the user had no idea they were incurring overage charges until the bill arrived. This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I while I eventually resolved the issue it wasted my time and would have been unnecessary if I were alerted to the problem sooner. In each case the problem was always me or another member of my family plan not understanding the plan limits, parental controls, the 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 frankly understanding these features and monitoring their use are two different things. I was not provided any tools that delivered notification of approaching limits. If such a solution were provided it wouldn't matter whether I understood the difference between a download over the data network vs. a text message over a different part of the network. This is ridiculous. Why do I need to understand the different ways my provider passes information around? It's a phone. We use it to communicate. How the company parses out the different types of communication is not my concern. Notifying me of approaching the boundaries of any of those ways is a clear and easy way to control my role in using the their service. Please help us consumers. In the end it will help cell phone companies because improving customer service, even if forced, ultimately translates into greater loyalty and satisfaction.

Nov 24, 2010 1:38:16 PM
Steven
Woodbine, MD

I support the FCC's proposal to require cell phone companies to send you simple alerts before you reach your limits on minutes, data, or texts. Thank you.

Nov 23, 2010 8:09:37 PM

Blase
Cibolo, TX

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes.

Dec 1, 2010 10:16:09 AM
Charles
Pittsboro, NC

It seems very reasonable to notify me when I am exceeding my plan limts; I can then make the best decison about how important it is to use that service at that time. I get an alert when I am about to place a call at higher rates in a roaming area, and I decide whether to continue. I get a warning that I will incur a surcharge when I use another bank's ATM, and I decide whether to continue. I support the initiative to require advisory messages from cell phone providers when I am approaching my limts, and when I am past my limits.

Nov 23, 2010 11:00:46 AM
Clyde
Boynton Beach, FL

This is a simple solution that puts me in control. I have received bills for with additional 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. Please require cell phone companies to notify customers BEFORE they go over limits on voice, data, or text service.

Nov 26, 2010 12:39:18 PM
Glenn
Baton Rouge, LA

This is a simple solution that puts the consumer in control and allows them to make informed decisions. 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. Most of all, I just didn't know when I ran out of minutes. Being notified BEFORE I go over my limits seems like the simplest solution. All I am asking for it the tools for some real control.

Nov 23, 2010 1:32:41 PM
James
Smyrna, TN

This is a simple solution to this mess with cell phone companies. Require them to send free alerts when I get close the my limit on calls or text. Data too but I'm not doing that now.. It's simple but I don't think the companies will do it voluntarily.

Nov 23, 2010 11:42:34 AM
Kent
San Jose, CA

This is a simple solution that puts me in control. I've seen bills for hundreds of dollars, and spent a long time on the phone with customer service trying to resolve the problem. I've been told I didn't understand the plan limits, Not knowing when monthly minutes ran out has been the biggest problem. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 9:08:19 PM
Ron
Blairsville, GA

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

Nov 23, 2010 4:38:08 PM
Tom
Garland, TX

I have repeatedly gotten a stunning bill as notification that one of my college-student children has a new love-interest, is feeling blue, or has discovered a new trend. I am always highly annoyed and wish that I has some notification beforehand that the limits of my family-plan contract are being approached.

Nov 23, 2010 12:21:30 PM
Paula
Wauconda,, 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 phone package deal is never the dollar amount quoted but always for quite a bit more, I am considering canceling once my plan has come to term and going back to home service alone. I'm tired of bill shock, and ready for some real control. Sincerely, Paula S. Jones-Pace 2591 Highway 20 Wauconda, Wa 98859

Nov 23, 2010 1:07:13 PM
Tina
Dothan, AL

This is a simple solution that puts me in control. I think it is a great idea. It will make it easier to trust children with better phones and Will really help keep people with the phone company they love. It is hard to beat the simplicity of 50 dollars a month unlimited service. But it is really nice

to have flexibility that u get with a contract. I believe it will make customers happier and they will stay with the phone companies longer.

Nov 23, 2010 3:36:15 PM
William
Hilton Head Island, SC

While it's true that everyone has the responsibility to monitor their cell phone usage, I believe that a few simple and inexpensive actions by the cell phone companies would greatly aid in this monitoring. A simple notification sent to the primary name on the cell phone account when contract limits are being approached (maybe 90% of the limit) would be easy to implement and would let subscribers take appropriate actions before incurring large charges. But the cell phone service providers are reluctant to implement these notifications because they make enormous profits when users exceed their contract limits. That's why we need the government's support in mandating this simple solution. Thank you for your consideration of this important issue.

Nov 23, 2010 11:10:52 AM
Lynne
Fayetteville, AR

Keeping track of used minutes and/or text messages is cumbersome and not easily accessible from anywhere--especially since billing dates are so odd. It really makes sense to be more customer-centric in how this issue is handled. It is important that cell phone companies provide used minute information via the cell phone that is being billed--the same goes for the number of text messages that have been counted. This can be provided via a log maintained on the cell phone itself (NOT some website somewhere) or can be an alert sent via call or text to notify the user. I urge you to consider making this mandatory for all wireless providers.

Nov 28, 2010 5:10:41 PM
Roxanne
New Richmond, WI

This is a simple solution that puts me in control. I've gotten several bills exceeding normal billing amounts, have spent hours on the phone with customer service, and I wasn't 100% satisfied with how they handled it. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:15:09 AM
Jonathan
Hillsborough, CA

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

Nov 26, 2010 6:33:19 AM
Kevin
Windsor Mill, MD

This is a simple solution that puts me in control. Just like I can create alerts on my credit cards to let me know when I am near my credit limit, I am over a preset amount or I have a charge over a preset amount the phone companies should be required to do the same!

Nov 26, 2010 4:45:21 PM
Rod
Los Gatos, CA

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 4:48:43 PM
Michael
Columbia, TN

This is a simple solution that puts me in control. I recently received a bill for over $800. The phone company forgave about $200 of it, but the situation never would have happened if they had alerted me that I was nearing my limits. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 12:56:52 PM
Jill
Alliance, NE

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. We have a teenage daughter that texts alot, one time, when she bought a new phone, the company did not continue her usual package, because she did not "say anything" so our phone will was nearly $ 3000! I'm tired of bill shock, and ready for some real control. Sincerely, Jill Jurgens Alliance, NE 69301

Nov 24, 2010 6:07:23 PM
Linda
Cumming, GA

This is a simple solution that puts me in control..

Nov 24, 2010 6:14:39 PM
ARY
MONSEY, NY

This is a simple solution that puts me in control and stops the phone company from enriching itself at my expense. I've gotten bills that shock me - because I ran over my alloted minutes The problem has a simple solution. The phone company must notify me as I am close to reaching my limit, not after the facts, but before it acutually happens. I'm tired of bill shock, and ready for some real control. Ary Kempler 14 Cedar Lane Monsey, NY 10952

Nov 23, 2010 11:21:00 AM
DARRELL
Melbourne, FL

It makes sense, do it.

Nov 23, 2010 11:14:30 AM
SHIRLEY
Galveston, TX

This is a simple solution that puts me in control. Going over cell phone plan minutes is definitely a plus for the companies so I am sure they do not want these resticitons. However consumers should have the option to include this courtesy in their plan. It's about time! Shirley Ksiazek 2955 Dominique Dr Galveston, TX 77551

Nov 23, 2010 7:24:33 PM
Jack
Ridgefield, CT

I have a family plan with several phones which makes tracking all the ways you can incurr extra charges even more difficult. For example, my plan allows unlimited calls between family members at no charge. But if those same family members text to each other my bill goes through the roof. Last month there were $100 in extra charges. So, after paying that bill, I signed up for a monthly plan for text messages (which I have to pay regardless of whether or not we send any text messages). Notice when we are close to our limits would allow me to prepay for fewer calls, texts, etc. and then add extra minutes, texts if and when needed

Nov 29, 2010 12:06:50 PM
Michael
Westminster, CO

This is a simple solution that gives me some reasonable management control of my bill.

Nov 24, 2010 12:57:01 PM
Hinrich
Ellicott City, MD

As a business traveler who frequently uses cellular roaming overseas, this has been a rather frustrating issue for me. I have repeatedly attempted to ascertain what charges to expect when calling and data roaming from different countries, and I have never been able to get a satisfactory answer. I therefore use the services hoping not to blow past my budget. It appears that phone companies are reluctant to deal with the problem of over-usage, and that they trust in the responsible consumer. Even though consumers do bear the responsibility for their charges, they must be able to know how to anticipate them. This is currently impossible when it comes to roaming charges for different countries. I am very much in favor of receiving warnings, or activity-based updates of usage, in order to better control costs. Companies install cost-

controlling checks and balances routinely, yet this is made difficult for consumers. In this day and age, it is not difficult or cost-prohibitive to install algorithms that would produce such notifications, and it would be in the best interest of the industry to avoid the endless accounts receivable problems when charges are too high.

Nov 27, 2010 10:14:22 PM
Gopal
Sammamish, WA

This is a simple solution that puts me in control.

Dec 6, 2010 7:31:17 PM
Bindu
Willowbrook, IL

This policy will help parents with teenagers. This bill will help the teenagers also be aware of how much time they are using and how to use their minutes properly.

Nov 28, 2010 9:22:07 PM
Michelle
Friendswood, TX

This is a simple solution that puts me in control. I hate that I don't know when I am close to reaching my minutes each month. Sometimes even going 5 minutes over adds $20 on to my bill and that is CRAZY. I have even called to check my minutes and it is not always completely accurate, so I still end up going over. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. I would love it if the cell phone company could just send me a simple text before I have reached my limit.

Nov 23, 2010 11:01:10 AM
Yvette
Cherry Hill, NJ

This is a simple solution that puts me in control. Our family's communication needs vary from month to month and we would be much better able to coordinate our usage if we were notified when we were nearing our limits.

Nov 23, 2010 5:29:27 PM
Philip
York, PA

With today's technology, this should have relatively little cost for the telcos, except in lost revenue because people will talk and text less.

Nov 24, 2010 2:46:20 PM
Jennifer

Indianapolis, IN

I cannot tell you how many times I have called my cell phone company to get our bill adjusted for charges I received no notification about or because our family went over our usage limit. This is a waste of my time and the phone company's time since it costs them money to keep their operators on the phones dealing with complaints that could be solved with a simple text message alert. This is a simple solution that puts me in control and saves everyone time and money. Sincerely, Jennifer R. Labalme 424 Braeside N. Drive Indianapolis, IN 46260

Nov 23, 2010 12:05:56 PM
Steven
Timonium, MD

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. Steven Lacher 2503 Gainsford Rd Timonium, MD 21093

Nov 25, 2010 10:44:04 AM
Edie
Poulsbo, WA

I am a very careful consumer and do everything I can to manage my bills tightly. While I believe that consumers have a responsibility to monitor their own spending, a requirement that cell phone companies send an alert when a subscriber nears and reaches his/her plan limits is reasonable. After all, the cell phone companies already send messages regularly about bills coming due and similar information. As the mother of a tween who is anxious to have her own phone, I will have a particular need in coming years to keep a close watch on the family cell phone bill. Even the most vigilant bill-watcher can be foiled by a careless teen. By enacting this small requirement, your agency can contribute greatly to consumer protections. I thank you for your consideration.

Nov 24, 2010 8:55:27 AM
Bob
Charlotte, VT

I'm in agreement that plan limits should regularly be communicated. I have TracFone ... each time I turn it on, a message on my screen tells me (a)how many days of service remain before my 'plan' expires and (b) how many minutes of time remain available before the 'expiration' of my 'plan.' Maybe TracFone is too complicated? Or too simple? I keep my cell in my car for "emergency" purposes, which COULD mean a short "I'll be 20 minutes late -- or -- there's been a horrible accident on Route XXXXX. No sense trying to call me; it's off except when I want to use it, so I control my use. A simple similar solution for Credit Cards -- don't use it if you don't want to pay for it. PLAYING? PAYING! I still rely on "Caller ID" and an "Answering Machine Message" to control incoming calls on my landline, where it's possible to run up large bills, but not so easily. 'Cells' are another example of "Unexpected consequences" to which we Americans fall prey; too easy !!

Nov 23, 2010 11:02:59 AM
Joel
Orinda, CA

A customer should have a right to know the price of something before he/she buys it. This goes for cell phone service, too. Customers should not receive surprise bills for hundreds of dollars without receiving notice that they were about to incur extra charges, spent hours on the phone with customer service, and I never end up satisfied. The customer has a right to simple notification when he/she runs out of minutes. I'm tired of bill shock, and we need legislations to require cell phone service providers to provide a simple message on the customer's cell phone when they are about to go over their limits.

Nov 23, 2010 6:25:55 PM
Mitchell
Durham, NH

This is a simple solution that puts me in control. The billing system used by my carrier is very complex and these warnings would potentially save me hundreds of dollars over the year. Unless billing practices of these carriers change, this appears to be a reasonable alternative. I hole an advanced educational degree and find my bill a confusing morass of multiple services and conditions that are extemely difficult to understand and control without undo expenditure of time and 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:41:46 PM
Karen
Minneapolis, MN

I don't use my cell phone all that much but had to recently when I was out of state with an ill parent. I had to do a lot of arranging of services for him, using my cell phone, and had no idea or thought to keep track of the number of minutes I was using because I typically use so few! I was shocked to get my bill! A notification would have been very helpful as I was reaching my plan limit; I could then have chosen whether or not to go over my minutes.

Nov 26, 2010 9:12:04 AM
Andrea
Garfield, NJ

In our busy lives, we lose track of how much we have used the phone and when our billing cycle ends. How about the cell phone companies take customer service to the next level and notify us when we are near our usage limits. I am sure it is something that can be easily automated.

Nov 23, 2010 2:50:16 PM

Vinod
Rochester, MI

This is very important for consumers so they know where they stand before using their cell phones beyond their usage limits.

Nov 23, 2010 10:57:40 AM
Artour
Madison, WI

This is a simple solution that puts me in control.

Nov 23, 2010 11:51:52 AM
Eric
Southlake, TX

This is a simple solution that puts me in control. Banks are able to put in these kind of warnings. Seems like you would want people to be happy and not constantly searching for a better plan. I'm tired of bill shock, and ready for some real control. Seems to me you would want to do this kind of thing proactively, and not be forced by regulation.

Nov 23, 2010 4:12:24 PM
Sara
Oak Park, IL

This is a simple solution that puts me in control. If my cell phone service provider wants my family to buy its family plan with multiple phones,it should be willing to help me keep control over their usage.

Nov 23, 2010 6:11:07 PM
D
Orange, CA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service. Sometimes if I get a customer respresentative that isn't concerned about my problem, I am told they cannot reduce 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.

Nov 24, 2010 3:50:21 PM
Richard
Dover, NH

I appreciate your thoughtfulness in seriously looking at this.I'm sure millions of Americans will save significant dollars.

Nov 23, 2010 12:26:29 PM
Carl J.
Highlands Ranch, CO

I do not want to be victomized because of unauthorized use of my cell phone..

Nov 23, 2010 12:22:27 PM
Thomas
Paoli, PA

This is a no-brainer. Either you see the public as your stakeholders, or you see the dishonest profits (from deceptive practices) of the cell phone companies as more important than the public.

Nov 23, 2010 2:34:37 PM
John
Santa Barbara, CA

I have had several shocking cell phone bills that have been hundreds of dollars for a single month. These have been 'surprises'--i.e. no idea that excess charges were being levied. Please require cell phone companies to warn customers--immediately by phone message--that excess charges are being made (i.e. for roaming, texting, data downloads). That is, excess charges above standard monthly package limits. Please fix this. Thanks

Nov 23, 2010 11:43:39 AM
Arthur
Sunnyvale, CA

This is a simple solution that puts me in control. I can determine if the charges are indeed mine and take control of the situation or work with the cell phone company to terminate all illegal calls and pursue those that are responsible. This simple solution puts us in a cooperative effort when the usage limit is hit rather than resolving the issues after the fact in a contentious dispute and fact finding mission. Bill shock will never be an issue if I receive notification when my usage limit is hit.

Nov 24, 2010 12:15:18 AM
Howard
Los Angeles, CA

This is a simple solution that will put me in control. I've gotten bills for excess minutes, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. Even when I've checked my minutes remaining the night before billing, it turns out that is not accurate. I was told that it is only an estimate. 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 7:28:22 PM

Nader
Minneapolis, MN

I have spent thousands in overseas charges and ATT won't autormatically turn off overseas features when you return to the US - they have billed me $2400 since 2008 when I travelled overseas on their data plan that didn't shut off and their bills are far too complex to understand and see that it was still on. Please make them disclose things fairly or shut them off automatically - they know when you leave the country, they send you a message telling you data charges overseas. they could just as easily offer you a data plan at that time, then shut it off when they see you have returned to your home base. This is a simple 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 11:14:06 AM
Ellen
Amherst, NY

This is a simple solution that puts me in control. It seems that the problem was always our fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 1:31:06 PM
Sara
Manhattan, NV

This problem seems to always hit at the worst time. I spend most of my minutes talking to family. Around the holidays and significant events I am already pushing my budget, this is when the cell phone companies seem to exploit the need to feel close to family members. With a simple message letting me know I am close to my limit I could decide to use my landline and save hundreds of dollars.

Nov 23, 2010 11:39:06 AM
Dennis
Kingwood, 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.

Nov 29, 2010 11:25:34 AM
Ken
Derby, KS

The cellular company send me notice when they're billing my account with the date and amount. They can do the same process when I'm close to my minutes or reaching a billing threshold. It's reasonable, it's cheap, it's good business. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 9:34:46 AM
Joan
Frederiksted, VI

I have just recently joined a plan and am always worried that I will exceed my limit. A simple notification when I am close would greatly improve my enjoyment of my iPhone. Thank you

Nov 23, 2010 12:29:39 PM
Steven
Marietta, GA

This is a simple solution that puts me in control.

Nov 28, 2010 4:06:35 PM
Paul
Berlin, MA

The complexity of your bills and the sheer number of individual charges for so many different things make it extremely difficult for customers to know what they are buying for what price. This a necessity.

Nov 23, 2010 3:57:18 PM
James
Houston, TX

I think this would be a great idea. I personally haven't had a problem but know plenty of people who have.

Nov 23, 2010 10:33:19 AM
Lauren
new orleans, LA

Please mandate notification before excess billing.

Nov 23, 2010 5:09:59 PM
Thomas
St. Francis, KS

This is a simple solution that puts me in control. Please give me notice before I exceed minutes on data, phone, or texting limits. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:34:53 PM

Ann
Wakefield, RI

Please pass a law that requires cell phone companies to notify us if we are going over the usage limits! This is a giant consumer ripoff and cost consumers (ie taxpayers') money. Can you PLEASE take care of this issue? I've spent hours on the phone with customer service, and I never end up satisfied. It is often difficult to figure out the charges associated with a download or an online service. Also their taxes OR useage FEES on top of the regular monthly fees come to almost 20%. Also, I just don't always know when I run out of minutes. You can pass a law to prevent bill shock by cell phone companies! Ann G. Kelley 523 South Road Wakefield, RI 02879

Nov 24, 2010 8:37:54 PM
Joseph
LaGrangeville, NY

This is a simple solution that puts me in control. In the past I have received large cell phone bills because I exceeded my plan limits with no prior notice. On a plan with multiple phone lines, checking usage to determine if limits are being exceeded is often complicated and sometimes impossible to calculate accurately. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:33:17 PM
Kathryn
Columbus, OH

I've had a number of bills where the usage is so confusing, I'm not sure whether I'm in the plus or minus column in regards to minutes or data used. I visited an AT&T earlier this month to get some extra charges dropped for data usage, which they corrected (almost $50). I just don't know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:49:30 PM
William
Manchester, MD

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Can't tell you how many times my daughter triggered this problem. I bet a notice like this could have saved me hundreds of dollars.

Nov 16, 2010 10:33:05 AM
Dawn
Leominster, MA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours with customer service, and I never end up 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 28, 2010 7:13:23 AM
John
Johnston, IA

Cell phone services are set up to catch users with a "gotcha". For example I'm not charged just by answering my home phone. However, a "scam artist" can text me and if I answer I get charged $10. Minutes are similar - difficult to track particularly for family plans. Data is worse to track! Seems cost effective for carriers to provide notice. 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 3:42:11 PM
Thomas
Hyde Park, 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.

Nov 23, 2010 6:48:27 PM
Karen
Byron, IL

This is a simple solution that puts me in control.

Nov 23, 2010 1:12:54 PM
Miriam
South Pasadena, CA

This is a simple solution that puts me in control. I've gotten a bill for FIVE 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've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 6:01:05 PM
Robin

Bennington, NH

I have helped my son and daughter-in-law when they went over their minutes. Some of this happened when she was alone with the babies and my son was serving his country in Iraq. I had to negotiate with the company to help up out. Today I receive, and I am sure I am not the only one, ads from the phone company for additional service I could buy. With computers able to be programed for the ads it should not be difficult for them to program a limit warning to be sent. This is a simple solution that puts me in control. I would certainly pay attention to a warning.

Nov 26, 2010 5:40:46 AM
Yvette
Adelphi, 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 10:39:21 AM
Linda
Keyser, WV

We have never experienced bill shock on our cell phones. However, being on a fixed income a high bill would be very difficult to cover. Notification before hittin limits just seems like good business practice. The customer is not surprised and no hard feeling develop between customer and companies. Happy customers say positive things about companies that go above standards to make them happy. This in tern makes the company stronger by bringing in new business. Notices by phone or text over limit usage makes good sence. Sincerely, Lin and Don Kingery 140Maple Ave Keyser, WV. 26726

Nov 23, 2010 1:03:45 PM
Patricia
Mount Vernon, IL

Hey Cell Phone Companies, I am a physician and work with a lot of children and families, too many times a mother visits, and her teen has ran the bill into the hundred or thousands of dollars, and she had no idea it was going on. These are minimum wage earners, who will probalby never be able to pay the bill. It does not good to take the phone away at that point, because nobody has service, the whole family pays for it. Then the woman no longer has a way to call for help, or make arrangments, or even call in sick... just consider the repercussions. PLEASEEEEEEEEEEEEEEEEEE give advance notice when approacing usage limits, or approaching limits on text messages or other services. And please notify these folks when they are in a roaming area. I'v had my own teens go over limits, and trust me it wouldn't have occured had I been aware of it. So the message has to go not just to the person paying the bill but to all phones on the same account, so the users sharing a plan are all on the same page. I'm tired of bill shock, and tied of hearing parents who have lost the privlege of having a phone at all due to high bills, it just isn't fair. Just notify people, PLEASEEEEEEEEEEEEEEEEEEE. Dr. Patricia Kinne 2 Hinman Place Mt. Vernon, IL 62864

Nov 23, 2010 2:10:55 PM
John
white house, TN

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 3:47:47 PM
Kirsten
Philadelphia, PA

I am sick of cell phone companies coming up with ways to trick you into spending more money than you want to. This is an easy fix and should be required by law.

Nov 17, 2010 9:09:45 AM
Lawrence
Greensboro, NC

This is a simple solution that puts me in control. I once received a bill for more than three hundreds dollars do to roming charges. I could not get my bill reduced. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:46:23 PM
Shawn
Missoula, MT

It seems some if not many Americans are willing to have what I call open ended billing arrangements with some of the companies they deal with. I am not one of them and despise these sort of situations. In the case of utilities this is necessary but will cell phones there is something that can be done. I urge you to require cell phone companies to enact warning notifications when customers are approaching limits that the company knows will result in high (and usually exorbidant) rates. This seems only reasonable and should not be difficult to enact. Sincerely, Shawn Kitley Missoula, MT

Nov 23, 2010 1:05:04 PM
Gary
Woodbury, NY

To whom it may concern at the Federal Communications Commission: 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 because the telephone company bills for whatever

goes through my phone number. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 require the telephone companies to notify me when I approach my plan limits. Thank you, Gary D Kitzis DMD

Nov 27, 2010 11:48:33 AM
Karen
Jacksonville, FL

Every cell phone user without an expensive "unlimited" plan will be grateful if you require them to give advanced notice when the limits are about to be surpassed. And, parents of children with cell phones will be happy for the heads up, since they can not monitor their usage 24/7. One download by the child can quickly use the entire month's available minutes.

Nov 23, 2010 11:58:16 AM
Richard
Maple Shade, NJ

This is a simple solution that puts me in control, and will result in fair treatment for the customers of cell phone companies.

Nov 23, 2010 10:59:31 AM
Susan
Saint Paul, MN

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 3:31:27 PM
Susan
Fremont, CA

My daughter goes over at least 4 times a year. She would adjust her calling if she knew it was going to happen. Currently she has to request the information almost daily during the last week or so of here billing cycle and still sometimes she misses it and goes over. A simple FREE message from Verizon prior to going beyond her monthly minutes would be appreciate. Thanks,

Nov 23, 2010 11:05:41 AM
Judy
Mongaup Valley, NY

This is a simple solution that puts me in control. With Verizon you can dial 646# and you will get your minutes used sent to your phone, if you have texting capability. However, it would be nice to automatically receive a text when I have 25 minutes left in my program. It certainly

would be a heads-up. Sometimes, we just don't realize how close we are to our monthly allowance.

Nov 23, 2010 3:40:42 PM
Rick
Slinger, WI

This is a simple solution that most consumers want to know so they can decide if they want to incur the extra charges.

Nov 25, 2010 12:00:44 PM
Brian
Brentwood, TN

Please pass this simple piece of legislation for the people and not cave into the large communication interests.

Nov 26, 2010 6:38:42 PM
Deborah
Gaithersburg, MD

This is a simple solution that puts consumers in control, and is more likely to avoid us getting unexpectedly high bills. I very much support the movement to have cell phone companies notify their customers before we exceed usage limits. I can think of no justification not to do this.

Nov 28, 2010 1:32:09 PM
Linda
Mesa, AZ

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 9:47:53 PM
Orion
Austin, TX

This is a simple solution that puts me in control. The public should be protected from unscrupulous companies whether they be cell phone companies, banks or the investment industry. The best way to do this is for a customer to be warned before they incur charges above and beyond the basic services for which they have paid. This can easily be done with today's technologies. The only reason not to provide this protection is because of the industries greed.

Nov 23, 2010 4:54:33 PM

John
Troy, VA

This is a simple solution that puts me in control. I received a bill from Verizon Wireless for thousands of dollars, spent hours on the phone with customer service, and I never end up satisfied. There attitude was too bad for you. I also received mysterious $1.99 charges on my bill in the past and was told that it was for using the web, which at the time we were not doing. We do use it occasionally now, because we were forced to take a data plan even though we did not want it. It is very convenient for them to only sell phones with keyboards that require a data plan. I and most of my friends only wanted the keyboard for messaging and do not want or need web access. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 9:20:26 PM
Arthur
Milford, MI

This is a simple solution that puts me in control. I should not have to guess how many minutes I have remaining, or how close I am to my data or text maximums. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:19:42 PM
Bethany
houston, TX

Cell phone plans are currently one of the only commodities I know of where you know the full amount of your bill only after you have lost any ability to do anythng about it. It's time to bring them to somewhat of an even playing ground. I think Cell phone companies and made more than enough money from peoples oversight, it's time to do something in favor of the consumer.

Nov 23, 2010 5:02:16 PM
Carolyn
Laurel, MD

This is a simple solution to bring fairness to users.

Nov 28, 2010 2:55:16 PM
Dana
Evanston, IL

This is a simple solution that puts me in control. A NOTICE BEFORE i GO OVER IS A GREAT SOLUTION. LETTING ME KNOW BEFORE HAND PUTS ME, THE CONSUMER IN CONTROL.

Nov 23, 2010 3:29:26 PM
Bill
San Clemente, CA

Dear FCC. This is such a smart 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.

Nov 23, 2010 5:26:10 PM
Charles
Voorhees, NJ

A few years ago, my daughter misplaced her cell phone. It turned out it was stolen. We anticipated that it would turn up but it did not. It wasn't until I got the bill for $1000 of text messages that I realized what happened. Since the billing cycle for the next month had already started, I also got hit for $800 for that month. When I called the Verizon they informed me there was nothing they could do to send an alert. I didn't understand this since this type of usage pattern alerts have been in place for years for credit card companies.

Nov 23, 2010 12:15:43 PM
Douglas
Needham, MA

This is a simple solution that puts me in control.

Nov 23, 2010 10:38:49 PM
Martin
New York, NY

This is a simple solution that puts me in control. And it's a courtesy that customer relations plus IT people should have teamed up on years ago. There's no reason not to if you want satisfied customers. I think that logging on and checking minutes is really not a productive way to keep satisfied customers. Banks send us all types of messages. I think you can break open and give your customers at least TWO - that you are coming up to 90% of your plan's minutes and that you are now AT your plan's minutes. Kind of like a gas gauge - yellow warning light and then EMPTY. You're a mature industry now. It's your turn to lead.

Nov 23, 2010 2:12:23 PM
Lisa
Richfield, MN

This is a simple solution that puts me in control. It seems that most of 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 7:28:18 PM
Kris
Cicero, IL

Cell phone companies have abused consumers through "out of sight out of mind" tactics for too long. The industry itself has been built on this legalized scam. Companies charge up to 40 cents per text message even though they sell packages of thousands of text messages for under $10. Although it is their right to charge what they will, something needs to be done. This out of sight out of mind tactic needs to be thwarted. This simple solution will put me (and others) in control and will finally allow us to stop worrying about getting another monster phone bill.

Nov 23, 2010 1:19:03 PM
Carolyn
Frederick, MD

This is a simple solution that puts me in control. We spend a lot of time checking to make sure we are not going over our limits in our family plan. This time could be well spent doing other things if you would require companies to provide notice before we go over our limits. Please strongly consider this, many people who are not as vigilant are paying for overages. We have from time to time but never siginificantly, thanks to the time we spend serveral times a week checking our status.

Nov 26, 2010 8:25:33 PM
Robert
Boulder, CO

I paid $50 extra because I missed a deadline by a few hours.

Nov 23, 2010 10:33:32 PM
Clifford
Windham, NH

This is a simple solution that puts me in control. I shouldn't have to constantly check the monthly status to determine if I'm close to my plan limits. Cell phone companies should provide me with a "gas gauge" to let me always know where I stand. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:51:24 AM
Geordie
Fairfax Station, VA

It should be like any other contract I enter into. If a contractor gives me and estimate and then needs more hours they notify me.

Nov 24, 2010 4:38:50 PM

Karl
Cottage Grove, WI

This is a simple solution that puts me in control I just want to know when my minutes and data limits are over my limits. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:55:43 PM
Merry
Knoxville, TN

Over the years there have been a number of times that one of my children unintentionally went over their text messaging or minute limits, because there was just no simple way for them to know when they were approaching the limit. Obviously, since cell phone providers charge very high fees for overage, they have no incentive to make it easier for the consumer to track usage. Requiring them to notify consumers when they approach their plan limits is a simple, easy fix. Please support this idea.

Nov 23, 2010 10:53:05 AM
Thomas
Evanston, IL

Cellphone companies if in a really competitive marketplace, should be offering this service as it benefits the consumer. I could have decreased my bill many months if I had this type of notice. Please ensure this requirement for cell phone companies is put in place.

Nov 23, 2010 12:43:01 PM
Brian
Austin, TX

Why can't companies do this...because they enjoy the "free" revenue it generates? Companies have the technology, please require them to use it.

Nov 23, 2010 1:44:31 PM
Maureen
Seattle, WA

This is a simple solution that puts me in control. As the parent of a young teen, I've gotten bills for texting that's over the limit -- big bills. I don't want to give my teen unlimited texting, so we need know before she's reached the limit. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:26:34 PM
Pravin
San Jose, CA

This is a simple solution that puts me in control. I've gotten bills for high amounts, spent too much time on the phone with AT&T customer service, and I never end up satisfied. They blame

me for the problem. They told me that 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.

Nov 23, 2010 10:45:22 AM
Elizabeth
Pasadena, CA

I just got back from a 10-day trip to Europe, and got a $380 cell bill. I had set up international plans before I went, but nonetheless got hit with MUCH higher fees than I expected -- for data overage, text messages, you name it. I've spent hours on the phone with ATT customer service, and wasted huge amounts of time dealing with this -- with really no results. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:41:04 PM
Stephen
Freeport, PA

This is a simple solution that puts me in control. I find it a terrible shame that we have to pass legislation to do something that the mobile phone company should already be doing, but unfortunately corporate greed requires me to ask you, my representative lawmaker, to take protective action. 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 or texts. Please take notice.

Nov 23, 2010 4:08:16 PM
Arthur
Marriottsville, MD

Do the right ethical thing

Nov 23, 2010 12:01:28 PM
ED
stamford, CT

It is one thing to agree to pay additional fees for over-limit calls. It is quite another to agree to pay for charges you don't even know you are incurring. Transparency requires notification. FCC should require transparency.

Nov 23, 2010 10:33:40 AM
Michael
Hyattsville, MD

This is a simple solution that puts me in control. This seems an inexpensive and effective way to keep customers satisfied.

Nov 23, 2010 11:25:39 AM
James
Nashville, TN

Radio frequencies belong to the citizens, not the cell phone companies. We have the right to set the terms under which the cell phone companies use those frequencies. It is more than reasonable to require cell companies provide usage alerts and warnings to consumers when they approach service limits. Please take action to benefit consumers first, investors second.

Nov 23, 2010 6:30:41 PM
Marla
Palo Alto, CA

This is a simple solution that puts me in control. With 2 kids on cell phones, I'm never sure of what I'm going to get when I open my bill. They're not paying the bills, so they're not watching it. I'm tired of bill shock, and ready for some real control. PLEASE PUT THIS IN PLACE.

Nov 23, 2010 12:13:42 PM
Terry
Tenino, WA

This is a simple solution that puts me in control. Also, set up my plan that does not have any data usage to NOT allow any data usage. I have had bills with data usage that I still have no idea what caused the data bill and no one could tell me what specifically it was. If a plan does not call for data usage then data usage should not be allowed on the phone, period.

Nov 23, 2010 10:38:58 AM
Murugappa
Summit, 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'm tired of bill shock, and ready for some real control.

Nov 26, 2010 2:47:59 PM
Karl
Stevensville, MI

This is a simple solution that puts me in control. It is outrageous that cell phone companies don't warn you before you go over your plan limits and the cost of going over the limits is completely out of proportion. I'd prefer that the market would fix this but it is obvious that this will never happen. So when a child misbehaves you have to ground them -- their greed must be reined in by another regulation. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 8:05:59 AM

Bruce
Chandler, AZ

This is a simple solution that puts me in control. I've gotten bills for $986.00 and $655.00 in the past I have then spent hours on the phone with customer service, and I ended up paying for a bill long after having to leave that 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 and exceeded my minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:08:30 PM
Richard
Bellingham, WA

This is a simple solution that puts me in control. There is no reason that I should pad cell phone co's coffers just because didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:34:35 PM
Jeff
Portland, OR

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

Nov 23, 2010 11:33:39 AM
Richard
Lutz, FL

This is a solution that I support. I believe a text is the right way to go for both the consumer and the supplier.

Nov 24, 2010 8:22:48 PM
Kathleen
Tinmouth, VT

This is a simple and fair solution that puts me in control.

Nov 23, 2010 12:56:09 PM
Vitaly
Palo Alto, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, which is a huge financial burden for my family. Subsequently, I spent hours on the phone with customer service, without a satisfactory resolution. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls,

didn't understand the charges associated with a download or an online service. But primarily, 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 11:16:23 AM
Wieslaw
Staten Island, NY

This is a simple solution that puts me in control. I experienced the situation of being unexpectably charged for service. After spending significant amount of time on the phone with customer service, the level of unecpected charges was lowered, which means I had to pay additional amount, so I never end up satisfied. It seems that the problem was 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.

Nov 23, 2010 12:15:15 PM
Eric
Worcester, MA

This is a simple change that will have a big impact.

Nov 16, 2010 10:31:27 AM
Carl
Rowley, MA

This is a simple solution that puts me in control.

Nov 23, 2010 1:24:43 PM
Jessica
Seabrook, TX

I'm tired of bill shock.

Nov 29, 2010 12:01:00 PM
Duane
Green Bay, WI

This is a simple solution that puts me in control of a service I pay for. I have received bills that were in excess of three hundred dollars over my contracted monthly service charges due to fees from exceeding my monthly voice minute allowance and/or the allotted text message limit...overages I had no idea were occurring. In addition, I have had to spend countless hours on the phone with customer service in an attempt to remedy the problem...but rarely ended up satisfied. It seems that the problem was (and is) always my fault. I've been told I didn't understand or read my plan limits and terms, didn't understand the usage/parental controls that were available (at an extra cost), and that 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 was running out of

minutes or nearing the text messages limit. I'm tired of bill shock, and ready for some real consumer control for a service I elect and pay for.

Nov 25, 2010 4:04:22 AM
Keith
Santa Ana, CA

This is a simple solution that lets me decide what I want and what I need. If I am aware that I've reached the limit of my contracted minutes, I can choose to continue usage at the higher cost or I can limit my usage until the new cycle. Seems fair to me.

Nov 29, 2010 5:47:27 AM
Mathew
Hoffman Estates, 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. My only son got sick and he was in a coma stage, I used my cell phone for communication and the next month, I received the cellphone bill from my T-mobile privider was terrible.I was totally upset from the sickness from Son's hospitalization and over that I received the terrible bill. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:14:45 AM
Harry
Monterey Park, 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 tired of bill shock, and ready for some real control.

Nov 23, 2010 12:37:14 PM
Francis
coral springs, FL

This is a simple solution that puts me in control. Although I have rarely found myself in this position, I am aware of family members and students who have learned about this the hard way. Sincerely, Francis Kurz

Nov 23, 2010 11:04:08 AM
Steve
Austin, TX

I was just hit with a $600 monthly charge for exceeding my limit; notification could have saved me much of this expense. This is a simple 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 12:33:14 PM
Deborah
Carlsbad, CA

. 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 27, 2010 5:30:01 PM
AL
San Mateo, CA

THE PUBLIC SHOULD BE PROTECTED! Your job is to protect taxpayers and others against high bills unless they are informed and choose to go over. THANK YOU!!!!!

Nov 23, 2010 1:29:25 PM
THOMAS
La Mirada, CA

A simple solution that helps me get some control in this matter.. Sincerely, Thomas C. Lapidario
La Mirada, CA 90638

Nov 23, 2010 8:05:11 PM
LISA
CASPER, WY

I agree with this information: This is a simple 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 12:53:00 PM
ROBERT
MAINEVILLE, OH

Another ripoff from cell phone companies that needs to be stopped!

Nov 28, 2010 10:41:37 AM
Robin
Portland, OR

This is a simple solution that puts me in control. I just don't know when I run out of minutes. The banks are acting responsibly by giving the consumer the opportunity to elect contact when close to limits. I would like to see the phone companies show this same respect to the consumer. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 3:25:48 AM
Joanne
Bellflower, 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.

Nov 28, 2010 7:27:58 PM
Jim
Fresno, CA

This is a simple solution that puts me in control. Although modern phones come with some "metering", it is usually difficult to navigate to this info. In the past year, I have twice had to spend a hour or more on the phone with my cellular carrier trying to get overages resolved. They have cooperated, but have required renewing and extending my contract. A simple, automated warning would prevent this.

Nov 26, 2010 6:50:14 AM
Miriam
West Kingston, RI

This is a simple solution that puts me in control of my own spending. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I am rarely satisfied. I expect to be equal partner with the phone vendor, not a cash cow for them. Their lack of clarity on their service is clearly so they can make more money regardless of my wishes. If my quart of milk is running out, I can see it and choose to purchase more or not to purchase. I expect the same with mobile phone service.

Nov 23, 2010 10:38:38 AM
George
Longwood, FL

This is a simple solution that puts me in control. It's just the right thing to do.

Nov 23, 2010 10:51:04 AM
Gene
Lima, OH

This is a simple solution that puts me in control. I've gotten bills for more than I expected. Verizon said it was because we went over our allotted minutes. We have 2 lines and it is hard to

control the total on both. Notice of getting near the end of my minutes would be a great help. I'm tired of bill shock, and ready for some real control. Thank you

Nov 23, 2010 11:49:48 AM
James
Haymarket, VA

I have spent hours trying to get action on erroneous bills. The cell phone providers (Verizon especially) have encouraged my kids to use their services and failed to make adjustments when they texted beyond the limits which were never disclosed to the users. In one case, after 9 months of protesting a phone on my bill that I never bought, they had the verve to ask why I kept paying them. I asked what they would have done about it, they admitted that they would have canceled the other phones. The phone companies have all the power and no sense of responsibility. They have designed their "Customer Service" to avoid talking to anyone. No one is harder to reach by phone than the phone company! I have been bounced around in circles and eventually been returned to the same department without a solution. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:50:50 AM
Martin
University Park, MD

This is a simple solution that puts me in control.

Nov 27, 2010 6:28:17 AM
Lori
Gahanna, OH

This is a simple solution that puts me in control. It seems like a reasonable, consumer-friendly thing to do, and will help people manage their money better.

Nov 26, 2010 11:48:10 AM
Brandon
Harrison, AR

It is a simple courtesy for cell phone companies to notify customers when they approach their usage limits. The fact that cell companies DO NOT currently notify seems to indicate that they want to ENCOURAGE over-use in order to secure more profits for themselves, at the expense of their well-intentioned but under-informed customer base. This is not only bad business practice, but is also HIGHLY UNETHICAL. Please require cell phone companies to give us the information we need to manage our usage wisely. At a time of such economic upheaval, it is especially critical for everyone to make good financial decisions. Usage limit notification is a simple, and logical step in that direction.

Nov 25, 2010 6:40:50 PM
Glenda

Conyers, GA

I think phone companies should have to notify customers who have an unusually high usage or are exceding their limit for the month. There should be a passcode or verification of plan owership to authorize this high volume. Thank you for considering this problem.

Dec 4, 2010 11:37:34 AM
Jeffrey
La Canada, CA

This is a simple solution that puts me in control.I'

Nov 23, 2010 12:25:57 PM
Richmond
Midwest City, OK

This is an excellent idea! It' a shame these phone companies are allowed to run rough shod over customers. Also, and I'm sure there are others who will agree with this; being required to sign up for a one or two year commitment, and being faced with an outlandish early termination fee. To me it's a total rip-off. Richmond Lands

Dec 20, 2010 10:22:20 AM
Kristina
Kinderhook, NY

We have credit cards and banks delivering a simple email bill with balance notification. It is so much better to prevent a huge bill just by informing the consumers that they are close to or at their limits. The next reform to tackle is to stop the mandatory voice on the answering service which tells one how to leave a message. Runs up one's air time usage and haven't we all learned how to leave a message?

Nov 24, 2010 10:32:37 AM
Edward
Greenfield, WI

Dear Sir or Madam: I have a 14 year old son who does boy things like burning up cell time like crazy. Alerting someone before his usage limit is reaching is an easy technological fix which is over due. Ed Langer

Nov 23, 2010 1:11:46 PM
John
Geneseo, NY

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. 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 11:04:23 AM
Lucy
Boulder, CO

This proposal is just common sense. Please pass it.

Nov 25, 2010 1:44:36 AM
German
Wausau, WI

This is a simple solution that puts me in control and prevents abusive practices from the cell phone providers

Nov 23, 2010 10:46:39 AM
Gayla
Seminole, FL

This is a simple solution that puts me in control. I've gotten bills for close to a hundred dollars, spent hours on the phone with customer service, and I never end up satisfied. I just want to know when I run out of minutes. I'm tired of bill shock, and ready for some real control. Sincerely, Gayla Larson 8362 Candlewood Road Seminole, FL 33777

Nov 24, 2010 3:32:33 PM
Mary
Casper, WY

This is a simple solution that puts me in control. This should be exceedingly simple for the cell phone companies to implement. The only reason they would resist is that it reduces their incidental income, and hurts their customers. If they have customer service uppermost in their mission statement, they will want to start this warning program.

Dec 2, 2010 2:03:53 PM
Paul
Seattle, WA

This has rarely been an issue for me, save for the few months when a big life event is happening (i.e. wedding, funeral, etc.) This is a simple solution that puts me in control and would alleviate stress during an already stressful time.

Nov 23, 2010 1:59:31 PM
Tom
Littleton, CO

This is a simple solution that puts me in control. I've gotten bills for high dollar amounts, spent 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 am tired of bill shock, and ready for some real control. Please help this and many fellow frustrated consumers. Thank you.

Nov 23, 2010 1:56:24 PM
arthur
grand rapids, MI

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

Nov 23, 2010 3:42:24 PM
Lane
Boulder, CO

Thank you!

Nov 24, 2010 9:32:21 AM
Barbara
Findlay, OH

This is a simple solution that puts me in control. Often, 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 4:26:51 PM
Kenneth
Reston, VA

The phone companies have no problems sending me emails for advertisements or informing me my bill is available. A simple warning that I'm hitting some limits or accruing unexpected charges should be simple enough to implement.

Nov 23, 2010 11:37:57 AM
Jan
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 if I ever did get through, and I never end up satisfied. It is not rocket science; require that I get a phone or text message from the carrier when I have either reached or am within 10% of my monthly plan usage minutes. End bill shock and stop carrier entrapment via silence when I am running up a bill that I am not expecting.

Nov 23, 2010 11:40:17 AM
Sofia M.
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 if I ever did get through, and I never end up satisfied. It is not rocket science; require that I get a phone or text message from the carrier when I have either reached or am within 10% of my monthly plan usage minutes. End bill shock and stop carrier entrapment via silence when I am running up a bill that I am not expecting.

Nov 26, 2010 1:26:06 PM
Ronan
Cincinnati, OH

This is a simple solution that puts me in control. Thanks for your attention to this matter. Ronan J. Lasso.

Nov 23, 2010 12:14:08 PM
Angeline
Pine Forge, PA

This is a simple solution that puts me in control.

Nov 24, 2010 12:08:10 AM
Steve
Prairie Village, KS

These companies operate on my bandwidth and Congressional oversight has been almost non-existent. Do your jobs and stop this unregulated robbery

Nov 23, 2010 12:10:01 PM
Joel
Potomac, MD

This is a simple solution that puts the customer in control. Without this in place, the carriers get outrageous profits on the extra minutes people don't realize they are using. If the carriers would charge the same per minute rate they charge for the base block or something close to it, this would not be such a big issue. The problem here is the carriers are greedy. The per minute rate over the base block is usurious. I'm tired of the carriers using tricks like this to get increased profits. They should work hard to be competitive and get a fair price for their service without tricking their customers into paying extra unexpected charges.

Nov 23, 2010 11:49:59 AM
Robert
Spring Hill, FL

In a perfect world the cell phone companies would make every effort to make sure we understood the plan by making the conditions very clear. Right, we know that isn't the case. It is time for some control.

Nov 23, 2010 12:58:32 PM
Peter
Wilbraham, MA

I've requested a similar courtesy from my credit card company - instead of being charged a fee for going over my credit limit, they now will contact me, or prevent future charges. The same idea could easily be implemented by the cell phone companies. There aren't many people who could tell you at any given time what they have used, or have left on their monthly allowance of cell phone or message minutes. The per minute / text fees after reaching your limit are ridiculous enough, but it's even more outrageous that most people are not even aware that these fees have started accruing. We'd appreciate some common sense being applied in this situation. Thanks! Peter Lavelle

Nov 23, 2010 10:34:48 AM
Doreen
Los Angeles, CA

please stop cell phone companies from being being 3rd party billers for cell phone ads. consumers have know to scroll down the ad message to opt out. most consumers don't know this and just erase the message. we unkowingly & unwittingly get charged for premium data messaging. verizon did this to me; I told them I hope the $$ they make from this is worth alienating their customers. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 10:39:32 PM
Joshua
Dothan, AL

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

Nov 24, 2010 1:21:14 PM
Robert
Glen Allen, VA

I am a retiree on fixed income. My account covers three phones for different members of my family, not all under one roof. I need to be warned before exceeding my allownace. Thank you for considering this "fix" to a potentially costly situation.

Nov 23, 2010 11:08:19 AM
Sidney Z
Bethesda, MD

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, and I usually never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download

or an online service. But most of 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 11:14:43 AM
Dawn
Copake, NY

I've never gotten bills for hundreds of dollars, or spent hours on the phone with customer service, but I know friends and family who have. Where is the "Customer Service" part in assessing all the overage fees? Isn't a company's "Customer Service" supposed to be making sure the customers have the best experience with their company and helping them make the most out of their relationship with the company? Customer service should involve making sure customers understand their plan limits, understand their parental controls, and fully understand the charges associated with a download or an online service. The "gotcha" mentality of being able to assess ridiculously high overage charges needs to end. It doesn't cost the company any more money for the overages than it does for the "plan" coverage, so why should these excessive charges be allowed? To cover the costs of those who can't pay for their overages? I'd hazard a guess that most overages are not intentionally done to defraud the phone provider. It would stand to reaon that there would be lower collection costs and less bad debt if the companies helped safeguard their "assets" by at least notifying customers BEFORE they incur these overages... Once a customer can't pay their overages and then defaults on their "contract," where is the companies profit? GONE! And, they've lost another customer who may very well have continued as a loyal, paying customer had they not erred with overages they couldn't pay for...

Nov 25, 2010 11:08:47 AM
Peter
Centreville, VA

This is a simple solution that puts me in control. DO IT! Thank you, Peter LeComte

Nov 23, 2010 11:48:06 AM
Dan
Raleigh, NC

Please condsider this simple solution to a very real problem.

Nov 23, 2010 7:14:32 PM
Nancy
Fairfield, IA

This is a simple solution that puts me in control.

Nov 23, 2010 5:46:48 PM
Sandy
Phoenix, AZ

This is a simple 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 having to up the price of my monthly bill to settle with the phone 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.

Nov 23, 2010 5:29:39 PM
Christopher
Columbus, OH

It seems a reasonable courtesy that the telecommunication companies should do on their own. The revenue generated from these overages prevents them from enacting such a policy. This would not be onerous regulation on the companies and would increase customer satisifaction.

Nov 24, 2010 6:08:45 AM
Dudley
Rockford, TN

This is a simple solution that puts me in control. I've gotten bills with unexpected charges, spent time on the phone with customer service, and I frequently end up dissatisfied. It seems that the problem is usually my fault. I've been told I didn't understand my 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 some real control.

Nov 23, 2010 11:34:28 AM
Peter
New Milford, CT

I would very much appreciate your doing this for all of us, your customers.

Nov 23, 2010 3:54:30 PM
Cynthia
Washington, DC

I was shocked when I received a bill for several hundred dollars when I had no idea that I had gone over my allotted free minutes. I would have much appreciated a phone call, alerting me that I was close to exceeding my free minutes. Since I block text messages (to avoid charges for text messages), I would want the proposed legislation to require cell phone companies to provide notice via phone or text, whichever the user prefers, or both to ensure that the message is received.

Nov 23, 2010 1:17:39 PM
Edward
Lander, WY

In the past, I've faced a bill several hundred dollars higher than my usual because my teen started texting his friends without realizing the billing implications. A simple notice from the phone company would have saved me considerable time and hassle, not to mention dollars. Please enact meaningful notification practices.

Nov 23, 2010 2:29:16 PM
Edward
Silver Spring, MD

This is a simple matter of fairness. To be fair to the customer, who may have children who are unable to discipline themselves, the right thing to do is to give advance notice when the usage limits are being approached (let's say, at three quarters of the usage limit).

Nov 23, 2010 11:37:19 AM
Kathy
Redwood City, CA

This is a simple solution that puts me in control. Right now, I can "view my minutes" by sending a text to my carrier, but it would be immensely more helpful if my carrier would "push" the information to me before I go over my limits. It makes all the sense in the world, and although the cell phone companies' revenue would decrease initially, they would end up with happier customers which will help their bottom line in the long run. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:20:53 PM
Lorenzo
Shreveport, LA

This is a simple solution that keeps me informed and aids in preventing bill disputes. I have had my credit damaged due to multiple disputes about excessive bills. Eventually I refused to pay another one, and it has effected my credit every since. There should be no objection from the cell companies, unless their intent is to take advantage of consumers. It doesn't effect a customer's agreed upon monthly rate, and it doesn't allow for customers to neglect their obligation to pay their bills. This solution is the right thing to do.

Dec 26, 2010 8:16:51 AM
Patrick
Lawrenceville, GA

I believe technology should permit this with no or almost no cost to carriers (so no or almost no cost should be passed to me or other customers). Fuel gauges in our cars tell us when we're almost out of gas - we need this type of information for our cell phone BECAUSE carriers make it extremely easy (and grossly to their benefit) when I and other customers go over the minutes or data usage... Thanks!

Dec 27, 2010 11:41:06 AM

Rebecca
San Bruno, CA

This is a simple solution that puts me in control.

Nov 24, 2010 2:27:15 PM
Serena
San Diego, CA

This is a simple solution that puts me in control. I've gotten bill a for over one thousand dollars and spent hours on the phone with customer service before it was resolved. I normally use half of my data limit of 5GB per month. But the one month when I used 7.5 GB, I received a bill for over a thousand dollars from AT&T rather than the normal $60 a month. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:41:16 AM
Stuart
Folly Beach, SC

Dear FCC representative, I believe a reasonable notice before cell phone monthly limits are reached are fair for both the industry and the customer. Such notice would be a simple and equitable solution for a rapacious industry that has the privilege of profiting from serving millions of customers with a public service. Surely to ask them to be responsible in this simple matter is not asking no more than fair play. I am sure there are plenty consumers who will still provide them with many minutes of profit. I appreciate you addressing this matter by passing the proposed rule requiring notice via phone or text before limits are met. Sincerely, Stuart F Lee P O Box 1074 Folly Beach, S C 29439

Nov 23, 2010 11:47:42 AM
Rick
Pinckney, MI

This is a simple solution that puts me in control. My bank provides a method for me to receive and email or text when my balance falls below a certain level. That is a great benefit to help prevent me from overdrawing my account, which would cost me high fees. Similarly, I wish that my cell phone company provided a way for me to be notified as I am approaching limits on my texting, call, or data limits, thus saving me from expensive charges. Please help me have better visibility to my cell phone usage.

Nov 23, 2010 3:52:20 PM
Kenneth
Valley Cottage, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars more than expected and had my phone service cut off when I could not pay them. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:13:10 PM
Nathan
Flemington, NJ

This is a simple solution that puts me in control. I've gotten large bills, spent time on the phone with customer service, and always end up paying. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. 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 23, 2010 4:04:37 PM
Chuck
Moorestown, NJ

This is a simple solution that puts me in control. And another EXTREME ABUSE is the $.10 per text when you go over the limit. This is WAY OVER the cost to the phone company and ranks right up there with a bank's overdraft charge as the biggest consumer RIP OFFS.

Nov 25, 2010 12:36:57 PM
Kay Packer
Harrisburg, PA

This is a simple solution that puts me in control, as opposed to learning after-the-fact that I had run out of minutes and therefore must pay an exhorbitant rate. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:47:24 PM
Colby
Playa Vista, CA

Phone companies are taking advantage of their customers. Customers aren't being given any other choice but to live with service plans that suddenly become hugely expensive without them knowing it. This is quite obviously not in the customers best interest.

Nov 23, 2010 11:46:47 AM
Ross
Los Alamos, NM

This is a simple solution that puts me in control and avoids taking unfair advantage of consumers. I request your support in requiring cell phone companies to make this simple low cost change in their practice.

Nov 16, 2010 11:10:38 AM
Patrick

Madison, WI

I have encountered several situations where I have been charged without previous consent or effective notice. 1) Outgoing text messages. Charges were incurred by my children when they responded to text messages, despite my explicitly saying I did not want outgoing text message capability. 2) Other vendors were able to place charges on my bill simply because my children typed in their cell phone numbers on a web page. Info about charges was easily overlooked. I had to pay two months of charges before they would remove the authorization. I received no refund. Cell providers should NOT be able to offer services with tack-on charges, especially on minors' phones, without explicit permission from the account holder.

Dec 5, 2010 11:52:30 AM
Renea
Celina, 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. But most of 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 2:14:48 PM
Mari
Evanston, IL

This is a simple solution that puts me in control. I've gotten huge bills because my son sometimes texts way too much in any given month. I have no way of knowing how much texting he is doing, and he has no clue how much he is using it. If I were alerted that we were close to our limit, I could have some control over how much my bill is each month, instead of it being in the hands of a company that is happy to see my son increase their profits. The system as it stands now isn't right, and needs to be changed.

Nov 23, 2010 6:20:28 PM
Clifford
Lynwood, IL

I have had numerous bills that have gone over $3,000 just for a single phone not having a feature turned on, or going over a limit. There is no adequate warning, especially for data usage and downloading emails for business purposes. We need to get a better handle on how AT&T and others control this.

Nov 23, 2010 5:10:06 PM
Celeste
Azle, TX

I would like to have a warning as I approach limits, I think everyone with a cell phone would. I don't have an "unlimited" plan, not everyone does. This is a simple solution that helps me. It seems that the problem was always my fault. I';m busy, stressed, working, not mindful of how many paid minutes are going by. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Celeste Lescelius, RN Proud American Conservative

Nov 23, 2010 3:53:50 PM
Samuel
South Abington Township, PA

This is a simple solution that puts me in control. I believe we have the right to know when we are close to the monthly limit on services. I wouldn't be comfortable driving my car if I didn't get to see the fuel gauge to know when I was near the limit of my travel. I want and deserve notification before I'm over my usage limits.

Nov 23, 2010 10:26:37 AM
Chris
Green Valley, AZ

This is a simple solution that puts me in control.

Nov 24, 2010 10:02:38 PM
Lester
Kansas City, MO

I haven't personally had a problem, but believe it reasonable to require the phone companies to address the issue so that none of us will.

Nov 23, 2010 12:47:19 PM
Peter
Cuyahoga Falls, OH

Please support the proposal to require cell phone companies to send simple alerts before consumers reach their limits on minutes, data or texts

Nov 23, 2010 2:41:27 PM
Charles
Lancaster, PA

This is a simple solution that puts me in control.

Nov 23, 2010 1:44:41 PM
Neil
Racine, WI

This is a simple solution that puts me in control, and it is long over due. 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. This is a perfect example of a glaring problem, it should have been fixed 10 years ago. sincerely, Mr. Neil Lettsome 4508 Pleasant Trail Drive Racine, WI

Nov 23, 2010 4:33:53 PM
Kathy
Cincinnati, OH

This is a simple solution that puts me in control. A good "customer service" company would recognize this need and provide this service on their own. Unfortunately, the fees the receive from over usage dissuades them from being more customer-oriented.

Nov 23, 2010 7:12:30 PM
Alan
Ramsey, NJ

This is a simple solution that puts me in control and if this is to costly for the carriers to implement, I'm willing to pay for the notification. Thank you. Al

Nov 23, 2010 1:52:22 PM
Alan
Deerfield, IL

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 2:29:52 PM
kristin j.
Swampscott, MA

This is a simple solution that costs the cell provider very little and could save an unwitting consumer quite a lot. Consumers should be able to quickly, SIMPLY understand the consequences of their cell phone behavior instead of at the whim of unscrupulous large corporations that have all the power to set the rules and no incentive to provide good customer service.

Nov 23, 2010 11:49:20 AM
Barry
Traverse City, MI

Please stop the cell phone companies from playing GOTCHA! Here's a prime example: Our college age, political science major, son was doing his civic duty by helping a congressional

candidate's campaign. He used his own cellphone for a few days before the candidate's office phones were available.While he is conscientious and thrifty, he didn't think about going over the families allotted minutes, since this had never happened before. Our family unwittingly wound up making a "campaign contribution" of hundreds of dollars payable via our cellphone bill. Notification when allotted minutes are about to be reached is a simple solution that puts me in control, and potentially saves hundreds of millions to ratepayers, with little extra burden or cost to cellphone 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.

Nov 27, 2010 1:22:05 PM
Philip
Baltimore, MD

This, not unreasonable, request would be extremely helpful and would prevent unexpected charges.

Nov 26, 2010 12:50:47 PM
Jeff
Lorane, OR

This is an important issue. I live in a rural area where our only option for high speed internet is a limited bandwith plan. The problem lies in the fact that the cell phone company (Verizon) does not update usage statistics quick enough. Sometimes I don't know how close I am to my limit simply because I have to wait days (sometimes even a week it seems) for Verizon to update my usage statistics so that I know where I am at. There is no warning at to the fact that you are getting close to the limit and even if you take the time to check it on their website, the information isn't even up to date. So there's not even really a clear way to know how close you are to your limit, the only information available is how close you were days ago. This needs to be changed and I would be happy to offer up more testimony or info related to this issue.

Nov 23, 2010 10:43:31 AM
Jody
Carpentersville, IL

I am constantly frustrated by cellular phone companies subversive tactics to extract money from me. On one occasion my son's girlfriend texted him an astonishing $90 worth of chatter before I was aware of it. My son knew his text limits but couldn't stop his girlfriend, on another carrier and with unlimited text plan, from sending him texts - each one costing 20 cents. I had not control of the situation. My only option was to terminate his text service. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:03:16 PM
Joyce

Lottsburg, VA

This is a simple solution that puts me in control.

Nov 23, 2010 2:20:52 PM
Peter
Bothell, WA

This is a simple solution that puts me in control. My wife and I are on a family plan and are constantly having to look over our bill and figure out why our bill is higher than it should be. I actually had one friend who got a bill for almost $1000 because he had used his phone for email when he was out of town and did not realize how high the wireless rates are without a data plan. In our case getting notices when we are about to reach our limit would alow us to make informed decisions about our cell phone use so we can more effectively budget our household expenses, whether that means changing our plan or curbing our use. Those should be our choices. Counting messages in not very usefull for most people. In my friends case of our circle of friends could not believe that the phone company would not have contacted him when his data usage was causing his bill to exceed the monthly rate for an unlimited data plan (and not just by $5, $10 or even $100 dollars but by well over $900.) Tracking bits, bites and incremental usage without some kind of readily accessable meter and/or warning would be like trying to by $5 worth of gas from a gas pump that had no meter and no cutoff switch. I'm sorry, but not supprised that the phone companies choose to increase their proffits by leveraging the inherrent dificulties of tracking phone usage, but it is time to stop them. They won't do it on their own and it is moraly corrupt to let it continue.

Nov 23, 2010 11:23:03 AM
Susan
San Antonio, TX

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

Nov 29, 2010 5:28:17 PM
Wayne
Birmingham, AL

This is a common sense solution to prevent large cell phone bills for overages. With the technology now available, there is no reason that the cell phone companies should not give the consumer a call or text message to warn them when they are about.

Nov 28, 2010 8:36:24 PM
Marilyn
East Peoria, IL

The company I use -- T-Mobile -- provides ways for me to check on the number of minutes used at any point in time and notes the closing date for the next billing period. Three people share

these minutes, so I periodically review our usage. My biggest irritation involves unsolicited text messages which are then billed to me. To avoid incoming calls which count against our minutes, I do not readily give out our cell phone numbers. In short, I support anything that can be done to keep cell phone companies from billing above and beyond contracted services. It should be a simple matter to have them send a free message when someone has used, say 90 percent of their minutes.

Nov 23, 2010 11:52:02 AM
Ashley
Myrtle Beach, SC

This is a simple solution that puts me in control. I have received bills for hundreds of dollars and spent hours on the phone with customer service only to have an unsatisfactory ending. I think a lot of people do not realize they have gone over their minutes until its too late. The money we spend paying in overages could be used to pay taxes or prevent credit card debt or even boost the economy by purchasing products actually made in the United States. It seems like a win win to me. Allow the FCC to help America get ahold of their finances and pay more pressing bills than a mere cell phone.

Nov 23, 2010 3:18:42 PM
Melodie
Murrieta, CA

This seems like a simple fix for a problem that many of us face. Please pass this bill! Sincerely, Melodie Lillenberg

Nov 23, 2010 11:39:44 AM
Binhua
Chicago, IL

Dear FCC Decision Maker, 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. Binhua Lin 1471 E. Park Place Chicago, IL 60637

Nov 23, 2010 3:05:44 PM
Peter
Scituate, MA

This is a simple solution that puts me in control of my cell phone expenses. With the level of current technologies available and/or in use, this is a low cost reasonable request. I would appreciate your support in this matter. Thanks You, Peter Lincoln

Nov 23, 2010 11:31:08 AM
Jeff
Fort Collins, CO

This makes a lot of sense, especially with the outrageous rates charged for text messages. I support this proposed advance notification.

Nov 24, 2010 6:47:01 PM
Mark
Windsor, 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 controls I thought I had disabled where back to being enabled. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 7:41:38 PM
Don
Putney, VT

I know I'm not alone in experiencing some portion of a cell phone bill being way over expected. It seems this portion of your profits is really built on misunderstanding and deceptions. This leads me to not trust cell phone companies. It doesn't seem this is the kind of relationship you want with your clients.

Nov 24, 2010 7:59:48 AM
Marty
Glen Cove, NY

This is a simple solution that puts me in control. Verizon already sends me texts for various reasons, so clearly this functionality already exists. This is a simple solution that protects the consumer, and does not harm Verizon or any other carrier. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:19:05 AM
John
Zephyr Cove, NV

This is a simple solution that puts me in control. Cell phone, text and cell phone internet charges should be simple and easy to understand without hidden or unexpected costs to consumers. additionally, plans should be standardized across service providers.

Nov 29, 2010 9:00:38 AM

Stephen
Albuquerque, NM

I believe this simple automated solution will help us immensely in our attempts to manage our finances responsibly. Debt is killing our great country, and without this solution the problem will only get worse.

Nov 23, 2010 11:27:19 AM
Cathy
Huntington Beach, CA

This is a simple solution that puts me in control. I've gotten bills for usage that wasn't mine, spent hours on the phone with customer service, and have had to fight to have the bill corrected. One customer service representative went so far as to say my family was lying to me about their usage because the phone company couldn't have made a mistake, it was our fault! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Cathy Lindsey Huntington Beach CA 92646

Nov 23, 2010 10:29:12 AM
David
Randolph, MA

This is a simple solution that puts me in control.

Nov 23, 2010 2:11:42 PM
Dianne
El Paso, TX

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 8:29:40 AM
Russell
Galva, IL

This is a simple solution that puts me in control.

Nov 23, 2010 10:00:34 PM
Gayle
Cincinnati, OH

I have been notified after I have accidentally exceeded the limit, which was really not very helpful as it was too late to avoid a large surchage. An automatic notice before the limit was exceeded would have made a lot of difference. This is a simple solution that puts me in control.

Nov 26, 2010 2:14:08 PM
Chris
San Leandro, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars when i was expecting just the typical monthly plan fees and service 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.

Nov 23, 2010 10:59:31 AM
Deborah
Piscataway, NJ

I want to be alerted when before I exceed my time allowance for my cell phone to avoid being charged 50 cents per minute for being over my plan allowance. Thank you.

Nov 23, 2010 8:00:29 PM
Theodore
Seminole, FL

Protect consumers! It's the right thing to do!! I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:20:43 AM
Julie
Sevierville, TN

If I knew ahead of time that I would be going over my limit in my existing plan, I could upgrade immediately to a plan that would work better for me. Thank you for doing what is right for your customer.

Nov 23, 2010 11:00:52 AM
Gerald
Trenton, MI

This is a simple solution that puts me in control. I've gotten bills that contain unexpected charges, spent time on the phone with customer service, and I often end up paying the overage. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download

or an online service. But most of 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 16, 2010 10:25:08 AM
David
Canton, GA

This is a simple solution that puts me in control. I've gotten bills for 600+ 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 my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 7:42:55 PM
Tom
Arlington Heights, IL

This is a simple solution that puts me in control, and helps unstack the deck that is currently stacked against me.. Don't let these telecommunications companies trick their customers into paying too much. I'm tired of bill shock, and ready for some real control. Make it easy for me to monitor my use and to keep these companies from playing "gotcha".

Nov 23, 2010 12:25:23 PM
Michael
Bangor, ME

This is a simple solution that puts me in control.

Nov 23, 2010 10:55:05 AM
Stephanie
Bentonville, AR

This is especially critical for parents of teenagers!

Nov 23, 2010 1:50:05 PM
Wayne
Sarasota, FL

Be fair. Protect the consumer so he cannot be exploited.

Nov 23, 2010 2:39:10 PM
Carey
Middletown, 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. I'm tired of bill shock, and ready for some real control. Thanks for your consideration

Nov 28, 2010 10:30:44 AM
Laurie
Cumberland Center, ME

I have often spent more than I anticipated and a simple message from the cell phone company would have made a difference.

Nov 23, 2010 11:01:06 AM
Richard
Trafford, 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.

Nov 16, 2010 10:26:49 AM
Lois
Cape Girardeau, MO

Please pass this measure. With no warning, the phone company charged me over $400 one month. The only "solution" was to pay even more per month for a more expensive plan. Funny, it seems like maybe that was the purpose all along. It's not right. This should be a no-brainer! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 11:39:35 AM
Cynthia
Jacksonville, FL

This is a simple solution that puts the consumer in control. What a SIMPLE solution to the overages and hassles with the phone company! Life is complicated enough and times are so tough right now that people can ill afford the ridiculous over-limit charges cell phone companies confer. PLEASE support legislation to mandate cell phone companies to notify me before I hit minutes, data or text service limits. This is a true no-brainer!

Nov 28, 2010 11:22:04 AM
Jerry
San Diego, CA

This is a simple solution that puts me in control. There is another solution that would be even better, that would provide more competition and cheaper service. All communication companies--cable, wireless, and telephone companies, should be required to provide a basic data package with no restrictions, at whatever price they deem appropriate. The comsumer would be able to take advantage of any service they find serves their needs, and the communication companies would have to concentrate on providing this service at the least cost. If they also want to try to sell other services on top of this basic service, then they would have to prove to the customer that these services were worth the extra cost. Cell phone service as we know it would would cease to exist, at least the exorbitant "per-minute" charges, and customers would be able to take advantage of new innovations that would be offered on their unlimited data. We would have competition and better service. But until unlimited data packages on all carriers are a reality...

Nov 23, 2010 1:27:18 PM
Dan
South San Francisco, CA

I'm not sure I can really add much to the conversation - but I am among the throngs of people that have gotten ridiculously high phone bills. Once, because I made a call to Canada (without knowing it was Canada), even though *I had blocked international calls from my phone*. Five hours later, and an offer of half that credit (and even that only if I stayed with the company another six months), I told them thanks but no thanks. That wasn't the only time where usage warnings could have come in handy. I've gotten bills for $400 before - when I was a student in college - because I had phone interviews. It would have been easy enough to shift my usage to my land line at the time, but because I didn't know, I got stuck with a huge bill I couldn't afford. Phone companies have all the infrastructure they need to send out roaming, overage, or other warnings. Don't listen to them when they say they can't - they just don't *want to*. I get text messages about al sorts of random things from AT&T. Why can't it be useful information? Thank you for your time.

Nov 23, 2010 10:38:36 AM
Beverley
Cary, NC

This is a simple solution that puts me in control. It only happened to me 2 times and that is when I was out of town, but I could have not allowed the minutes to be used. I just didn't know when I ran out of minutes. I'm tired of bill shock (and it really was a big SHOCK), and ready for some real control.

Nov 23, 2010 3:16:04 PM
Mary
Charlotte, NH

This would make it easier for me to maintain control of my phone useage.

Nov 23, 2010 12:36:21 PM
Tom

San Diego, CA

I have not had the unpleasant and wasteful experience of going over my cell phone limits and getting a huge bill as a result. And I never want that experience! However, I don't monitor my use day to day so I could exceed my limits without knowing it. A simple notice from Verizon telling me when I've used 80% of my limits would definitely alter my use and I would avoid excessive fees. This is simple for Verizon to do but Verizon has no incentive to implement this notice on their own because they make money on my misfortune.

Nov 23, 2010 1:59:46 PM
John
Brooklyn, NY

Yes, this HAS happened to me, more than once! The bill is high enough as it is, without these surprise mammoth charges appearing from time to time, which the company will then magnanimously agree to reduce a bit if you contract for a higher level of service! John Low-Beer 415 8th St. Brooklyn, NY 11215

Nov 23, 2010 1:08:27 PM
Jaime
Compton, 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 24, 2010 9:43:34 AM
Don
Bettendorf, IA

This is a simple solution that puts me in control. I have to believe this has happened to some one you know. Lets fix this!

Nov 23, 2010 12:20:01 PM
Harry
West Bloomfield, MI

This is a simple solution that puts me in control.

Nov 24, 2010 6:31:15 AM
Sheryl
Sun City Center, FL

If the cell phone companies don't want to voluntarily provide this service, perhaps Congress could ask them. Perhaps Congress could look into all the fees and taxes on the phone bill.

Nov 25, 2010 3:36:00 AM
Thomas
Bolingbrook, IL

This is a simple solution that puts me in control. I've gotten bills, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem is always my fault. You can't stop unauthorized calls and text messages being sent to me. But most of all, I just didn't know when I ran out of minutes. I'm ready for some real control.

Nov 23, 2010 10:41:08 AM
Joyce
Los Angeles, CA

This is a simple solution that puts me in control of a untenable situation. 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 the charges associated with a download or an online service. But most of 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 11:41:06 AM
Kirsten
Annandale, VA

I am a high school business teacher and I can't tell you how many times I have had to console a tearful teenager who received cell phone bill shock! They think that I will be able to help them since I teach business management/law, but I sadly have to give them the news that they will probably have to pay for most of it. I use it as a teaching moment, but mostly I can just tell them to be careful. I am a huge advocate of responsibility and consequences, however, I strongly believe that there should be some responsibility on the provider's part as well. I, fortunately, am not totally addicted to my phone, so I have not received bill shock, well, at least nothing significant, but at the end of the bill cycle, I always wonder how many minutes I used this month and if it will be my standard bill or $10 or $30 more. There is a simple solution that puts me in control. Send me a text BEFORE I hit my usage limits. I'm tired of bill shock for everyone, and ready for some real control.

Nov 23, 2010 1:31:27 PM
Melinda
Summerville, SC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent time on the phone with customer service, they did give me a partial credit but we still spent way more than intended. My son didn't realize that emailing his girlfriend wasn't the same as texting her - we both though it was covered under messaging. We know now about this but it could have been PREVENTED. I still have a bill (that I refuse to pay) with another company that I only stayed with for one month. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 12:43:11 AM
Charles
Mesquite, NV

This is a simple solution that puts me in control.

Nov 23, 2010 11:18:09 AM
Mary
Sacramento, CA

This is a simple solution that puts me in control. I think it benefits everyone if customers are notified ahead of time that they're close to their limit. Then there is no shock to the customer and there shouldn't be complaints or hassles because the customer has been made aware of their usage. This should also cut down on costs to companies because there wouldn't be as many complaints taking up customer service time or billing issues.

Nov 29, 2010 7:06:11 PM
Greg
West Point, UT

As one who has been bitten by an overage, I would request that you consider this legislation. I believe this is a simple solution for the companies to implement that would have a positive effect for the consumers. Having teenagers with phones, this would definitely assist them in making sure they do not go over their allotted minutes. I appreciate your consideration in this matter.

Dec 4, 2010 12:35:51 PM
Kevin
Wasilla, AK

This is a simple solution that puts me in control.

Nov 23, 2010 6:31:04 PM
Mary
Bellingham, WA

One reason I do not use my cell phone except for absolute emergencies

Nov 23, 2010 2:03:41 PM
Terry
Milton, GA

This seems to be a great idea that is simple and cheap to do. Why not? Other than the fact you the service provider will miss out on millions of dollars that we can control. I'm tired of bill shock, and ready for some real control. Thank you for listening.

Nov 24, 2010 6:56:09 PM

William
Newton Highlands, MA

I have received cell phone bills for "data" charges, for which the carrier is unable to explain exactly what I did to incur those charges. I am in favor of reasonable regulations to prevent this.

Nov 29, 2010 7:30:19 PM
Jeffrey
Elberta, AL

This is a simple solution that puts me in control. Due to extra charges (for data I did NOT use), I have spent hours on the phone with customer service, and I'm still irritated. I DO understand the limits, how to control my use and when the billing periods are, but I still get extra charges sometimes. At least if I were notified before exceeding minutes I would feel more in control. I'm tired of cell phone bill surprises, and ready for more control.

Nov 23, 2010 6:59:06 PM
Richard
South Lake Tahoe, CA

This is quite simply a good idea. The process can be automated, at minimal expense to the provider.

Nov 17, 2010 4:38:19 PM
Jennifer
Aspen, CO

This is a simple solution that puts the customer in control. I know that people can get bills for hundreds of dollars, spend hours on the phone with customer service, and and still have to pay exorbitant amounts - often duiring a time of family crisis. Please change the law so that consumers get a simple message when they are running low on minutes and can still do something about it.

Nov 23, 2010 11:00:07 AM
ANDREW
Dallas, TX

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. I am satisfied with my Verizon service, but I would appreciate advance notice of running over my alotment of minutes for the month. Sincerely, Andrew Mailer 3322 Darbyshire Drive Dallas, TX 75229-5911

Nov 23, 2010 11:44:23 AM
ERNEST
Van Nuys, CA

An advance notification will greatly help me on my bills a lot. Being a Federal-regulating office, please require the cell phone servers of this proposed notification. Thanks.

Nov 23, 2010 11:57:15 AM
LAURA
ATLANTIC, IA

This is a simple fix for a problem for millions of Americans. The only reason NOT to do it is to support phone companies making money off of consumers' ignorance and/or errors.

Nov 23, 2010 8:08:53 PM
JOEL
LOS ANGELES, CA

I would like to be notified before I hit my usage limits.

Nov 23, 2010 5:34:52 PM
Linda
Defiance, OH

It seems like this would be win-win for the cell phone company and the customer. Why let people incur bills they can't pay? It makes sense to send a warning message to your customers.

Nov 23, 2010 11:24:22 AM
Keith
HILLSBORO, OR

This is a simple solution that puts me in control. Over a year ago I canceled all data & texting from my phone because of this issue. While I would really like to enable these features, it is impossible to do so today without risking my budget by going over the limit.

Nov 23, 2010 9:21:26 PM
MJ
Fresno, CA

I am one of the 30 million cell phone customers who have been blind-sided by an unexpected, high cell phone bill. There is a simple solution to this problem: COMPANIES CAN AUTO CALL OR TEXT WHEN LIMITS ARE APPROACHING OR EXCEEDED. Since this is a common practice used in Europe, the U.S. cell phone carriers must have the ability to do the same. This good-business practice should be implimented immediately!

Nov 23, 2010 9:35:12 PM
Tony
Everett, WA

We OWN the airwaves that the cell phone companies make some pretty healthy profits from. Lets place at least some common sense rules in place to protect subscribers from abuses. 1) Make Cell Phone companies alert us within 24 hours of any irregular billings against our norm. 2) Require cell phone companies to proactively offer plans that would be better suited to our current usage. 3) Require cell phone companies to offer retroactive billing plan adjustments up to 3 billing periods back. 4) Back these requirements up with REAL penalties.

Nov 23, 2010 3:58:44 PM
Dawn
Seattle, WA

This is a simple solution that puts me in control. I've gotten bills for much more than my normal already high monthly payments. There must be an easy way for the cell phone carriers to alert subscribers as we get close or over our limit. This will not only aid consumers but also keep the company's customer service centers open for more technical issues. Thanks for your consideration. Dawn MacNab 3611 43rd Avenue West Seattle, WA 98199

Nov 23, 2010 2:38:33 PM
Robert H.
Arden, NC

My relations with Verizon have been businesslike The quality of service has been good to excellent. I do believe that a phone company has an obligation to keep subscribers well informed prior to changes in fees, not afterward! The air that caries the messages belongs to the people, not to the amorphous entity called a corporation. Profits must be used first and foremost for service, and then to pay limited rewards to investors. Free enterprise does not equate with unlimited charges. Thank you for your attention.

Nov 30, 2010 11:11:55 PM
Donald
Cherryville, NC

The cell companies thrive on consumers overpaying for services. Either they get sold-up to plans they don't need, or they get hammered with avoidable overages. Consumers deserve better transparency from cell providers. This is a good start.

Nov 23, 2010 12:31:51 PM
Kevin
Allen, TX

This has happened to me twice, even though AT&T allows us to update plans back in time to reduce our cost, there are still billing issues (I'm in the third month of mistakes on my bill). A simple warning that I am approaching my limits would correct my behavior so I don't exceed the limits.

Nov 23, 2010 10:58:11 AM

Karl
Rumford, RI

Cellphones should be tools to help regular people, not instruments to make phone companies rich! This is a simple 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 5:02:29 PM
Jonathan
Colorado Springs, CO

This is a simple solution that allows me to be personally responsible for my behavior. I've gotten underserved large cell phone bills and subsequently spent hours on the phone with customer service to resolve their unclear policies and labyrinthine pricing plans for both voice and data plans. Additionally, most cell systems simply don't provide easily accessible data on usage. since it's very difficult to access usage data, it makes great sense to have the billing party alert us when we approach those limits, even though that may not be in their financial interest. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:50:16 PM
Michael
Yorktown, VA

This is a simple solution that ensures I will have control of my cell phone expenses and not receive unexpected charges at the end of the month. This will stop a practice that allows cell phone companies to heap charges on unaware consumers. Consumers should have the right to be notified of extra expenses for their continued cell phone use once they reach their limit.

Nov 27, 2010 3:57:57 PM
Charles
Laurel, MD

This is a simple solution that puts me in control. I support getting a quick call or text when we are getting close to our usage limits, and another one when we hit those limits. That puts us in control of our family's cell phone service again.

Nov 23, 2010 1:38:35 PM
Robert
Overland Park, KS

This is a simple solution that puts me in control. I have received bills for hundreds of dollars from unauthorized use on a daughter's cell phone. I have been billed for services I never

ordered. And, I have been "slammed" by a nefarious provider for calls at exhorbitant rates. In each of these cases I have spent numerous hours on the phone with customer service, and only received satisfactory responses after, in some cases, five or more phone calls. In the case of the unauthorized usage, I never received what I thought was a satisfactory response and ended up paying almost $700 for one month's bill I am tired of cell phone bill shock and I would like to see the phone company's give me better control over charges to my account.

Nov 23, 2010 12:09:15 PM
Celia
Sachse, TX

I was hit one month with overages and my company was unwilling to work with me for what was obvously a one time overage while my spouse was off work due to an injury. I isn't fair to charge so much per minute when a text message is so simple.

Nov 24, 2010 4:16:13 PM
Jeff
Lynnwood, WA

This is a simple solution that puts me in control.

Nov 23, 2010 11:25:06 AM
David
Reno, NV

A Fair and Simple answer to an underhanded corporate deception. It these hard times, families need all the help they can get. By implementing a Very Simple Software Protocol American Families can be spared yet another useless and damaging expense. This should have been in place years ago. Sincerely, David Mahan

Nov 23, 2010 12:32:59 PM
Kurt
Mount Pocono, PA

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

Nov 23, 2010 2:39:17 PM
Richard
Hummelstown, PA

This is particularly important if one has children, or if a phone is misappropriated. Banks and credit card comapnies routinely proivde a similar service, and there is no reason the telecom industry should not also. Thank you.

Nov 24, 2010 8:55:02 AM
Christian

Fairfax, VA

This is a simple solution that puts me in control. I've gotten bills with significant add-on 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 or messages. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:55:48 PM
Shea
Tuckahoe, NY

A text message to alert me that I am going to exceed the plan amounts that I have elected seems like a simple service to provide and could save cell phone users significant amounts of money. The price per call or per minute is not individually negotiated with cell phone companies and the charges per minute or per text can be absurdly high considering that there is no incremental cost to the provider. If companies aren't doing this voluntarily, then a requirement to do so will help. I am fortunate in that an very large cell phone bill in one month is not a huge financial setback but for many people it is. Regards, Shea Malcolm

Nov 23, 2010 7:02:58 PM
Stan
Guilford, CT

Phone company billing and bundles are very confusing. Billing should also be simplified to required plan chargesand taxes on one line and variable charges above the basic plan on another. Requiring the provider to notify me before I exceed the limits is a simple 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 7:30:58 PM
Larry
Buffalo Grove, IL

Dear Decision Maker, Cell phone companies should absolutely notify customers before they go over their usage limits on voice, data and/or text service. This will help customers track their service use and avoid charges, if any, for exceeding usage limits on their accounts. Please adopt the rule that the FCC has proposed to require notice to customers by phone or text before they exceed their usage limits! Sincerely, Larry A. Mallinger 1183 Gail Drive Buffalo Grove, IL 60089

Nov 29, 2010 10:43:19 PM

Mark
League City, TX

This is a simple solution that puts me in control.

Nov 27, 2010 9:00:24 AM
Hugh
Kinsville, MD

This is a simple solution that puts me in control. Current cell phone plans purposefully obscure total minutes used per billing cycle. It is difficult to know when you are about to run out of minutes in your plan for either phone calls or for texting. Please require all cell phone providers to send out warning notices when ones allowable minutes are about to be exceeded. I'm tired of bill shock, and ready for some real control. H Manar

Nov 23, 2010 10:25:50 AM
Jeff
Chicago, IL

This is a simple solution that puts me in control. It seems that my provider considered the problem always to be my fault. According to AT&T, either I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But the truth is that I just didn't know when I ran out of minutes or was nearing the quota on my texting plan. I'm tired of bill shock, and ready for some real control. No one is saying that consumers shouldn't pay for all of the services they use. But given that my provider has complete control over the parameters of my plan -- they decide which plans to offer; for example, on AT&T I can buy 200 texts per month for $5 or I can spend $15 for unlimited texting, but I can't spend, say $8 for 400 texts, or $10 for $600 texts, not because AT&T can't offer that option, but because AT&T knows it makes more money by not offering that option -- it seems only fair that they should give me a heads-up about where I stand in relation to those parameters. Thanks for your consideration. Sincerely, Jeff Mandell 2322 W Dickens Chicago, IL 60647

Nov 24, 2010 1:39:17 PM
Pamela
Houston, TX

I would very much appreciate notice that I am approaching my limit on minutes used.

Nov 23, 2010 11:41:41 AM
Paul
Draper, UT

This is very frustrating to me over time. I feel that anytime a variable cost can be implemented, there should be some sort of easy notification, which is the case with cell phones and electronics.

This doesnt need a large staff...just programming. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:37:11 PM
A
alexandria, VA

Hi, I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. 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 12:41:35 PM
Alice
Palm Coast, FL

A message on my cell phone would suffice!!

Nov 23, 2010 11:51:57 AM
K
Logansport, IN

This is a simple solution that puts me in control.I

Nov 27, 2010 5:18:39 PM
William
Kingston, NY

Dear [Decision Maker], Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service.

Nov 23, 2010 12:05:55 PM
Mary
El Segundo, CA

My freshman college daughter ran up bills in just a few weeks that I had no idea were happening. She ran up over $600 in in overage in just 2 months. I wish it was as simple as telling her not to do so, but in reality, it doesn't work that way. My bank sends us updates on my daughter's account daily. Why can't the phone companies send out an alert? In a word -- greed. Please make the phone companies warn us when limits are being approached. Thank you, Mary Marchewka 349 Loma Vista Street El Segundo, CA 90245

Nov 23, 2010 10:58:45 AM
David

Highland, UT

I believe this is a simple 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 5, 2010 12:46:30 PM
Josh
Austin, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. There's no practical way for me to prevent this from happening since there's no easy way to tellI that I ran out of minutes.

Nov 23, 2010 3:25:26 PM
Roger
Denville, NJ

I've gotten bills for hundreds of dollars. I was in St. Thomas with friends and they each have ATT as their carrier, I have Verizon. They told me that their calls, from St. Thomas are included in their plans. Silly me, I assumed that Verizon was the same. How wrong I was. They charged around $2 a minute, and my ignorance cost me an extra $200. Now it's certainly true that it was my ignorance that led to the charge, but they count on people not being clear on their plan details. I would like, not only to be informed if my minutes are nearing an end, but if I'm going to be scalped for calls that are in roaming areas. I'm tired of bill shock, and feel that giving folks some control over their plans is a good policy.

Nov 28, 2010 3:31:42 PM
Joe
College Station, TX

Gentlemen, The solution is very simple. The cell phone company notification will permit me to control costs.. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service. The problem naturally is always my fault. I do understand my plan limits, but really need to know when I have run out of minutes. I'm ready for some real control over this issue. Respectfully, Joe Marinari 11668 N. Dowling Road College Station, TX. 77845

Nov 24, 2010 11:29:56 AM
April
Marshall, VA

It is really ridiculous-and a sneaky way to make money- that the companies don't already provide a notification service. Your credit card certainly lets you know if you're going over limit, don't

they? I am already exasperated that cell phone service costs as much as it does (we all know it is very inflated compared to the cost of providing it). The airwaves are a "common good", that we should benefit from in lower prices; the cell companies are already benefiting to an insane degree from this resource. Further, we all know that in a few years all the services will be "unlimited everything (voice, Internet, text) ", so they're just trying to squeeze a few more dollars out of us for something we're going to get for free soon anyway. Thank you for your time, and I will be watching your vote on this and related issues. Sincerely, April Markgraf

Nov 24, 2010 9:59:08 AM
Linda
Geneseo, NY

This is a simple solution that puts me in control.

Nov 23, 2010 11:06:14 AM
Karl
Dittmer, MO

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

Nov 25, 2010 2:46:43 PM
Jim
Lexington, MA

This is a simple solution that puts me in controland would help me avoid bill surprises.

Nov 23, 2010 11:04:21 AM
Alfred
Columbia, MD

This is a simple solution that puts me in control.

Nov 23, 2010 12:33:15 PM
Nicola
Eugene, OR

This is a simple solution that puts me in control. I've not gotten bills for hundreds of dollars, but nearly every month there are charges for a few dollars that I have not used. I do, however,spend hours on the phone with customer service getting a credit to my account. I consider this a waste of my time and theirs. These phone calls leave my believing that I don't understand my plan limits; I don't think they (Verizon) have an interest in furthering my understanding either. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 6:40:06 AM
James
Finksburg, MD

We have a plan now that covers virtually infinite voice and text but it costs us way too much. We plan to switch to a service with more limited access but might become a problem if we somehow go past our contract limits. Please consider this request that we be warned of this unplanned usage overage.

Nov 23, 2010 8:51:36 PM
Carol
Maumelle, AR

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 3:15:08 PM
Tony
San Diego, CA

The change we voters want is to be 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. Because of their overage attacks, I regularly purchase more than I need (in minutes and data) because the cost of going over is so outrageous. Choice to move to other carriers is not an option because they all have the same policies. Is this collusion? Please help! Sincerely, Tony Maynard 3934 Falcon St. San Diego, CA 92103

Nov 27, 2010 2:03:48 PM
Harvey
Rockville, MD

Dear Verizon Wireless, This is a simple solution that puts me in control. .

Nov 23, 2010 12:17:34 PM
Dominick
Bellmore, NY

This is a simple solution that puts me in control. It is imposible to tell when you have used up your time or also limited on your internet service. Sincerly, Dominick Mazza 6 Trezza Ct. Bellmore, NY 11710

Nov 23, 2010 3:23:38 PM
Deb
Sumner, WA

This is a simple solution that puts me in control. It just makes sense to me and is so easy for the companies to do.

Nov 23, 2010 1:39:20 PM
Ron
Rancho Santa Margarita, CA

This is a simple solution that puts me in control. This is a fair rule that would help restore integrity to cell phone companies.

Nov 23, 2010 10:44:17 AM
Kristin
Columbia, SC

I consider myself to be a fairly sophisticated consumer; I have an undergraduate degree in economics and a Juris Doctor. However, I have found it exceedingly and increasingly difficult to decipher my telephone bills. Customer service in the wireless industry is an absolute nightmare. I strongly support legislation that would simplify billing, and require wireless service providers to notify subscribers when text and air minute limits are being approached. Thank you for your time and consideration.

Nov 23, 2010 10:57:07 AM
Andrea
Kansas City, MO

This is a simple solution that puts me in control.

Nov 23, 2010 12:21:12 PM
Donald
Boise, ID

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. But most of 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 10:23:50 PM
Charlene
Valley Glen, CA

I have a texting plan that I am afraid to use because all incoming & outgoing texts are counted & I will be charged if I go over. It would be wise for budgetary reasons if I could be notified when I am close to using up my texts. This is a simple solution that puts me in control. I understand the plan I signed up for. This is why notification puts me in control to be prepared for my bill. I then can determine within my budget if I can text beyond my minutes.

Nov 16, 2010 12:56:34 PM

Colin
Santa Monica, CA

This is a simple solution that puts me in better 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 would further like to add, that no matter how hard I try, I frequently run into problems due to "not understanding the plans properly." The cell phone companies appear top keep things as complicated as possible as errors always end up in their financial favor and resolving these errors means HOURS on the phone for consumers like myself. The cell phone companies are out of control, and the proposed warning message is the very least that should be done, probably more regulation would be even better!!!!

Nov 24, 2010 9:02:00 AM
JOHN
Amherst, MA

This is a simple solution that puts me in control. John McCarran 42 Carriage Ln Amherst MA 01002

Nov 23, 2010 11:40:39 AM
John
Okatie, SC

This is a simple solution that puts me in control. Bill shock is unnecessary. A simple warning or heads up is all that is required.

Nov 23, 2010 11:08:47 AM
Galen
Belleair Bluffs, FL

This is a simple solution that puts us in control. Friends and relatives have 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 their fault.They've been told they 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, they just didn't know when I ran out of minutes. They are tired of bill shock, and ready for some real control.

Nov 23, 2010 10:55:10 AM
Richard
Santa Cruz, CA

American business has become so deceptive, corrupt and greedy. Have you tried to read and understand a cell phone bill lately? This is a simple 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 30, 2010 11:56:50 AM
Hal
Oceanside, CA

This is a simple solution that puts me in control. A computerized notice would add only miniscule cost to provider for which I would be willing to sholder. 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 parental controls, didn't understand the charges associated with a download or an online service. But most of 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 7:10:30 PM
Clark
Schertz, TX

This is a simple solution that puts me in control.

Nov 23, 2010 4:33:52 PM
Powell
Murfreesboro, TN

I think this is a good safe guard against spending too much on cell phones. If notified I can tell my children to cut back..

Nov 23, 2010 10:59:54 AM
Robin
Potsdam, 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. Sometimes I was able to find an acceptable solution, but often it was very costly. 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 6:37:52 PM
Daniel
McCall, ID

This is a simple solution that puts me in control that has been implemented successfully in the E.U. I've gotten plenty of bills with unexpected charges, 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 some real control. Please take this issue on and implement changes that protect consumers. thank you, Cal McCluskey

Nov 23, 2010 11:15:41 AM
Robert
Skaneateles, NY

I'm sure that the wireless providers in the USA are lobbying in opposition to this common sense requirement, as this proposal will eliminate a very lucrative source of income. I'm hopful that our legislators and the FCC will resist such lobbying efforts and require notification by providers to cell phone users that they are about to exceed usage limits.....It just makes sense to do so.

Nov 24, 2010 4:54:53 AM
James
Falls Church, VA

A simple solution that puts consumers in control is a way of life in this country. Protect the consumer. No one is trying to avoid paying a bill. Consumers do not want to create a bill unknowingly. 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. Why can't that happen in America? It is simple customer service in the electronic age. When limits are being reached, notify the customer. Entrapment with higher bills should not be a notification system. Thank you.

Nov 23, 2010 11:47:01 AM
Robert
Maplewood, NJ

Text message charges are a big gotcha! The charges are way out of line with the carrier's expenses and without notice they force you into expensive plans to avoid even more expensive per message charges.

Nov 23, 2010 4:19:18 PM
David
Hockessin, DE

This should have been a requirement years ago.

Nov 23, 2010 7:50:48 PM
Emily Ann
Alexandria, LA

This is a simple solution that puts me in control. Sometimes persons just don't know when they run out of minutes. I hope it will become mandatory for cell phone companies to notify users before they reach their limits. Thousands of parents of teenagers will thank you.

Nov 23, 2010 2:07:02 PM
James
La Canada Flintridge, CA

This happened to me several years ago when my son ran up a $500 bill that I knew nothing about until I received the bill. A timely notification would have been greatly appreciated.

Nov 28, 2010 11:53:01 PM
Gene
Palo Alto, CA

This is a simple solution that puts me in control. Transparency regarding usage and fees is the hallmark of good business and assuring timely correct information is available to consumers is critical. This is the right thing to do.

Nov 23, 2010 2:35:16 PM
Clesson
Fairfax, VA

This is a simple solution that puts me in control. Just let me know when I run out of minutes.

Nov 25, 2010 11:36:23 AM
Merle
Denver, CO

This is a simple solution that puts me in control. I've gotten unexpected over 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 the charges associated with a download or an online service. But most of 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 11:31:59 AM
Stephanie
Mt Pleasant, SC

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, and this could be so easily avoided. It seems that the problem was always my fault. It's frustrating that something like this can happen when my provider has the ability to text and email me solicitations, but not warn me of overages. I'm tired of bill shock, and ready for some real control. I appreciate your attention to this matter. Let's get some sanity with cellular billing practices! Thank you, Stephanie McDonald Mt. Pleasant, SC

Nov 23, 2010 1:46:58 PM
Tracy
PORTLAND, OR

Dear FCC- I have two teenage daughters and am putting one through college. I have spent hundred of dollars of money that could have gone towards education bc of unexpectated phone overages. I am an educated woman and have have even had overages myself. I have spent hours of my valuable time on the phone with customer service at AT&T and I never end up satisfied. I have a Ph.D., yet I have trouble figuring out all the complex rules hidden in the nether regions of AT&T's webpages. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of my hard-earned money going to the greedy cell phone companies and it is time for some legislation to prevent them from ripping off average Americans.

Nov 24, 2010 11:53:32 AM
Sean
Starkville, MS

This is a simple solution that puts me in control. The technology is available, why can't they use 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.

Nov 23, 2010 1:18:06 PM
Toni
Mebane, NC

This is a simple solution that puts me in control. I just received a bill in which I was shocked. Thirty-four minutes over my limit and the bill is three times what it is normally! All I get from my provider is you need to upgrade to more minutes! I can't watch my usage online everday! It seems that the problem was always my fault. I've called about spam texts and was told they were aware of the problem (I was not the only one calling!) and the charge would be removed and it never happened! But most of 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 10:58:47 PM
Gerry
Moses Lake, WA

This is a simple solution that puts me in control. I've gotten bills 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 controls, didn't understand the charges associated with a download or an online service. But most of 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 5:37:36 PM
Sheila
San Jose, CA

This is a simple solution that puts me in control. Please follow up with regulations that have the cell phone company alert me when my phone is nearing the limit for minutes. This is a very good idea, let's adopt it.

Nov 26, 2010 5:19:38 PM
Robert
Washington, LA

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. Please pass the proposed rule to require notice before I exceed my usage limits. Sincerely, Robert McKinney Washington La 70589

Nov 23, 2010 11:02:33 AM
Patrick
Louisville, KY

This is a simple solution that puts me in control.

Nov 23, 2010 11:53:45 AM
Philip
Cumming, GA

Save our Constitution! Government has no place in the private sector!

Nov 23, 2010 9:51:48 PM
Judy
Huntsville, AL

This is a simple solution that puts me in control. My daughter 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 my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:04:51 AM
Jose
Maunabo, PR

This is a simple solution that puts me in control . I have received bills for overages and spent hours on the phone with customer service and I never end up satisfied. I have been advised that

the problem is always my fault; that I did not understand my plan limits and did not understand the charges associated with a download or an online service. Obviously the problem is I just do not know when I run out of minutes. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 5:51:26 PM
Rick
Highlands Ranch, CO

I feel phone companies try to take advantage of customers who remain in the dark about how many minutes they have used in a week or a month, until they get their bill. It's nearly impossible for anyone to keep track of how much time they have spent on the phone day to day. A reasonable solution to the problem of people unintentionally exceeding their phone minutes is to require phone companies to notify those who are getting close to their limit, so they have a chance to budget their time wisely. Please make this a requirement.

Nov 29, 2010 7:08:44 AM
Kimberly
Nashua, NH

I just bought cell phones for my family and I'm appalled at the cost! The "free friends" were not free! Didn't know there was a lag time. Wasn't told I had to log on and check my account every few days to be sure my new phone company was doing what it was supposed to. I'm locked in for 2 years with a company I already don't trust not to screw me. Please make them at least let me know I'm about to give them an arm and a leg. Thank you.

Nov 23, 2010 10:34:36 AM
Samuel
Hortense, GA

This is a simple solution that puts me in control.

Nov 25, 2010 8:16:43 AM
Paula
Wilmington, DE

This is a simple solution that puts me in control. I've gotten charges from Verizon and called twice about this. As of today I don't think the charge was removed. It came about because my daughter accidentally accessed the web on a simple phone that we thought had NO WEB ACCESS. We found out differently once the charges appeared. It seems that the problem was "my fault." I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 10:58:46 AM
Stephanie

Santa Barbara, CA

Dear FCC, I understand that 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. I am in support of a bill being passed that mandates that cell phone companies in the United States notify the customer prior to their minutes being used up. Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service. We have 5 phones on a family plan currently we have no way to know how many minutes we are all using. Thank You, Stephanie McGowan 1005 Tunnel Road Santa Barbara, Calif 93105

Nov 23, 2010 1:00:11 PM
Brian
Atlanta, GA

There ought to be a way to get a notice from the cellphone service provider and/or have a pre-determined lock in place if a monthly bill goes over a certain amount. This is a simple 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 12:06:39 PM
Jo Ann
East Hampton, NY

This will be a great help to many families!

Nov 25, 2010 2:48:23 PM
Mary
Denville, NJ

This is a simple solution that puts me in control. I want to know when my daughter or any of us are approaching our limit on minutes, messages, or texting. I want to know before I am billed for more than the basic plan amounts.

Nov 23, 2010 6:12:21 PM
Terry
La Crosse, WI

This is a simple solution that puts me in control. I have friends and relatives who have gotten bills for hundreds of dollars, spent hours on the phone with customer service, and still end up with large unexected bills. The cellular companys send emails and texts that enable services that they did not realize were billable, especially at the rates that are being charged. The explanations of what you are being charged for are not clear either. For example, most people don't realize

that they are charged for every text they receive, not just for texts that they send. We tired of bill shock, and ready for some real control.

Nov 23, 2010 1:11:29 PM
Ed
Olympia, WA

I have had experiences where my cellphone use overage charges went through the roof. I was working as a crew leader in the field for the US 2010 Census. I had never gone over my limits in 10 years of prior cell phone use so I was not aware of just how bad the problem could be. My job required me to make many calls each day, weekends included. My first bill was over $450.00 and by the time I got that bill I was 3/4 they way through the next month. The Census phone reimbursement plan allowed a maximum reimbursement of about $270.00 per month. I was "on the hook" for the balance. In the future I will be needing my phone for business again and will need to know when I am near my limit of minutes. During a busy work day and evenings crowded with family and social obligations it is not practical to dial up the phone company to check minutes. I don't ever want to experience this type of bill shock again. Credit card companies will send out daily emails regarding balances and payment due dates. Verizon Wireless even sends out text notices prior to mailing the hard copy of our bill. It should not be difficult or costly for them to send notices regarding phone usage. Please pass regulations requiring wireless phone companies to send notices to us when we are near our limits and that those notices come soon enough, in advance, that we can effectively manage the remainder of the billing cycle. Thank you.

Nov 23, 2010 8:32:18 PM
John
New Braunfels, TX

This is a issue that will gain wide support. Look at the UK bill and change as necessary and (as I tell my kids) just do it.

Nov 23, 2010 7:03:14 PM
Douglas
Princeton, NJ

I've had repeated problems with my cell phone company due charges associated with data usage on my wife and children's phones. These have cost me a lot of time and money and theoretically should never have happened because I had put blocks on data usage. Although my cell phone company, when called, would usually remove most of the charges, they were not effective at "blocking" the charges as they claimed they could. Getting the charges removed was a monthly waste of my time.

Nov 23, 2010 3:02:34 PM
William
Guilford, VT

This is a simple solution that puts me in control of my monthly spending on my cell phone. It's impossible to keep track of cell phone use by other family members. If they're not paying the bill they don't have incentive to keep track of they're usage. Phone company's are taking advantage of this to make more money unfairly.

Nov 24, 2010 10:22:55 PM
Ann
Honolulu, HI

This is a simple solution that puts consumers in control. It is common sense that consumers should be informed about what they will be charged for.

Nov 23, 2010 11:25:34 AM
Colette Marie
Gilroy, CA

Almost every month, I need to contact my cell phone company to challenge fees that I am being charged that are beyond questionable. I once had to pay over $300 extra when my daughter unknowingly went over our phone limit. This is not right, they have the power to tell me what is going on but let things like that happen because they can make money from people that way. Please put the onus on these companies because it wrong for them to profit far by not properly informing their users of upcoming fees. Sincerely, Colette Marie McLaughlin Gilroy CA 95020

Nov 24, 2010 9:46:13 AM
Keith
Norwalk, CT

I've had a few occasions where I was surprised of the amount of my bill. This should be a simple option that consumers can setup to meet their needs.

Nov 23, 2010 12:48:40 PM
Margaret
Chicago, IL

I've gotten bills for more than a thousand dollars, spent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always my fault. There are many reasons but most of all, I just didn't know when I ran out of minutes. I have a better calling plan now, but Verizon took three months to suggest to me that there is another way -- and it came just before I changed providers. Since I now have a plan that allows me the time I do use, but charges me a lot less for it, it's obviously only a matter of bookkeeping and has NOTHING TO DO with the cost of actually providing me that service.

Nov 23, 2010 5:15:32 PM
Robert
Skowhegan, ME

I don't have this problem now because I buy an unlimited package. But I do this only because of the threat you hold over me to charge your exorbitant overage rates. It's a legalized shakedown for protection money, and I believe that you as provider companies know this, indeed, intend this. If I could rely on alerts, I wouldn't have to spend so much money for me and family for phone service.

Nov 23, 2010 7:43:26 PM
Scott
Beverly Hills, MI

This is a simple solution that puts me in control. I am in alliance with the Consumer's Union on this issue. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:55:19 PM
Lynn
Pembroke, MA

This is a simple solution that puts me in control.

Nov 23, 2010 11:16:11 AM
Roger
Baltimore, MD

Dear FCC Regulator: 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 would put me in control. I occasionally have gotten bills for hundreds of dollars for excess minute charges due to unknown use by other family members. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 strongly urge you to pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Roger McMacken 1101 Hollins Lane Baltimore, MD 21209

Nov 23, 2010 10:48:26 AM
Darcy
Port Washington, WI

This simple alert will save both consumers and companies a lot of time that we now spend in addressing the problem after it occurs and will result in a more fair way of paying for minutes that consumers actually use.

Nov 23, 2010 11:05:47 AM
cindy
Starkville, MS

This is a simple solution that puts me in control. I've gotten bills for going over my minutes several times. Notifying me ahead of time would have allowed me to choose a different plan that met my needs. I'm tired of bill shock, and ready for some real control. Please pass the proposed rule to require phone companies to notify me at least 24 hours in advance before I go over my limit. Sincerely, Lucinda McMaster 1794 Sand Wedge Dr. Starkville, MS 39759

Nov 23, 2010 7:25:57 PM
Roy
Bar Harbor, ME

I recently received a bill that was 50% higher than average simply because I had (unknowingly!) exceeded my limit of text messages. Had I been notified I could have done something about it. This is a simple solution that puts me in control.

Nov 23, 2010 10:56:27 AM
Tim
Gig Harbor, WA

This is a simple solution that puts me in control.

Jan 10, 2011 8:00:22 AM
James
Knoxville, TN

I'm convinced that the cell phone companies purposely make it difficult to know when I am approaching my limit. The charges I have received are ridiculously out of proportion to the actual cost of the service. 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 4:03:59 PM
Donald
Rockledge, FL

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

Nov 23, 2010 8:07:50 PM
Edward
New Canaa, CT

This is a simple solution that puts me in control. Why let the cellphone companies baffle us with their calculations, and then extract money as a result? I'm tired of bill shock, and ready for some real control.

Dec 11, 2010 4:39:41 PM
Dan
Makawao, HI

This is a simple low cost solution that helps prevent consumers from unexpectedly paying hundreds of dollars.

Nov 23, 2010 3:56:25 PM
Marilyn
Jacksonville, FL

This is a simple solution that puts me and all other consumers in control. I would have avoided outrageous fees had I have been alerted that I was going over my plan minutes.

Nov 23, 2010 5:14:04 PM
Neil
Califon, NJ

We have two service providers, ATT and Verizon. Verizon has always given us notic ewhen we are "trending towards" exceeding our minutes and that has been greatlt appreciated. ATT on the other hand says they "...have no way of doing that..." which,of course, we know is a lie. Please make it manditory that all cell service providers notify their customers when they are at risk of exceeding their contracted volume of minutes or data. Regards, Neil McPhee

Nov 24, 2010 12:18:39 PM
mary
ludington, MI

I can plan for my payment easier.

Nov 23, 2010 4:37:53 PM
David
Portland, OR

This is a simple solution that puts me in control. I have recieved bills over my "montly charge" on many occasions and have been frustrated by the process. UGH. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 them send me a simple email notice when I am close to my limit. It would be a simple fix but I am sure the companies will complain loudly!!!

Nov 23, 2010 11:41:41 AM
Cathie
Redmond, WA

Dear Sir or Madam, Cell phone companies should absolutely notify me before I go over my limits on voice, data or text service. That way I can be sure to get control over my bills and permanently avoid bill shock. 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, my grandchildren are of an age to do this to their parents. I also think that the hours the cell phone company employees spend arguing with customers that are shocked and horrified by their bills is costing me and every other customer in higher bills! This is totally unnecessary, and the bills should go down for all of us, if this were no longer an issue, since every customer would know before they went over in minutes! Imagine being free of that worry forever! It just makes good sense! I don't know when I'm getting close to running out of minutes, and I just don't think I should have to worry about this, when there is such a simple solution. I never want to experience bill shock, and I would appreciate some real control. Please Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Thank You, Cathie Meadows 23316 Redmond-Fall City Rd # 557 Redmond, WA 98053

Nov 23, 2010 11:32:22 AM
Mark
Auburn, GA

This is a simple solution that puts me in control. I've had a bill 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. Mark Meahl Auburn, GA 30011

Nov 23, 2010 12:11:53 PM
Randi
Crestwood, KY

This is a simple solution that puts the consumer in control. With family plans you can get 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 consumer's fault; don't understand the limits aand the cost for exceeding them. After all, it wasn't done that way with ourr home phones. I know some people just 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 they ran out of minutes. People are tired of bill shock, and ready for some real control.

Nov 23, 2010 8:40:39 PM
Geno
Lodi, CA

This is a simple and fair solution to the problem of large unexpected bills from my cell phone company.

Nov 23, 2010 3:50:32 PM
Jack
Charlotte, NC

My cell phone company (Verizon) did notify me that I was going to be over my limit for the month. It was a live call from a real English- speaking person. It was a very unusual month of cell phone usage due to a family illness and lots of travel. It worked to their advantage, too,

because the best solution was for me to move to the next higher tier of service for however long we would have abnormal usage. Then I moved back to the original plan. No extra cost, no new contract. If other companies are not doing that, then they should be required to do so. It gives them another opportunity to interact with their customer. And I have a very high regard for Verizon for doing that. It made me a more loyal customer. I support the rule to require cell phone companies to notify their customers before they go over their limits - if they aren't smart enough to be doing it anyway.

Nov 23, 2010 8:58:12 PM
Mona
Atlanta, GA

This is a simple solution that puts me in control. It would be helpful for me to have notice when my usage limits were approaching for minutes, data, and text. That way I could decide whether to continue based on the importance of what I was doing or to find an alternate method of communication.

Nov 23, 2010 6:47:04 PM
Williet
Wailuku, HI

The cell phone companies are making a killing by adding many charges to monthly bills that are exorbitant. This just happens too often to be coincidental. This month, I had a charge for something called a horoscope service which I never saught and when I questioned the company why it was on my bill, they said it was some kind of service they provide which is actually for text messaging, which I do have as part of my agreement, but why is it listed as "horoscope" service? Who knows, they find ways to charge for various things you didn't ask for! It would be so beneficial for everyone with a cell phone to be alerted prior to going over your plan's minute allowance, etc.! Please help regulate these companies that are making more money than God now that even young children have cell phones!! Thank you!

Nov 27, 2010 12:31:12 AM
Beth
Fairbanks, AK

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

Nov 23, 2010 11:00:21 AM
Cathy
Pleasanton, CA

This is a simple solution that puts me in control. I've gotten bills with high, unexpected charges. Knowing when my account is going over its limits is essential for me to manage my account.

Nov 23, 2010 11:11:13 AM
Dan

Houston, 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. Cell phone rates are quite expensive and a simple idea like this will help consumers like me avoid unnecessary charges.

Nov 23, 2010 8:08:01 PM
Barton
Raleigh, NC

My credit card company quickly notifies me if there are usual usage of my credit card. The phone companies could easily implement 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 1:56:47 PM
Ralph
Tucson, AZ

This is a simple solution that puts me in control.

Nov 25, 2010 12:00:05 AM
Marilyn
Highlands Ranch, CO

This is a simple solution that puts me in control. I've gotten bills for much higher than my usual, spent hours on the phone with customer service, and I have never received any credit for going over my usage limit. This is a big money-maker for cell phone companies so they are not willingly going to give us any notice without a FCC requirement. It is ludicrous and extortion to charge 45 cents a minute once a person goes over the monthly usage minutes! It is impossible to keep track of how many minutes I am using without a phone counter. After having a few shocking bills, I usually check my usage frequently now, but it should not be all my responsibility. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:05:59 PM
Kurt
Beaumont, CA

Recently, I was charged an extra $100 in overage charges. That particular month, I recieved lots of calls because I was researching a business venture. I didn't realize that my minutes were used up from people calling me. I thought I had to initiate the calls for them to count against my minutes. I was very upset with Verizon because they did not let me know I was approaching my

limit on minutes. Their only solution is for me to increase my minutes and pay them more. This is a simple solution that puts the consumer in control. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:08:03 AM
Scott
Potomac Falls, 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'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:09:45 PM
Blythe
Issaquah, WA

This is a simple solution that puts me in control. I've been charged for downloads and online services that I didn't want. I should be able to turn off whatever services I don't want and I should be able to buy the phone I want without paying for data services. Tell the phone makers to give us freedom of choice - data should not be required to own a particular phone. I'm tired of bill shock, and ready for some real control. Blythe Meigs Issaquah, WA 98027

Nov 29, 2010 8:38:04 AM
Clifford
Wilton, CT

This is a simple solution that puts me in control and sends a clear message to the cell phone companies about one of many billing abuses. As a result, maybe the will voluntarily clean up their practices for other extra and unauthorized charges for such things as "premium messages", unwanted warranty coverage on phones, and data charges triggered by their own menus and software downloads. 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 1:09:30 PM
Judy
Houston, TX

Someone should have thought of this a long time ago, but the cell phone companies certainly would be against it. Most people can't afford to get a bill for hundreds and hundreds of dollars for overage fees when they have only enough in the budget to cover the base fee.

Nov 23, 2010 10:55:14 AM
Dawn
Medina, 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. Actually, I just didn't know when I ran out of minutes. I share my plan with my 87 year old mother and she doesn't know how to check her minutes and how to control who calls her. I'm tired of bill shock, and ready for some real control. Please make this consumer friendly.

Nov 27, 2010 6:42:23 PM
Sarah
Florence, SC

This is a simple solution that puts me in control. I don't want to have to pay for something that I didn't know I was buying. That's just fair.

Nov 23, 2010 6:27:44 PM
William
Santa Barbara, CA

this would be so easy. why not? give us control of our money and time.

Nov 23, 2010 1:29:51 PM
Douglas
Tempe, AZ

This is a simple solution that puts me in control. I've gotten a bill for hundreds of dollars,. My phone was stolen,and calls were racked up before I knew the phone was gone I'm tired of bill shock, and ready for some real control.

Dec 9, 2010 2:46:24 PM
Peggy
Woodbridge, VA

This is a simple solution that puts me in control. I've gotten bills for more than we expected after my son went way over his text 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.

Nov 23, 2010 3:56:41 PM
Howard
Washington, DC

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

Nov 28, 2010 12:20:53 PM
Janet

Pine Brook, NJ

I am always fearful of going over my allotted total minutes and am constantly calling my cell phone provider for updates on the total minutes used. Having the provider notify me when I was nearing my maximum would be a great help.

Dec 5, 2010 12:25:39 AM
Sharon
Roundup, MT

This is a simple solution that puts me in control. I have gotten bills for over a hundred dollars. I called customer service and got no help. I'm tired of cell phone bill shock and ready for some real control. Thank you. .

Nov 23, 2010 2:09:33 PM
Atlee
Kissimmee, FL

When travelling to Canada, even after confirming that I was "covered" and then I received a bill for "access" that I never used - and it was hundreds of dollars. Of course I was told that I misunderstood what the customer service representative said. This was not th first time I've had one of these "billing surprises". I'm tired of this, and ready for some real control. There is a simple solution that puts me in control: Just require that notice be sent to me via a text message before I go over my usage limits!

Nov 23, 2010 7:26:00 PM
James
Omaha, NE

This change is a common courtesy that, given the level of contemporary technology at wireless companies disposal, should not burden them at all. Blocking unsolicited text messages would also be nice

Nov 23, 2010 2:36:09 PM
David
Lakeside, CA

My experience with cell phone companies is that they do not notify you of most available protections. For example I received an unwanted incoming international call. This call showed on my bill. I had to call my phone company to have it credited. I was not offered any information that I could request to have all international calls blocked.

Nov 23, 2010 11:09:25 AM
Maria
White Plains, NY

This is a simple solution that puts me in control.

Nov 23, 2010 2:51:58 PM
Suzanne
Vineland, NJ

This is a great solution to a problem many people experience. Please take action to implement it. Thank you! Suzanne Merighi

Nov 23, 2010 10:05:04 PM
Vicki
Eugene, OR

Please stop the surprises out of my bill. We need to protect the consumer from this convoluted phone company techniques.

Nov 16, 2010 1:07:07 PM
Rick
Columbia, MD

Right after activating a new phone I received a bill with a several hundred dollar overage for data. Data is free on my plan. It took 3 visits and 2 phone calls amounting to more than a half of a day of my actual time to resolve. On each occasion I was told the problem was with Verizon Wireless and it would be quickly resolved. Mistakes happen but the amount of time to resolve a mistake is unexceptable. Cell carriers have too much power when mistakes happen. It solely the cosumers responsibility to resolve these issues and should be unexceptable for a service provider to make a mistake that cause the consumer this amount of effort to resolve.

Nov 23, 2010 11:11:19 AM
Chester
Mashpee, MA

This is a simple solution that puts me in control.

Nov 24, 2010 7:50:54 PM
Anna
Winston Salem, NC

This is a simple solution that puts consumers in control.

Nov 23, 2010 2:49:54 PM
Don
Fredericksburg, VA

This is a simple solution that puts the consumer in control. With today's technology, an alert should be a no-brainer. What are we waiting for?.

Nov 23, 2010 10:32:44 AM
Perry
Bloomingotn, IN

Yes, i know that I'm participating in a campaign for cell bill warnings. But I feel strongly that a simple solution is only fair for consumers. My cell bill his high, customer service is iffy, and I never end up satisfied. The cell companies suggest that we don't understand plan limits but their plans are complicated and require study to follow. At least give us warnings when we reach usage limits and triggers. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:33:11 AM
Shirley
Garland, TX

This is a simple solution that puts me in control. I want to prevent getting unexpected charges from my cell phone provider. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:56:58 AM
David
Stratford, CT

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. Over the years, I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and get little satisfaction. Why can't every phone company give me the courtesy of doing what AT&T does when I exceed my celluar data limit on my iPad? Apple and AT&T notify me in a message displayed on my screen that I've hit my limit and ask me if I want to buy more data time or revert to wifi access. What's so hard about doing this on mobile phones? This feature would be welcome by virtually every consumer, but instead they choose to add bells and whistles of far less value to me. Sincerely, David Meuse Stratford, CT

Nov 23, 2010 6:34:36 PM
Christopher
Tampa, FL

This is a simple solution that puts us in control of our spending. I've gotten crazy bills for hundreds of dollars, spent hours on the phone with customer service, and I don't end up satisfied. It seems that the problem was always my fault. I've been told I didn'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 didn't pay enough attention. But most of 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 time. Chris Meyer

Nov 23, 2010 1:42:10 PM
Mark

Lisbon, WI

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

Nov 23, 2010 3:21:21 PM
Martin
Vancouver, WA

This is a simple solution that puts me in control.

Nov 23, 2010 4:33:38 PM
Delores
New Lisbon, WI

This is a simple solution that puts me in control. I've not gotten bills for hundreds of dollars, nor spent hours on the phone with customer service, BUT I know those who have. It seems that the problem was always THEIR fault. But most of all, I just don't know when I do get close to running out of minutes, WHICH HAS HAPPEN SEVERAL TIMES (come close). I'm don't need bill shock like those I know have gotten it, and am ready for some real control BEFORE this happens to me. Being contacted that my minutes are close to running out is not too much to ask, considering cell phone bills are already OUT OF CONTROL. Please help the public at large, from excessive over charges because there is no meter on our phone to see our usage. Thank you!!!!!

Nov 23, 2010 7:29:36 PM
Pat
Manchester, NH

I just don't know when I run out of minutes..or am close to it. I'm tired of bill shock, and ready for some real control. This is a simple solution that puts me in control. It's not hard to implement and would be a real boon to all us weary consumers.

Nov 23, 2010 2:57:43 PM
Amy
Watsonville, CA

This is a simple solution that puts consumers in a better position to control their own usage. With all of the technology at our fingertips there is absolutely no reason why cell phone account subscribers should not be readily made aware of runaway bills.

Nov 23, 2010 9:02:28 PM

Bob
Florissant, MO

This service would help cell phone companies to do the right thing. It makes sense that cell phone companies should help their clients keep track of how many minutes are used on their plan especially because most plans have several participants.

Nov 23, 2010 10:36:29 AM
Teresa
Olympia, WA

I went to Mexico with a smartphone for which data is normally INCLUDED. I did not think it would work in Mexico, since my previous phones hadn't - I took it to have my phone numbers and other info available. I never even used data or wireless for anything - but my phone did!! It went online all on its own and updated apps and whatever else it was doing. I ended up with hundreds of dollars of data charges for a single week, without even knowing it. I spent a couple hours arguing with Verizon before they would remove my charges, and the third (of 4) customer service agents I spoke with admitted that they are trained to try to make you feel that it's your fault and bargain you down. They should not only text you when you exceed your plan limits, they should text you when you start roaming (i.e., incurring charges for a normally included part of your plan) and inform you how to turn it off if you want to. Not everyone has had a smartphone before and knows how. The costs of these plans are so excessive to start with that there is absolutely no excuse for this gouging - not to mention the "customer disservice".

Nov 18, 2010 12:54:55 PM
Gwen
Sylvania, OH

This is a simple solution that puts me in control. I've gotten bills that shocked me and I didn't know why I hadn't been warned. It's like the phone company sets a trap and delights to see their customers fall into it. 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 for being taken advantage of. I'm tired of bill shock, and ready for some real help!

Nov 23, 2010 11:30:49 AM
Eric
Fredericksburg, VA

This is a simple solution that puts me in control.

Nov 23, 2010 10:17:08 PM
Dawn
Santa Rosa Beach, FL

Even my best efforts have been thwarted by the cell phone companies. Twice I have tried mid-cycle to "upgrade" my plan with Verizon online to avoid overages, only to be told later that my

changes weren't registered by the computer. This so-called technical error cost me hundreds of dollars and hours on the phone. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:47:01 PM
Thomas
Brentwood, TN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, one just last month, and spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem, according to AT&T or Sprint or whoever, was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 real service. Hidden charges are wrong.

Nov 23, 2010 8:53:34 PM
James
Arlington, 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 almost always just 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 shock, and ready for some real control. It is a simple solution - and not a costly one, either - to simply notify customers as they approach their limits.

Nov 23, 2010 10:34:11 AM
Christopher
Tampa, FL

This is a simple solution that puts me in control. I've gotten bills from tens to 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 23, 2010 6:33:42 PM
Lewis
Coral Gables, FL

This is a simple solution that puts me in control.

Nov 29, 2010 9:31:15 PM
Barbara
Rockville, MD

This is a simple solution that puts me in control. It helps me avoid problems in advance.

Nov 26, 2010 10:20:29 PM
Carol Jean
The Villages, FL

Work with us here. This is a simple solution to a real problem. I've gotten bills for hundreds of dollars, spent time on the phone with customer service, and am not satisfied. It seems that the problem was my fault. But most of all, I just didn't know when my family ran out of minutes. Together we can do better to maintain an important service for the long run.

Nov 23, 2010 12:52:41 PM
Delia
Temple Terrace, FL

This is a simple solution that puts me in control.

Nov 23, 2010 4:48:06 PM
Donald
Livermore, CA

I want the control, and it should be supplied by the phone companies. Don Miller 2862 Waverly Way Livermore, CA 94551

Nov 24, 2010 4:40:43 PM
Ernest
Clinton, MD

This is a simple solution that puts me in control. I do not want to receive unexpectedly high bills for unknowlingly exceeding my limits. The cell phone companies can and should notify users before they exceed the limit. Please help correct this problem.

Nov 24, 2010 12:27:31 PM
Geri
San Diego, CA

This is a simple solution that puts me in control. Let's reduce the areas this industry takes financial advantage of with the consumer.

Nov 23, 2010 2:16:59 PM
Greg
Madison, MS

I would like to be in control when I'm paying the bill, and with cell phones I'm really paying the bill! Too often the "benefits" go to the provider, but it's time for someone to look out for the

consumer. I'm tired of being surprised every month, not only by the service costs, but also by the add on fees and taxes. Finally this is one way I can be at ease and NOT be surprised when the bill is delivered.

Nov 23, 2010 10:37:21 PM
H.
Pinckney, MI

This is a simple solution that puts me in control and is fair. The company sents me texts already. I'm tired of paying higher bills because I hit a wrong key. I was in the hospital, my family used the phone to call other family members. How was my family to know they went over in minutes? - my phone bill doubled. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:46:24 PM
Ian
Raleigh, NC

Common sense solution to the issue. The cell phone companies don't seem to have a vested interest in preventing huge overage charges and so there isn't a viable choice in the market for effectively controlling my bill.

Nov 23, 2010 7:10:51 PM
James and Barbara
Bellevue, WA

In a time when it is critical for so many of us to take responsibility for our own budgets, this simple information can make a huge difference. Cell phone companies are already tracking a customer's usage; by sharing this information in a timely fashion, they participate fairly in a free market, where the consumer makes an informed decision, rather than taking advantage of the customer after the fact.

Nov 23, 2010 5:30:12 PM
Jane
North Brunswick, NJ

This is a simple solution that puts me in control. I am forced to maintain a plan larger than what I need because it is so difficult to keep track of minutes used, I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:58:53 AM
John
Bellevue, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, several times, simply because my child didn't understand that she was exceeding the call limits on our family plan. If she would have known, she wouldn't have done it. She didn't know that calls

made to her from a landline would be billed at such a high rate, and that a few phone calls from her out of town boyfriend would lead to almost $300 in over charges. I'm tired of bill shock, and ready for some real control.

Nov 28, 2010 7:45:45 PM
Keith
Watertown, SD

This is a simple solution that puts me in control.

Nov 24, 2010 7:00:03 PM
Lucinda
Philadelphia, 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 3 times, visited the store where I got the plan 3 times. Finally, I got it straightened out, but it took TOTAL perseverance and 6 hours. The people on the other end of the line are being paid; I was not. The plan in question was one which I took out for a daughter far away at college. It took me a while to figure out what was going on and the bill was over $800 for 2 months. I was shocked. The phone company had put her on the wrong plan. This change would simplify things. Sincerely, Lucinda Miller Philadelphia, PA I

Nov 24, 2010 6:50:52 AM
Patrick
Sewickley, PA

Currently there is no way to know when I have exceeded my limits. This appears to be a simple solution.

Nov 23, 2010 1:03:48 PM
Robert
St Simons Island, GA

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

Nov 24, 2010 9:19:49 PM
Robert
Truckee, CA

Let's do this. The technology is there to warn us. Let's have the cell phone companies make it happen.

Nov 29, 2010 8:46:47 AM
Scott
Santa Fe, NM

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

Nov 28, 2010 8:15:24 PM
Steven
Oxnard, 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. My current provider (AT&T) advertised "anytime minutes" when I signed up for a contract. What they failed to disclose was the "anytime" minutes were not available any time, only during certain hours of certain days of the week. I found this out when I contacted customer service for the sixth time in a single day and finally found an understanding customer service operator who was willing to explain the contract to me (telephone companies do not give anything in writing anymore apparently). It seems that the problem was always 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. There should also be minimum standards for readability or structure of bills, but warning alerts will be a useful stopgap measure.

Nov 24, 2010 9:34:05 PM
John
Alexandria, VA

This is a simple solution that puts me in control.

Nov 24, 2010 10:21:44 AM
Cynthia
Lakeside, CA

This is a simple solution that puts me in control. On international travel, I have asked for notification when I was reaching the limits of my data package; I told them that, at that point, I would purchase an additional data package. I even called during my trip to inquire as to my usage, was told that I had only used 2/3 of the allowable data; I was assured by the phone company that I would receive notice if I was close to the data limit. However, a week after my inquiry, apparently, I went over the limit, the phone company did not notify me, and they billed me additional minutes. It is difficult to keep track of the cumulative minutes and data usage. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 12:21:15 PM
Norah
Mission Viejo, CA

This is a simple solution that puts me in control. It offers me the opportunity to restrict use of cell phones before running in to a large financial commitment. This will avoid hassles with the

phone company and I am sure they will be just as happy about that as I am. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:24:16 AM
Timothy
Na[a, CA

This is a simple solution that puts me in control. My bank provides automated notification based I my definitions, the same kinds of controls would be simple to initiate. 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.Its time to provide real customer service.

Nov 24, 2010 9:47:36 PM
Kim
Cary, NC

This is a simple solution that puts me in control. My youngest daughter is a Graduate Student in Michigan, and on my Cell phone account. I just got a bill for twice as much as I normally pay. I still haven't managed to find out exactly what the problem is - text or talk. If I had been warned it would have helped prevent me from having to spend a lot of time trying to sort out the problem. I have a severe, devastating chronic illness that limits how much energy I have and how much I can do. I dread the thought of using my limited energy on something that could have been prevented with a simple warning. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 8:26:38 AM
Ronald
Melrose, MA

This is a simple solution that puts me in control. I've gotten bills over a hundred 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 1:26:08 PM
Nancy
Atlanta, GA

I happen to have an unlimited plan with StraightTalk from Walmart, but I know of countless people who are affected adversely by not knowing when they or their children are getting close to their plan limits. It is a very common-sense solution to a very vexing problem. The phone companies won't do it on their own - please help!

Nov 23, 2010 3:35:58 PM
Larry T.

Daphne, AL

This is a simple solution that puts me in control.

Nov 23, 2010 1:12:26 PM
Paul
Raleigh, NC

It is time cell phone companies stop taking advantage of their customers. They should make it patently transparent what my usage charges are and when I may exceed the allocations on my plan. I encourage you to support rules that will require notification by the cell phone company prior to my going over the limits of my plan. This is a simple solution that puts me in control.

Nov 23, 2010 11:18:36 AM
Pavlik
Lexington, MA

This is a simple solution that puts me in control. I have only occasionally received shockingly high bills, but I waste an inordinate amount of time making sure that doesn't happen. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:05:02 PM
Ron
Cedar Lake, IN

This is a simple fix that just makes sense! ESPECIALLY for a company that is IN the COMMUNICATIONS BUSINESS!

Dec 3, 2010 10:42:41 PM
Amy
Tallahassee, FL

This is a simple solution that puts me in control. I know families 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 consumer's 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, we 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 8:46:09 PM
David
Berkeley, CA

Cell phone users should be able to know whether they're about to hit their usage limits and face massive charges for doing so.

Nov 26, 2010 12:15:39 PM
John
Berkeley, CA

This is a simple solution that puts me in control. The company has my e-mail address and could easily send out an automatic e-mail to me when I reach something like 95% of my allowable minutes.

Nov 23, 2010 4:38:57 PM
Tom
Hillsborough, NC

There is no reason for the phone company not to notify me.

Nov 23, 2010 11:18:40 AM
Ralph
Rockville, MD

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.

Nov 23, 2010 1:09:04 PM
Debbie
Portsmouth, VA

This is a simple solution.

Nov 23, 2010 3:24:08 PM
Adam
Sandia Park, NM

I'm tired of Europe always getting the common-sense solutions and us getting the shaft. Please make the cellular carriers, who utilize the public airwaves, notify us before the big bill starts racking up the bucks.

Nov 23, 2010 4:13:26 PM
Karen
Mahtomedi, MN

It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 23, 2010 12:48:23 PM
Marik
Baltimore, MD

Please clarify and notify us so that we are not taken advantage of when we surpass limits. It is too complicated to find out where one is in terms of routine usage to avoid going over limits--don't make it seem like my fault. I want to be more in control of my minutes and in this day and age there should be a very easy user friendly way to do this.

Nov 23, 2010 10:51:10 AM
Keith
Ocean Shores, WA

The cell phone compaies are sticking to us by not notifying us when we are near our limit on minutes of usage. Please do something abou tthis.

Nov 30, 2010 1:58:21 PM
Meredith
Rochester, MI

Please take the approprite action to deliver fair notices to consumers. Consumers are losing ground to enormous, powerful companies and those who keep them in business are no longer heard. Please leverage your appointed power to support this consumer advocacy legislation. I get the run-around from my cell phone company until I've spent hours and gotten no where. Looking for help to enforce a mandatory alert when my bill is going to skyrocket. Thank you.

Nov 23, 2010 10:20:02 AM
Husam
Miami, FL

I wholeheartedly support this bill and want this change made! 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 11:05:33 AM
Judi Shade
New Orleans, LA

This is a simple 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. Similarly, I have attempted to invoke simple warnings via AT&T's website to no avail as no such option even exists for those who are aware of the potential financial repercussions of these overages. It seems that the problem was always my fault. I've been told I didn't understand my plan limits,

didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:31:38 PM
Scott
Little Rock, AR

To Whom it May Concern, Nothing is more frustrating as a cell phone customer than receiving a huge unexpected bill because someone in the family exceeded their limit on minutes, text messages, etc. As a large family we need to do everything we can to stay within a budget and control monthly expenses. I would encourage you to implement a simple put helpful alert to notify customers before they hit their limits on minutes, text messages, etc. This is a service that many banks provide as a way to help customers avoid costly overdraft changes and it is the right thing to do for families. Sincerely, Scott Monnahan 210 Cherrybark Drive Little Rock, AR 72211

Nov 23, 2010 12:06:51 PM
Itrel
West Fork, AR

Sending an automatic alert to the customer who is nearing the minutes allowed by the customer's plan would cost the telephone companies next to nothing. This is, as they say, a no-brainer.

Nov 23, 2010 5:02:37 PM
Craig
Hartfield, VA

This would be very helpful to those of us who are chronologically challenged! Please have your very talented programmers write routines to notify us when we are close to our limits. Thanks very much.

Nov 28, 2010 5:50:59 PM
Robin
Stockton, CA

This is a simple solution that puts me in control. You already text me when my bill is due, so you have the technology to text me when I am nearing my 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 30, 2010 9:10:03 AM
Kimberly

Milton, WV

This is a simple solution that puts me in control. My carrier has generally been helpful, but it would save everyone time, and save me money, if I didn't have to find out after the fact - particularly with the children's phones.

Nov 25, 2010 2:19:26 PM
Debra
Derby, 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. As primary account holder, I should always be informed if one of the other four lines is having unusual activity. I was not notified of roaming charges on one of my other family phones until it reached $1500 and by the time I was able to contact my son abroad, it had reached $1800. The previous months the roaming charges were $15-20. This was quite a significant jump. The cell phone company claimed they texted that line concerning the roaming charges but never did they contact me until it reached that outrageous amount. I spoke with a variety of supervisors but there was no acknowledgement by the company that they had done anything wrong. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:07:25 PM
Anthony
Meriden, CT

I basically agree that I have the means to check my usage, and an argument can be made that it's my responsibility to manage said usage. But, if the telecommunications market were a free market, I'm quite sure one of the competitors would already freely offer such a feature. (e.g. in the relatively more competitive (ah hem) banking industry, I can at least sign up for a feature that notifies me when my monthly bill has been issued, and then provides a second notice as the deadline nears to help ensure I don't get whacked with a $40 late fee.) The telecom market is more of an oligopoly, and the companies of which it is made signed up for significant regulation in exchange to be one of the "lucky ones". Therefore, since the financial penalty of using more minutes than one's current plan allows is so severe, and the competitive options for the consumer limited, I say force the companies to notify the customer a couple of times as they near their usage limit.

Nov 23, 2010 11:06:31 PM
Michael
Cleburne, TX

This isA a simple 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 11:52:27 AM
Michael
Menlo Park, CA

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

Nov 26, 2010 8:42:48 AM
Michael
Murfreesboro, TN

I am tired of being shocked by unexpected charges on my cell phone bill. With so many different ways to be charged - too many texts, overage on call minutes, overage on data usage, etc. - the simple solution would be to require cell phone carriers to send a text to let people know they are reaching their monthly limits. This technology is already in place and would be extremely easy for carriers to implement. If the carrier can send me unwanted texts promoting their services, they should also be able to send a text making me aware that I am about to incur unexpected charges.

Dec 3, 2010 5:24:24 PM
Barton
Boise, ID

As a conscientious consumer, I am tired of fighting a system that treats me unfairly. On the one hand, service providers hold the consumer responsible for over-the-limit use by imposing steep charges for overages. On the other hand, service providers always caution consumers that information about minutes used provided is only an estimate. How can consumers be expected to avoid overages under these circumstances? Put an end to this rigged system! Protect the consumers' rights now!

Nov 23, 2010 3:12:09 PM
Glenn
Allenhurst, NJ

My wife and I took a cruise last month and had no idea we would be socked with a huge bill. Normally my bill is $127.00 each month. Our cruise was from New York to the Atlantic Provinces of Canada. I assume that we were in United States water some of the time and the rest Canadian. At the end of the week I got an email from AT&T stating that my roaming charges were excessive and that my service was suspended. I called AT&T immediately after getting home. I was told that my bill could be over $3,000. After this shock, I was offered a service to cover some of the cost retroactively. That would be for $200. with extra for exceeding this coverage. Bottom line: my bill was over $800. I reiterate that I was not forewarned before the trip nor during it. I find their services unethical, excessive in cost and non-negotiable. Please stop this from happening!!

Nov 23, 2010 10:56:32 AM
Ronald
Newhall, CA

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

Nov 23, 2010 2:06:16 PM
Sherry
Staunton, VA

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 way over the plan amount, spent lots of time on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. Maybe so but 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, Sherry Morgan 16 Weston Dr. Staunton, VA 24401

Dec 16, 2010 9:44:38 AM
John
Moorpark, CA

In our daily routines, we use water, gas, electricity, our cars, and our phones. We have meters on our water, gas, and electricity that help us manage our use of and conserve these resources. We have easily visible gas gauges and low level alarms in our cars to help prevent unpleasant surprises and bad situations. It makes sense that we should receive similar advance notice when we approach our phone limits to avoid unpleasant surprises and bad situations. This need is heightened when several people are using and sharing the same utility.

Nov 27, 2010 6:31:27 AM
Caroline
St Thomas, VI

This is a simple solution that puts me in control. The phone companies could easily implement a computer program that could send out an alert just as credit card companies do. The alerts could also help prevent fraud. I've gotten bills for far more than anticipated, then spent hours on the phone with customer service unraveling what happened. While it was not always my fault whether not understanding the nuances of my plan or fraudulent use due to my phone numbers

being pirated (over 200 minutes to Cuba on all four of my families phones) to get it all straightened up to many hours on my part and the security department at Sprint. I'm tired of bill shock, its time for some real control.

Dec 4, 2010 3:40:02 PM
Dolores L.
Northbrook, IL

I want notice BEFORE I reach my usage limites....

Nov 23, 2010 6:08:22 PM
Donnaree
Bronx, NY

There must be a better solution for consumers 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.

Nov 26, 2010 7:20:14 PM
Michael
Lexington, VA

This is a simple solution that puts me in control. I see this as a fair measure that a responsible company should understand as important to it's customer's

Nov 23, 2010 3:46:42 PM
Jannette
Wilmington, DE

This is a good idea, and I think it should be done.

Jan 4, 2011 6:28:42 AM
Derek
Ferndale, MI

This alert requirement is needed as a safeguard against unwanted expenditures. When we sign up for a plan we are estimating the time that we WANT to have available, in other words, the time we would like to remain below. If a company wants more money from me, it should at least offer me the option to decline (hang up). Included in the protected are seniors and children/ young adults, who would benefit greatly from this easily implemented technology. Thank You Derek Morse

Nov 23, 2010 1:43:03 PM
Lester

Columbia, MD

I traveled to Israel, used ONLY email and Internet, and didn't realize that I was being charged for ROAMING until I returned! 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. This is a simple solution that puts me in control.

Nov 23, 2010 2:53:28 PM
Larry
Benbrook, TX

This is a simple solution that puts me in control. I've gotten excessive bills, spent hours trying to contact customer service, and I never end up 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 27, 2010 12:50:21 PM
Jon
Menlo Park, CA

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 controls, didn't understand the charges associated with a download, texting or an online service. But most of 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 12:51:36 PM
Philip
Takoma Park, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars because 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 1:33:12 PM
Stephen (Steve)
Woodinville, WA

Please help us get the cell phone companies under some reasonable controls for both national and international usage. I have requested my cell phone provider offer this very thing for years with no help on the part of the phone companies to make any type of change. This is a simple solution that provides us users with fair and reasonable control, especially when the cell phone companies lock us into these 2 year contracts with high penalties and we consumers have no real

alternatives if we want any type of decent phone coverage. My oldest son in collage racked up hundreds of dollars that could of been avoided if I was notified in advanced. My youngest son volunteered as a teacher for 9 months in Tanzania Africa, he thought the phone was cancelled and loaned it to a young boy to play games, and in the process of playing games he racked up over $300 in phone charges. Another volunteer at the school unaware of the cost had a bill of over $1000 us dollars. Please pass your proposed rules for notice before going over my phone usage limits. Thanks, Steve Moses 15403 NE 195th St Woodinville, WA 98072

Dec 13, 2010 4:42:47 PM
Robert
Charlton, NY

This is a simple solution that puts me in control.

Nov 23, 2010 11:20:38 AM
Ryan
Portland, OR

This is a simple solution that puts me in control. The technology exists to help inform us (my carrier, Verizon, even offers it but the service does not work correctly) and I feel that these charges are similar to exorbitant bank fees that the government has recently pushed back on. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 7:34:15 AM
Carolyn
Middletown, RI

Not all cell phone users have access or ability to use the internet. The cell phone companies are already monitoring the usage of all callers, it should not be a difficult or expensive solution to send a simple text and alert users who are approaching their usage limit. Thank you for your consideration.

Nov 23, 2010 12:34:10 PM
Eric
Portsmouth, NH

All business that provide services to the American people using our own resources (electro-magnetic spectrum in this case) should be fool proof. For instance, not only should the phone company send the consumre a text when minutes are about to expire but they should require a response from the consumer before allowing service to continue beyond the allotted minutes/MB/Texts etc. Technology is available to make our lives easier. When we use it, it shouldn't complicated our lives further.

Nov 23, 2010 10:55:14 AM
Michele
Saint Paul, MN

This is a simple solution that supports consumer rights and responsibility and removes the predatory relationship between provider and consumer.

Nov 23, 2010 4:57:47 PM
Karen
Rochester, MN

The unexpected bills shocked us and put us in the hole for months. The kids just learned to text and it seemed fun until we got the bill. Since that time this has not been a problem. It took us a couple of months to get the right plan but by that time we already have one or 2 months of outrageous charges. Now we have the right plan. We easily could have avoided those charges if we really understood the plans.

Dec 31, 2010 12:49:38 PM
Kevin
Rancho Palos Verdes, 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 11:46:15 AM
Rick
Dublin, OH

I want notice in the form of a text message or phone call when I am approaching my plan limits for minutes, text messages ,etc.

Nov 23, 2010 12:29:06 PM
Steven
Rockford, IL

Having notification would put consumers in charge of their bills and allow them to make informed decisons regarding further use .

Nov 23, 2010 5:34:15 PM
Jill
Bradenton, FL

This is a simple solution that puts me in control. I've gotten bills for large amounts of texting, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 10:11:24 PM
Barbara
Prattville, AL

This is a simple solution that puts me in control. I'm tired of bill shock, and ready for some real control. I would curtail my usage to stay within my plan if I knew I was close to my limit.

Nov 23, 2010 12:24:30 PM
Ron
Scottsdale, AZ

This is fair and reasonable. We need rules to stop cell phone companies from surprising us with over limit bills. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:23:33 PM
Joseph
Central Square, NY

I have not had a problem but then I don't use my cell phone all that often. But I do understand the problem and think it would be nice for the FCC to actually establish a process that is designed to help families. I'm tired of crazy company billing practices that have been designed specifically to increase revenues.It's a simple fix, after all there doesn't seem to be a problem in my receiving advertising text messages.

Nov 23, 2010 7:55:45 PM
Denise
McMinnville, OR

This would seem to be in keeping with what the new consumer organization headed by Elizabeth Warren is attempting to do in other consumer matters.

Nov 25, 2010 9:19:43 PM
Jay
Washington, DC

When I was a landline customer, I was always at the mercy of the telephone companies. Calling card calls were charged at extortionate rates and there was no warning or appeal.

Nov 23, 2010 4:56:27 PM
Mike
Berryville, VA

This is a simple solution that puts me in control, and we need it now! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied - they have you by the gonads! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the

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 yes, the technology is available to do this NOW! I'm tired of bill shock, and ready for some real control. You are a part of the SOLUTION! You can make it happen!

Nov 23, 2010 3:04:05 PM
Paul
Acton, MA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. It is difficult to track usage so the only way to know where I stand with the charges is when a bill comes in. By that time it is too late to influence behavior and the cycle begins again with a new bill. I am at the point where the constant worry and frustration and financial burden is not worth the service. I will go back to land line and do without wireless communication altogether. I believe that notifying customers of potential overage, with enough time to change the patterns of use and actually influence the billing rate, is not just good for the consumer, but it may help to prevent the loss of customers.

Dec 5, 2010 5:56:25 AM
Kerry
Indianapolis, IN

This is a simple solution that puts me in control. I've heard of people getting bills for hundreds of dollars, spending hours on the phone with customer service, and they never end up satisfied. It seems that the problem was always their fault. they were 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, just didn't know when theyran out of minutes. I'm tired of bill shock, and ready for some real control and our legislators should do their job and help provide that control.

Nov 23, 2010 12:35:19 PM
Marcy
South Burlington, VT

Please help.

Nov 23, 2010 5:17:17 PM
Ross
Seattle, WA

Please represent the American citizen in this regard.

Nov 28, 2010 4:16:06 PM
Sylvia
Baraga, MI

.If European countries can do this (send notification alerts) U.S. cell-phone consumers should be have this same service; please don't allow the cell-phone lobby to rule! please?! Thank you.

Nov 23, 2010 1:15:57 PM
Jacklyn
East hampton, CT

This is a simple solution that puts me in control. Please make every effort to put this system in place asap. I thought the text coverage was for both numbers on our account but of course that is not the case. We are building a new home in another state and between texts from contracts and between ourselves it is an added expense each month we do not need at this point. The notification would then give us the decision making opportunity to text or not.

Nov 16, 2010 10:39:17 AM
David
Palmer, AK

Last year I got a bill for $280 due to overage charges while I was away from home arranging for my mother's stay in a nursing home. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:44:04 PM
Kim
San Francisco, CA

Cell phone companies are in business to make a profit, and I believe in the profit-driven business model. But when the drive for profits tips over into the abuse of customers through purposely obtuse billing policies, I have to object. This measure would be a big step in making the billing system clear, and helping us consumers avoid racking up unexpected charges.

Nov 23, 2010 10:48:38 PM
James
Pahrump, 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. I'm tired of bill shock, and ready for some real control. Phone companies are taking major advantage of consumers. This should have been regulated long ago. It's time to act.

Nov 23, 2010 10:59:33 AM
KOMAN
FREDERICK, MD

This is a simple solution that puts me in control. I'm tired of companies setting up systems that they know will result in consumers getting overage charges. This is a legal form of cheating.

Nov 25, 2010 6:31:34 AM

ANNMARIE
CANTON, MI

This is a simple solution that puts me in control. It's only fair!!

Nov 23, 2010 10:53:42 AM
Fredrik
Conifer, CO

This is a simple solution that puts me in control. I can spend hours on the phone with customer service, and never end up satisfied. Their attitude is that the problem was always my fault. Amongst other things, I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated 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.

Nov 23, 2010 11:44:42 AM
Sai
Boston, MA

This is a simple solution that puts me in control. I have been burned badly by T-Mobile because of the lack of transparent communication about usage and expected overage. 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 7:28:08 PM
Linda
Wildomar, CA

I want to be in control, and THIS is a simple solution! I've gotten bills for too many dollars, spent too many 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.

Nov 26, 2010 8:44:27 PM
Kenneth
Deer 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. Stop all of the gouging! It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download

or an online service. But most of 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 8, 2010 1:19:15 PM
Emilio
Douglas, GA

Yes I too understand the need for all of us to be notified BEFORE we go over our limits on voice, data and text service. It is too much of a simple mistake to end up costing you hundreds of extras when it could have avoided.

Nov 23, 2010 10:35:35 PM
Wayne
San Ramon, CA

This process should have been implemented years ago. Cell phone companies would never provide this service unilaterally for their beloved customers -- they are too busy picking our pockets. Please implement this simple control, which costs nearly nothing and protects millions of consumers.

Nov 23, 2010 6:35:41 PM
Diane
Crestwood, KY

This is a simple solution that puts me in control.

Nov 23, 2010 3:37:45 PM
Lisa
Corpus Christi, VA

This is a simple solution that puts me in control. I've gotten bills for overages because 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 12:17:43 PM
Stephen
Centennial, CO

The proposed rule to require customer notification that a limit is being approached is a simple solution that puts customers in control. Cell phone companies can make sufficient income on contracts and legitimate charges without concealing the approach of negotiated contract limits. I think the rule just makes good sense.

Nov 23, 2010 3:58:21 PM
Catherine
New Hartford, CT

This is another example of large businesses taking advantage of consumers. In this day and age, a simple text message would suffice to inform consumers that they will be charged ALOT more money, if they exceed their limits. It is sad that one has to again use government to regulate private business, but the fact is we have no other choice, as these businesses are not smart enough to realize what would be good business sense in a very competitive cell phone market.

Nov 30, 2010 9:17:47 AM
Suzette
Pittsfield, MA

Please require telephone companies to notify people when they reach their plan limits, They are able to text me when my bill is due so they can certainly manage to accomplish this too. This will be especially helpful to parents who are trying to monitor their children's usage. Thank you

Nov 23, 2010 6:19:16 PM
Jo Ann
Summerfield, FL

This is a simple solution that puts me in control. I recently received my cell phone bill and found that I came very close to going over my plan minutes. I think this is wonderful that I could be notified before I use all of my plan minutes. I really would appreciate notification before I ran out of minutes. Maybe a quick phone call, even by a computer, that would tell me that I only have 30 minutes remaining on my plan. I would want to be notified and still have some minutes available. Maybe even notification of 100 minutes remaining. Anything is better than going over the alloted plan minutes.

Nov 29, 2010 9:04:54 AM
Dale
Saratoga Springs, UT

This is a simple solution that puts me in control. Common sense then allows me to make better informed decisions.

Nov 23, 2010 11:45:01 AM
Susan
Chicago, IL

This is a simple solution that puts me in control.

Nov 30, 2010 10:51:47 AM
Linda
Wayne, 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. With 5 lines on my plan, it is challenging to monitor phone usage. The other option, requires that I pay for more minutes

than I routinely use to ensure that we do not exceed monthly minutes rather than pay ridiculous amounts of money for overages. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 5:11:20 PM
Deborah
Houston, TX

This is a simple solution that puts me in control.

Nov 23, 2010 1:46:38 PM
Doug
Seattle, WA

This would seem to be a very simple solution and help people who would limit their calls once they knew they were at the limit and help avoid a huge, unitentional bill. Thank you for considering this. Doug Nelson

Nov 23, 2010 2:07:01 PM
Gary
Greensboro, NC

This is a simple solution that puts me in control.

Nov 23, 2010 9:51:53 PM
Gene
College Station, TX

It is a simple solution that should not be expensive for the wireless companies to implement. My wife and I have been surprised in the past year with a bill that included additional charges because we had unknowingly exceeded our usage limits. There is no easy way to find out when we run out of minutes. We would like to avoid bill shock in the future.

Nov 23, 2010 11:08:11 AM
Kathleen
Birmingham, AL

I am frustrated and angry about this situation!! 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 am not an idiot, though I am made to feel like one.

Nov 24, 2010 7:31:37 PM
Keith
Lenexa, KS

This is a simple solution that puts me in control. I have experienced the shock of receiving an exhorbitantly high cell phone bill. In today's economy where money is tight, I do no want to experience this shock again. In our case, I had to talk to a number of different people and I literally spent hours of my precious time on the phone trying to understand how it happened and how it can be avoided. Fortunately for us, our provider was willing to write off most of the excess charges this time but it was not an easy process and I doubt that they will do it again. It would be so much easier to get alerts from the company before this type of excess occurs. Please support this effort to enable me, and other consumers, to more effectively manage our charges for cell phone usage and avoid surprise bills. Thank you,

Nov 23, 2010 10:30:59 AM
Parker
Dallas, TX

This is a simple solution that puts me in control.

Jan 30, 2011 9:41:26 AM
Paula
Hilton Head Island, SC

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 the 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 solution is always to increase my plan limits and cost. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:59:33 AM
Robin
Boring, OR

Often cell phones bills are shocking, or confusing. All of a sudden charges add up or appear that have not been there before. Getting on the phone, and dealing with customer service is often ineffective, and time-consuming. Time-consuming to the point, that sometimes a person gives up. Please make more regulartoy acts that cell phone companies must follow. Sending information ahead of time, that the limits on voice, data and text service is going to go over is very helpful, and cost saving. thank you, Robin Nelson Boring, Oregon 97009

Nov 23, 2010 4:46:17 PM
Wallace
Hertford, NC

I believe this is a simple solution to a problem that needs to be solved. I've gotten bills for hundreds of dollars and the resultant debate that follows with the cell carrier customer service has burned hours of time for little to no resolution to the problem. The subscriber seems to always be at fault and the carrier has little understanding. The complexity of cell phone plans is overwhelming for the general public and that is another problem with the cell phone industry that

needs to be addressed. Consumers should not be shocked by their cell bills and regulators owe it to the general public to implement processes that should eliminate this problem.

Nov 23, 2010 4:35:44 PM
Kenneth
Grand Junction, CO

Dear 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. Kenneth Nesslage 1411 Rood Ave. Grand Junction, CO 81501

Nov 23, 2010 2:35:24 PM
Mark
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 was never notified that we had exceeded or approached our plan allowance. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 simple notification to the master phone owner and the user controlled by the owner of the master number. This could be controlled or adjusted by thru phone with a simple generic text message long before the billing takes place.

Nov 23, 2010 1:07:21 PM
Lisa
Virginia Beach, VA

Prior notification is a valuable courtesy that some companies already provide. Most of us are not fully aware of the amount of minutes all those on their plan are using. My husband and I have only gone over our minutes a few times, but the cost and/or hassel could have been avoided by a simple reminder. I believe that passing a bill requiring notification prior to depletion of minutes is a reasonable step. Consumers (constituents) would be protected from unnecessary waste of time and money that could be much better spent.

Nov 23, 2010 10:58:53 AM
Alexander
Sharon, MA

This is a simple solution that puts me in control. I've gotten bills way over my normal monthly 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 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.

Nov 23, 2010 4:34:32 PM
Jeannie
Morrisville, NC

This is a simple solution that puts me in control. It is the least that the companies could do. I know my father has a plan that does that, and it makes the world of difference to him. Thanks for taking action on this!

Nov 23, 2010 9:16:40 PM
Lisa
Albany, NY

This is a simple solution that puts me in control. In addition, it is simply good ethics and customer service, and would go a long way to retaining loyal customers. I'm tired of accepting bad practices from my cell phone provider! Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Lisa Newman 41 Twiller St. Albany, NY 12209

Nov 23, 2010 1:00:55 PM
Ron
Okemos, MI

Putting in place a system that alerts users that they are approaching the designated limit of minutes seems like a great idea. It may slightly decrease the profit margin (which this month was the highest ever for corporate America) but it save money for those of us who did not have their own "highest ever profit margin" from spending more than is necessary.

Nov 23, 2010 11:19:46 AM
Daniel
Simi Valley, CA

I went out of state with what I was told was a national coverage plan. My bill was over $500 for that month. The cell company told me it was my error not theirs, and I would have to pay in full to continue service. I paid in full and promptly discontinued service with that company. Please stop letting these cell phone companies take advantage of the consumers!

Nov 23, 2010 1:52:19 PM
William
Salt Lake City, UT

Please enact the simple solution of providing text message notifications when I've reached my cell plan limtes for voice, data, and text service.

Nov 26, 2010 1:08:57 AM
Jerry
Manhattan Beach, CA

It's such a simple fix. And please work towards allowing all handsets to work for all carriers and eliminating subscription termination fees.

Nov 23, 2010 2:18:14 PM
Lonnie
George, IA

This is a simple solution that puts me in control. Customer service is of little or no help. 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. And I need to know! I'm tired of bill shock, and ready for some real control. Please consider helping many of us with this problem. Thank you for your consideration.

Nov 18, 2010 10:08:51 PM
Don
Rosemount, MN

There are so many different types and levels of services that I get quoted for different prices if I access them on the web, call your company, or walk into different stores. We need to simplify the plans and alert people when they are going to go over their limits. It should be able to be automated so it wouldn't cost too much to implement.

Nov 23, 2010 2:59:30 PM
Jill
Venice, FL

I got 2 very high phone bills when my daughter went away to college. By the time I got the first bill, I was already over my minutes for the next month, so had another high bill before I was able to change my minutes. It would be a big help if we were to get notified when we are nearing the limit on minutes. I have a family plan, and cannot keep track of everyone's minutes. Sincerely, Jill Nickell 1222 Waterside Lane Venice, FL 34285

Nov 23, 2010 6:29:44 PM
Joyce
Los Alamos, NM

This is a simple solution that puts me in control.

Nov 23, 2010 12:00:30 PM
Steve

Waukesha, WI

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

Nov 29, 2010 3:02:41 PM
Ingrid
Seattle, WA

I called my cell phone company for several months in a row with minor overage charges which were never resolved. I read in the paper recently that the exact charge that I was disputing was in fact bogus and we should not have paid it no matter how minor the cost was. I know it is profitable for cell companies to do this and it is unethical. Notificiation of usage limits is a simple fix that should at least be made. Why do you risk good customer service and force the FCC to take action because you are unwilling to do so. Do the right thing for your customers.

Nov 23, 2010 1:16:44 PM
Paul
Atlanta, GA

This is a simple solution that puts me in control.

Nov 30, 2010 11:54:04 AM
Jacqueline
Royal Oak, MI

This is a simple solution that puts me in control. The times I have gotten hit was when I had a new plan and was unfamiliar with my pattern of usage. To have been notified ahead of running out of minutes, etc, would have been very useful. Help us help ourselves to hold the line on frivolous spending.

Nov 23, 2010 12:25:29 PM
Marybeth
Kingston, WA

s with all things regarding money a wise person set limits and stays within their budget. It only makes sense to be informed when the status quo is breached. Please consider your patrons and treat us as you also wish to be considered.

Nov 23, 2010 11:33:18 PM
Kathryn
Silver Spring, MD

It's rare for us to go over our minutes, but when it does it is very expensive. In fact, this month the bill is $100 more than usual because I didn't know we were getting close, and had gone over

the limit. Had I gotten a notice that we had gone over, I could have used my house phone for more calls and kept the overage a lot lower.

Nov 24, 2010 4:56:24 PM
Sandy
Audubon, IA

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 8:46:33 AM
Jeremy
Indianapolis, IN

Just like credit, cell charges can mount up quickly due to overcharges. In our busy daily lives we find it harder and harder to keep a close eye on how many texts we've sent or received and compare that to our monthly limits. And, the phone companies know they can profit from our ignorance. However, with today's technology, this could be easily managed with alerts, and thereby make everyones lives easier.

Nov 23, 2010 10:44:18 AM
Tyler
Solon, OH

This is a simple solution that puts me in control. I've gotten bills for large and unexpected sums, have spent extented amounts of time on the phone (and on hold) 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. This seems to be a simple enough request, I already receive a text from my cell carrier when they receive payment on my bill, why not a text when something has the potential to cost me a large amount of money...a bill that I have neither planned for nor budgeted for. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:37:45 AM
Lorraine
Vancouver, WA

This is a simple solution that puts me in control. We need to know before we get a high bill. Thank you for your consideration. Lorraine Nordahl

Nov 23, 2010 11:01:13 AM
Jay
Normal, IL

Having the information on billing in a timely fashion is reasonable and permits rational decision making in response. The absence of that information is unfair.

Nov 26, 2010 4:37:22 PM
Laura
Oakland, CA

This is a simple solution that is easy to implement at very low cost. It provides consumers the information that is needed to make rational decisions about whether to continue using their cell phones after the cost of service has increased. In addition, consumers' choices when armed with this information will provide cell phone service providers with important information about consumer preferences. I therefore fully support your proposed rule.

Nov 23, 2010 12:12:59 PM
Charles
Brazil, IN

I have lost many minutes of prepaid talk/text time because the expiration dates sneaked up on me without any warning or alert.

Nov 24, 2010 10:47:35 PM
Frederick
Hollister, CA

I have only had a data plan for about a year, but have several times run over minutes. It was not at all obvious to me. I didn't seem to be over-using and so far as I could tell nobody had hacked into my account (but who knows?). You know that the expense of doing this would be minimal. In particular, data users need this, because most companies at best offer two plans and neither is unlimited. Rates over the limit are ridiculously high compared to the subscription rates.

Dec 1, 2010 5:44:53 PM
Sharon
Earlham, IA

This is a simple solution that puts me in control. I've chosen to use pre-paid plans, because of the horrors I've heard from other people. I think it's ridiculous that this "racket" from the cell phone companies is allowed to continue. I'm ready for some real control to be given to the users. Let's help people understand and be warned so that they are more willing to be accountable and responsible for their charges.

Nov 23, 2010 7:50:08 PM
Bridget
Monroe, CT

This is a simple solution that puts me in control. I have to monitor my own phone in addition to my three childrens' phones. It would be helpful if we were all texted before we went over our usage limits. Sincerely, Bridget Nossek 19 Founders Way Monroe, CT 06468

Nov 26, 2010 9:06:04 PM
Neal
Olivette, MO

I demand that it be a requirement that cellphone usage should be controlled. Notice should be given anytime anyone reaches their prepaid/preapproved usage (minutes or texts). This is just a common courtesy, and we should not be taken advantage of by cell phone companies. We do not want to be bill shocked !!!!

Nov 23, 2010 6:35:18 PM
Monica
Holt, MI

This is a simple solution that puts me in control. I've gotten bills for more than the anticipated monthly charges. It seems that the problem was always my fault. I just didn't know when I was racking up international text rates versus domestic. Wow, what a difference! I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:22:31 AM
Alberto
Dallas, TX

This is a simple solution that puts me in control. I always feel that I can never trace the sur charges to one thing. It is a myrad of charges no one ever understands. I would like to pay the amount that is advertised when I bought my phone. If I am getting close to being over, let me know before I go over. Not several weeks later, when my bill is out of control.

Nov 23, 2010 10:47:16 AM
Carroll
McKinleyville, CA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and seldom am 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 23, 2010 4:10:18 PM
P
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 I never end up satisfied. Cell phone companies will never do this on their own, since they love raking in the extra cash! But its just a shady practice

Nov 23, 2010 7:19:12 PM
John
RENO, NV

I think this is a good idea. In addition to enabling me to reduce usage if possible it will let me better determine if another plan will fit better. Thank you. Sincerely, John O'Brien

Nov 23, 2010 11:49:33 AM
Leo
oakland, CA

This law will make the world a slightly more civilized, less stressful place. It empowers consumers to make good chices about their budget. Sure the cell phone companies will lose the profits they gain when consumers make these sorts of mistakes. I say "too bad." In the long run consumers will feel safer and have a fairer experience.

Nov 27, 2010 10:08:47 AM
Daniel
South Bend, IN

This is a simple common sense way to protect consumers from being taken advantage of and abused by phone companies. What could be wrong with giving customers more power over how much they pay?

Nov 24, 2010 2:44:16 AM
Cathy
Encinitas, 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.hi should be an easy problem for the cell companies to correct.

Nov 24, 2010 10:42:56 PM
Kimberly
Auburn, WA

This is a simple solution that puts me in control.

Nov 23, 2010 12:31:57 PM
Sheila
Fallbrook, CA

Last month I had to write a check for an extra $80. for going over my cell phone minutes. We were buying a house and had extra calls to make and 800 number calls to make (which are charged as regular minutes.. Getting a notice from the cell phone company would 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.

Nov 23, 2010 11:39:58 AM
Alan
Los Angeles, CA

Currently it seems like a game to see if they can surprise me. This is a simple solution that puts me in control.

Nov 23, 2010 5:15:22 PM
Dennis
Huntsville, AL

This is a simple solution that puts me in control. Bills are not simple. I am highly educated and find the bills confusing. 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 23, 2010 12:44:28 PM
Chris
St. Paul, MN

This is a simple solution that puts me, parents and companies in control of their cell bills. It has happened to me on all levels and very frustrating to deal with. We should be able to set up a phone number and email address of where notification will be sent if we are getting close to reaching the limits or if a text for example is sent and we don't have text coverage or data is accessed and data is not covered on a plan. Then we can address the issue before it happens multiple times before the next bill and we end up with bill shock.

Nov 24, 2010 6:03:34 PM
Paul
Roanoke, VA

My daughter is mentally handicapped. She benefits greatly from her cell phone. But, she allows others to use it and it gets out of control. If I had a way to be notified, that would be wonderful. This is a simple 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 24, 2010 6:12:39 AM
Joseph
New Orleans, LA

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. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Respectfully, Joe O'Dowd 3400 Magazine Street New Orleans, LA 70115

Nov 23, 2010 6:07:14 PM
Jim
Jacksonville, FL

This is a simple solution that puts me in control. I didn't know when I ran out of minutes but found out when I received my phone bill, which of course was higher than expected. This is not a pleasant surprise when you've budgeted your money for the week for a specific amount. I do not like bill shock, and am ready for some real control.

Nov 24, 2010 7:52:59 AM
C
New York, NY

I have received bills worth hundreds of dollars which could have been avoided with a simple text message! Customer Service never really helped or cared. I no longer wish to be shocked, please make them give me e heads up- it is only fair! Thank you.

Nov 23, 2010 5:55:39 PM
Michael
Montgomery, NY

This is a simple solution that puts me in control. I've gotten bills for a whole lot more than my regular monthly bill and spent countless hours on the phone or on-line chats trying to correct 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.

Nov 16, 2010 6:46:35 PM
David
Huntsville, AL

This is a simple solution that puts me in control.

Dec 3, 2010 1:53:43 PM
Michael
Seattle, WA

This is a simple solution that puts me in control. While I have not received bills for hundreds of dollars, I have friends who have, and i worry about it happening to me. Technologically speaking, the mobile telephone companies record each transaction as it occurs, and I can already check how many texts and minutes I use online. A notification via email, via text, etc. would be a simple fix, but that's only in the economic interests of consumers. The mobile companies don't want people to modify their behavior until it's too late. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:36:21 PM
Thomas
Mountain View, CA

This is a simple solution that puts me in control.

Nov 23, 2010 11:17:37 AM
Sean
Akron, 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. The telecom company must be required to notify me, using the same device on which I'm about to hit my limit (no mailed letter a month too late, please). I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:37:18 PM
Sandra
Tyler, TX

This is a simple solution that puts me in control.

Nov 23, 2010 8:32:02 PM
Trish
Reno, NV

When I changed my phone number, I made absolutely no changes to my plan, yet they needlessly prorated my minutes, creating a reduced limit for the peroid after the number change and before my next bill. I DID NOT GO OVER my monthly plan's allowed minutes, I simply used more of them at the end of that particular month. This false 'overage' doubled my bill. It is an unfair and unnecessary tactic, whose sole purpose is for the phone company to collect additional money. Overage minutes are very highly priced, and the bill quickly gets out of hand while the user has no idea there is a problem.

Nov 26, 2010 3:10:11 PM
Barbara
mukilteo, WA

The cost of this proposal is a modest one, not a hardship on the cell phone companies. It is a huge benefit to the consumer. Please represent your constituents and approve this legislation. thank you

Nov 24, 2010 12:59:39 PM
GUY
EL CERRITO, CA

With automated computers it should be quite easy to implement a courtesy warning notice. I regularly get messages from Verizon, my provider, regarding "Special Offers". If they can do that, they can also send me a message, that I will be going into overtime. IT IS AN HONEST AND TRANSPARENT WAY TO DO BUSINESS AND TO SHOW THE CUSTOMER THAT HE IS APPRECIATED. This is a simple 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. Guy Oei 1015 Havens Place El Cerrito, CA 94530

Nov 23, 2010 11:09:48 AM
SHAWN
Oak Harbor, WA

The technology already exists, it's an easy process using their system. This is a simple 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 1, 2010 2:13:14 PM
Melody

Evanston, IL

This is a simple solution that keeps me aware of CONTRACT limits being reached! I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I always am on the defensive , which is UNPLEASANT compared to the good old days of POTS. It seems that the problem was always my fault. that I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real help

Jan 12, 2011 8:00:03 AM
Melissa
Westland, MI

This is a simple solution that puts me in control, which is were the control should be. Cell phone companies have only taken advantage of their consumers and have proven that they only care about making as much money as possible. 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. Cell phone companies want to sell us Family Plans in order to do everything possible to take advantage of a family that uses this plan by including their children within the plan. I'm sure that most consumers that have been hit with bill shock have been in these shoes due to usage by children, as was my experience. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:17:12 PM
Donald
Centennial, CO

I'm tired of bill shock, and ready for some real control. My contract is unreasonable. I may have 200-250 minutes one month and 550 the next, but since my limit is 450, I get slammed for the overage at 45 cents per minute but never credit for under utilization. Notification should be the minimal control and comsumer education should be provided when signing a contract. The fee and overage "traps" should be spelled out in LARGE PRINT. Using microscopic print shouldn't be allowed. A minimal font size for all aspects which incur a fee or "penalty" rate should be required. Possibly an initial the block like an auto rental agreement should be required. Thanks for Listening.

Nov 24, 2010 10:31:55 AM
Andre
Colton, CA

To Whom it may concern This is a simple solution that puts me in control and allows me to limit overages. 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 proposal would assist in managing my cell charges. Thanks in advance Andre Obenaus

Nov 24, 2010 8:20:53 PM
John
Litchfield, NH

Have you ever tried to read the contract most cellphone companies put in front of you as part of the bill? It is about time that the consumers rights are protected. I find it odd that they can offer unlimited plans for a fraction of the cost that some bills come in at if you over run your normal plan. I would urge you to require cell phone companies to notify customers before they reach their limits. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:24:59 PM
Peter
Ossining, NY

This is a simple inexpensive solution to a vexing problem.

Nov 23, 2010 8:30:50 PM
Boris
Portland, OR

It is fair and ethical to explicitly inform individuals of additional fees BEFORE a service is rendered. Making profit from a person's unintentional mistake or ignorance is unjust and misguided. It is short term thinking that ultimately leads to a financial loss. At the very least a customer should be given the option to opt in to such a warning service for a small fee or allowed to apply a restriction upon their account that would prevent exceeding limits.

Nov 28, 2010 3:35:33 PM
Robert
Weston, WI

This is a simple solution that puts me in control.

Nov 24, 2010 8:59:08 AM
Lynn
Randallstown, MD

My friends in France tell me that their cell phone providers let them know when they are nearing their limits, and it's no trouble to make adjustments to usage. I know that cell phone companies just want me to pay for unlimited usage, but I don't always need that.

Nov 23, 2010 3:20:21 PM
Lenora
Vancouver, WA

This is a simple solution that puts me in control. Shocking as the bills are, the simple solution is even more shocking that the phone companies have not already adopted this option, especially for family plans. I want a notice when my other lines are at their limit 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. Unfortunately, I do understand my plan, but my time is important and I can't spend minutes of every day fighting through the company website to get the information that could very simply be texted to me or sent as a voicemail : "the line ending in xxxx is at the limit for data and will be going over." Parental controls can turn off data, but can't limit for most phone companies. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:05:27 PM
Robert
Gulf Breeze, FL

This is a simple solution that puts me in control. I like 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. And I recently had just such a shock!

Nov 23, 2010 4:51:45 PM
Francisco
Guaynabo, PR

My wireless service provider has the know-how and wherewithal to do implement this solution at a very low cost to it. Besides being a sensical approach, this simple solution that puts me in control. I've receive bills with charges that I didn't expect, e.g.: I thought that I was under-usage on my text messaging allowance because I had sent and received fewer messages than allowed. When I called customer service, and waiting a long time, I was told that the number of messages is based on each message having fewer than 141 characters, so each message with more than 140 characters counted as two or even more messages, based on length. Surprisingly, this was not clear on the information I took home with me, nor was it said to by my the salesperson. Had I been warned of approaching the limit on my text messages, I would have found out BEFORE I incurred expenses I didn't believe I was incurring. For the time spent on the phone with customer service and having to pay money I didn't know I was spending, I am not satisfied with the lopsided control on MY account. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 for taking this matter seriously. Francisco Okhuysen

Nov 16, 2010 11:56:18 AM

Orier
Brooklyn, 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 2:53:08 PM
Samuel
Los Angeles, CA

Cell time overruns, like credit card late fees, are a place where legitimate business has been allowed to morph into a scam on the public.

Nov 24, 2010 8:38:45 AM
Peter
Arlington, VA

This is a simple minimal cost requirement on the companies.

Nov 23, 2010 8:26:21 PM
Carolyn
Brandon, FL

This is a simple solution that puts me in control. I've gotten some pretty big bills just for going over my minutes. If I remember to ask them for it, my phone company sends me a free text message with information on the number of minutes I've used. It wouldn't be that difficult for them to send the message as I get close to my limit. It usually happens either when I'm travelling out of town or a family emergency has our family in crises mode. Those are precisely the times when I'm most likely to use my phone more and less likely to think of calling them to check. I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready to keep this problem under control.

Nov 24, 2010 1:22:45 AM
Darryl
Saluda, NC

It is only common sense to notify customers near their limits. It would be only a minor addition the the company's software to do this.

Nov 23, 2010 2:53:05 PM
Marie
Erie, PA

This is a great idea that would be low cost for the cell phone companies. I support it fully.

Nov 23, 2010 1:43:23 PM

Stephen
Saint Paul, MN

This is a simple solution that puts me in control. I have not personally experienced this problem because I just got a smart phone that uses a lot of data this month. But I have heard horror stories from my friends. This is being tracked by the companies -- otherwise they would not know when to start the overcharge clock. It only makes sense that they could provide a customer alert as that overcharge is imminent.

Nov 23, 2010 3:44:28 PM
Keith
Sterling Heights, MI

This is a simple solution that puts me in control. The phone company sends me lots of free text messages, like my bill is due etc. You would think that they would send me a free text message stating that I am about to go over my usage limit. My phone company charges $5 per month per line for this "service". This is crap. They just want to make a ton of money via overage charges. This usage limit warning needs to be provided for both individual and family plans!

Nov 23, 2010 8:25:22 PM
Marcia
Platteville, WI

It would be so simple to send notification. It is sad that companies want to stretch their profit margin by ignoring simple needs of their business customers. PLEASE begin to notify before charging the exorbitant fees---then it is the customer's choice to pay high bills. Thank you very much for being a caring company, Marcia Olson 6055 Sunrise Drive Platteville, WI 53818

Nov 23, 2010 11:39:09 AM
Dean
Redmond, WA

This is an idea who's time has come. Lead by example cell service providers. Dean ONeill

Nov 23, 2010 10:50:47 AM
Mark
Mill Creek, WA

I know of a few people who have received large cell phone bills unexpectedly because their kids are texting, etc. There needs to be legislation to have the cell phone companies provide proactive warnings to cell phone plan holders when the phone bill charges have hit a predetermined threshold. I would support such legislation.

Nov 29, 2010 12:18:40 PM
Rebecca
Framingham, MA

This is a simple solution that puts me in control and gives me a fail-safe so I am not constantly counting my minutes. Several years ago, I got a huge bill for going over and have been petrified to even use my phone for anything but near emergencies on week days. I just didn't know when I ran out of minutes. Unfortunately, the bill was only too happy to inform me after the fact. Since it seemed like the problem was fault, I have taken steps to ensure this won't ever happen again. I develop alternatives to using my phone and refuse to try anything beyond the most basic phone plan. Every time I add someone to my contacts, I add an asterisk on to anyone who is not my same carrier so that, if I think I am low on minutes, I know not to answer the call. I refuse to be surprised like before and continue to harshly constrain my usage of data, as well. Since I only sort of understand what the limits are for data, I have refused to get any kind of data plan beyond the lowest text plan. I don't understand the charges associated with download or an online services, so I avoid them all. As you can imagine, I'm tired of planning how I communicate around the threat of a potential bill shock, and am ready for some real control.

Nov 24, 2010 2:26:03 PM
William
Richmond, CA

This is a simple solution that puts me in control. With a small computer program they can make this work with out a person's time being use. (after the program instlled}

Nov 23, 2010 11:08:36 AM
Shelly
Toledo, OH

This is an efficient way to eliminate unintentional overspending. Who would have thought any of us would be spending thousands of dollars a year on phones just ten years ago? Here's a simple way to keep things (somewhat) under control. Please push for phone bill overage alerts.

Nov 28, 2010 5:35:31 PM
Stephen
Manassas, VA

This is a simple solution that puts me in control.Enough said!

Nov 23, 2010 5:55:18 PM
Elizabeth
Gainesville, GA

This is a simple solution that puts me in control. When my family was in a crisis in late August, early September, we talked a lot on our cell phones. I knew I had to watch my minutes, but emotions were running high, and none of us were thinking clearly. I just didn't know when I ran out of minutes, or by how much. I was totally shocked by our bill. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:44:48 AM
David
Florence, AZ

Dear Civil Servant, This is a simple 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 2:14:25 PM
Marc
Port Angeles, WA

This is a simple solution that puts me in control.

Nov 23, 2010 12:02:33 PM
Elaine
Denver, CO

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

Nov 23, 2010 12:14:33 PM
TIm
Alexandria, VA

This is a simple solution that puts me in control. Sincerely, Tim Osburne

Nov 23, 2010 3:19:41 PM
Haisam
Highlands Ranch, CO

This is a simple solution that puts me in control.

Nov 23, 2010 11:34:28 AM
Mina
Corvallis, OR

This is a simple reasonable solution that helps prevent shocking 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. It's reasonable to require an alert from the cell phone before limits are reached. Thank you, Mina Ossiander

Nov 23, 2010 4:51:54 PM
Melissa
Frankfort, IN

This is a simple solution that puts me in control. These plans are written with the intention to confuse. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:32:00 AM
John
Manalapan, NJ

Within my family, I have set fairly strict requirements for phone usage. I have recognized the need to have unlimited usage of certain services, but not all. The result has been a reasonable bill during most months. However, one month where all users of the plan use it heavier than expected, causes a major problem. I recognize that Verizon has given us the tools to check our minutes, but overage is a rare occurence, so we do not do check often. It would be great if there were a way to get notice automatically when approaching limits on the plan, so that we could adjust our usage as appropriate. At least then, if we go over, we do so knowingly.

Nov 23, 2010 11:26:32 AM
Christie
Calabasas, CA

This is a simple solution that puts the consumer in control and prevents consumer dissatisfaction with their cell provider..

Nov 23, 2010 6:39:07 PM
Marc
Nashville, TN

We got hit with a $550 bill after the Nashville flood of 2010 when my wife had to make use of her personal phone to oversee Catholic Charities' flood relief efforts. Sprint never notified us and we did spend multiple calls to customer service trying to get some sort of credit. Please require cell companies to notify customers like us before we get hit with such a high bill. Thank you.

Nov 23, 2010 8:41:49 PM
Ethel
Wichita, KS

This is a simple solution that puts me in control.

Nov 23, 2010 4:10:08 PM
William
Centennial, CO

Certainly this can be implemented as you already send me no-charge messages about my cell phone service. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 11:29:06 AM
Jeff
Silver Spring, MD

This is a simple solution that puts me in control. I've was billed for a 3 week period that accumulated to over $4000 dollars, spent hours on the phone with customer service, and am now unsatisfied with the result that T-Mobile only eliminating half the charges while I am confident we only owe one tenth. without having to document the charges specifically away wihI never end up satisfied. We went out of our way to avoid excessive international roaming charges when our daughter went to England. They do not update their charge in real time, as they do for domestic service, and did not make much effort to notify us of this. There are glaring discrepancies and inconsistencies in their charges and after little assistance with an informal inquiry by the FCC, our only option is to hire a lawyer and file a formal complaint. This situation is awful and the international roaming charges without proper limits are unfair! I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 6:07:47 PM
Terry
San Francisco, CA

Please help us protect ourselves!!! This is a simple 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 6:26:36 PM
JOHN
MESA, AZ

I firmly agree that consumers should be notified as they near their call minutes at no additional expence to the consumers. Even though I have not personally experience severe over minute bills it should still be mandatory to alert users.

Nov 23, 2010 7:38:00 PM
ALLAN
Virginia Beach, VA

This is a simple solution that puts me in control.

Nov 23, 2010 3:33:59 PM

GARY
Salt Lake City, UT

There is a simple solution that puts me in control. I do not want to pay the high cost per minute if I do go over my allotted minutes. If I get a warning when I am close to my maximum I will be able to make a conscience decision about future calls within the current billing period.

Nov 23, 2010 12:04:00 PM
WILLIAM
Burlingame, CA

I've requested this from cell carriers for years. Each time that I've requested prior notification they read me the rules but nothing changes. Let's get with the program and the rest of the world.

Nov 23, 2010 12:11:15 PM
pAT
Shawnee, KS

This is a simple solution that puts me in control.

Nov 24, 2010 4:10:15 PM
Patricia
Branford, CT

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

Dec 1, 2010 12:33:43 PM
Terry
League City, TX

In today's busy world, trying to keep track of how many minutes of used is a hassle I just don't have time for. Often I simply forget to reset the counter. Sometimes I forget when my billing cylce ends. Regardless, a basicprogram on your end could make my life so much simpler. All that's needed is for you to send me a notification before I go over my limits on voice, data or text service. You already send me a notice when my bill is ready, so you should be able to add one more notification. Your help would be greatly appreciated and provide the type of customer service I need.

Nov 23, 2010 2:18:58 PM
William
Flagtown, NJ

But I realize this would be additional government regulation that adds additional expense to an already highly competitive / tight margin industry. As I can see my current usage from my phone or by logging on to my account via the internet and given cell phone costs are high to

begin with, I do not want to have to pay for the additional expense this will incur so that consumers who are too lazy to keep track of their usage are hand held to save them from their own negligence. I would suggest that if such regulation is implemented, that the cell phone providers implement it as an option, pay for additional service.

Nov 23, 2010 8:08:35 PM
Lisa
Makawao, HI

I would really appreciate being able to have more control over the costs of having a cell phone. There have been times that I simply haven't used my phone because I know am close to going over the minutes. I am registering my vote to support notification to cell phone users of the possibility of going over my allotted minutes on my plan.

Nov 24, 2010 5:33:03 AM
Lois
Vienna, VA

This is a simple solution that puts me in control. With multiple family user on one plan, it is the only way for me to be in control The problem is always the fault of the user. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. No question, the minutes are being used, but knowing when the limits are being reached will put the contol firmly in my hands. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:23:30 PM
Donald
Lancaster, PA

This is a simple solution that puts me in control. I've gotten bills for way more than I noramlly would have payed under my contract because I didn't fully understand what it did not include. I spoke on the phone with customer service, and I did not end up satisfied with the result. This was several years ago, but recently I have run over my minutes (vox) and messages a couple of times. Simply put, 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 5:50:07 AM
Gina
Midland, MI

This is a simple solution that puts me in control. I worry every month that I will get a bills for hundreds of dollars., Spending hours on the phone with customer service is always a lose/lose situation and I never end up satisfied. I have four phones on the bill. I cannot possible monitor all the calls from all phones to find out who is doing what. It is hard enough to tell why we ever

run over the mininum in the first place. This is an answer to a problem that really helps the consumer.

Nov 23, 2010 10:51:51 PM
Michael
Fairfax, VA

Makes sense to notify customers when they get near usage limits.

Nov 18, 2010 2:27:39 PM
T.
Ft Myers, 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. 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.

Nov 23, 2010 1:26:52 PM
Michael
Niceville, FL

This is a simple solution that gives me some control. I've gotten bills for unspecified or ambiguous charges, spent hours on the phone with customer service, and only with significant investment in time end up satisfied. I've been told I didn't understand my plan, didn't understand how to use my phone, my phone was defective; I was even told that because I didn't have texting as part of my package I would be charged for unsolicited text advertisements. But most of all, I just didn't know when I ran out of minutes or had a large surplus of minutes that had to be used or lost. I'm tired of being hassled with mystery charges, and ready for some genuine customer service.

Nov 23, 2010 2:45:42 PM
Paul
Mundelein, IL

This is a simple solution that puts me in control. I never know why my bill isn't the same month to month. This will help

Nov 23, 2010 6:52:52 PM
Philip
Philadelphia, PA

This is a simple solution that puts me in control. I've could get bills for hundreds of dollars, and spend hours on the phone with customer service. Would not ever know or understand the charges associated with a download or an online service. But most of all, I would not know when I ran out of minutes. I usually do not get close. So, I don't worry about it. Also, charges for a

download especially while roaming announcements should be given prior to connection. No one should be expected to know such charges, I'm sick of hearing horror stories especially related to Verizon billing and ready for some real control.

Nov 23, 2010 11:53:15 AM
Bruce
Belle Mead, NJ

Dear sir/madam PLease require cell companies to give out alerts when plan limits are nearing. Let's bring back some integrity to business in general as well. Thank you Bruce Pardo

Nov 23, 2010 6:04:23 PM
Richard
Sunnyvale, CA

I have been surprised before and this is a simple 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. I'm tired of bill shock, and ready for some real control. Please take action for My benifit and not the lobbiests/phone companies.

Nov 23, 2010 11:22:02 AM
Chris
Suffolk, VA

This would eliminate a lot of confusion over billing and ensure the consumer isn't being taken advantage of.

Nov 23, 2010 11:30:06 AM
Ki H
Waterloo, IA

I got three times with a bill that were 5 or 6 times higher than the regular rates. I would appreciate if I can know ahead what is going on in my accounts. Pass your proposed rule to require notice to me via phone or text before go over my usage limits. Sincerely, Ki H. Park 2013 W 3rd Street Waterloo, IA-50701

Nov 26, 2010 12:41:42 PM
Greg
Tigard, OR

This is a simple solution that puts me in control. I've had to negotiate unusually high bills, that I did not know were adding up. We have the technology to alert us befoe we run over our limits. Let's use the technology! Cell contracts are hard to understand, User limits are equally cumbersome. I can set time limits on my phone, but I have to manually reset them after each

billing period. Cell companies make these limits hard to understand and use.The system seems set up to benifit the provider, and confuse and overcharge customers. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 2:05:54 PM
Michael
Centennial, CO

Please use your common sense and require cell phone providers to send usage notice when a customer nears their usage limits. Please consider requiring cell phone providers to honor their contracts by enforcing grandfathering. As it is, often the provider can get out of a contract by simply "not offering" that plan anymore. They then offer a substantively similar plan at a higher price. This practice constitutes a "bait and switch" tactic. Myself and many people I know have been victims of their plan being forceably or arbitrarily changed to often lesser plans for more money. If I personally know of several, this is likely a widespread issue, not in the consumers interest. Please consider conducting a study of R&D and Infrastructure costs and rational payback times with an eye toward rate control. Regulation is normally a bad word to me, but in this case it should spur more efficiency in the industry. Consumers need this help BECAUSE of the fact that cell phones are no longer a "luxury", but rather an often required productivity tool that overall helps the US economy in the big picture. The FCC requires rural customers of land lines to be provided service even though a given single line costs the provider more than a metropolitan line. Cell phone usage should be available to everyone, at a rational and reasonable cost, because cell service has reached the same level of importance as land lines metro or not. Spreading the costs over millions of users to help the greater population obtain and maintain cell service at a reasonable cost while still profitable to the providers warrants further study.

Nov 24, 2010 1:10:24 PM
Robert
Hardwick, MA

This is a simple solution that puts me in control. Most of all, I just don't know when I run out of minutes. I'm ready for some real control.

Nov 23, 2010 1:02:13 PM
MIchael
falls church, VA

I have to admit, I have not received the large shocks that others seem to have so far, but I have received a few smaller ones, like ~ $10 every now and again because my kids have gone a few texts over their supposedly unlimited limits. From what I have seen, it wouldn't take much to get a really serious bill, and I would like the option to know I am reaching my limits before hand. My bank is able to provide this sort of notice, and I think my phone company should be able to also.

Nov 23, 2010 11:38:02 AM
Andrew

San Diego, CA

This is a simple solution that puts me in control. I'I received a bill for more than $400, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 help! Andrew

Nov 23, 2010 11:02:48 AM
Douglas
Huntingtown, MD

I do not want to risk bill shock, and ready for some real control.

Nov 24, 2010 1:28:26 PM
Joseph
San Diego, CA

This is a simple solution that allows me control of my usage. Isn't that how it should be? Several times over many years I've been hit for bills for hundreds of dollars from unknowing overages, I've spent many frustrating hours on the phone with customer service, and only received relief once! They never seem to give a damn. Take it or leave it is their attitude and I'm really ticked off. You need to help us - the helpless. They always have the last word if I want service, so this problem is Always my fault - they demand. I've been told I need to understand my plan better and watch my use. Do you do that? Can you get your kids to? It's a scam and they know it. I'm tired of bill shock, and want something done about it. You, FCC can do that. Please help us all. Thank you,

Nov 23, 2010 3:32:51 PM
Dennis
Olympia, WA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars when I have gone over my limits. If I had just received an alert when I was getting close (say within 10%), I could have changed my usage or adjusted the plan. , 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 10:55:23 AM
James
Placitas, NM

This is a simple solution that puts me in control.

Nov 24, 2010 8:27:28 PM
Robin

Wynnewood, PA

Look, we all know they do this because it's profitable, but it's predatory and now we're calling them on it, so please regulate this!

Nov 23, 2010 1:37:51 PM
Paul
Shelburne, VT

My children are frequently surprised by the excess charges they have to pay because they will inadvertently exceed the standard usage. They are in their early 20s and can ill afford these "extra" charges. It's time to stop the cell companies from treating customers like suckers that do not deserve common courtesy. Remember how they fought the rule regarding keeping one's number when changing companies? We all know what their motivation is, and it's time that the FCC stepped up to protect consumers in this way.

Nov 25, 2010 10:46:18 AM
Stanley
Philadelphia, PA

The Motor Vehicle Safety Act of 2010, now pending in Congress, would improve vehicle safety for me, my family and all Americans who are on the road every day and need safety to be a top priority. The bill: * Increases financial fines for automakers that deliberately and knowingly withhold information about vehicle safety defects; *Gives additional authority to the Secretary of Transportation to expedite safety recalls when there is an imminent threat to public safety; * Establishes reasonable deadlines for agency rulemakings on critical motor vehicle safety standards to eliminate the problem of sudden unintended acceleration like requiring every car be equipped with brake override; * Improves transparency of government investigations into possible vehicle safety defects by providing disclosure to the public of auto industry information on safety problems; * Provides stronger consumer protections on the revolving door between government and industry by prohibiting employees of the National Highway Traffic Safety Agency from immediately lobbying their former safety agency on behalf of the auto industry; * Increases agency resources to conduct defect investigations, vehicle safety research rulemakings, data collection and other lifesaving safety programs.

Nov 23, 2010 3:11:54 PM
Dean
Leland, MS

This is a simple solution that puts me in control. I think it is a terrific idea. Especially for accounts that have a teen user involved. It is nearly impossible to effectively monitor the amount of usage on a teen-age child's phone. I've gotten bills for hundreds of dollars, and there was nothing to do but pay because the minutes/data had been used. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most

of 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 whole-heartedly endorse this idea.

Dec 3, 2010 2:02:15 PM
Hugo
Shawnee, KS

This is a simple solution that puts me in control. It doesn't have to be this way. Would it be possible to require our wireless companies to alert us before we or a family member go over your 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.

Nov 23, 2010 10:45:03 AM
Susan
Middlebury, VT

This is a simple solution that should be instituted.

Nov 23, 2010 2:08:59 PM
John
Cypress, TX

This is a simple solution that puts me in control. Using today's computing power, the incredibly small programming cost, can help us to catch up with the rest of the world in competiveness. From what I see and hear, cell phone service is much less expensive (as a % of income) and has many more features, outside the US than inside. How can we compete with China and India and Brazil and Russia if they have a better communication infrastucture than the US. Why do we continually shoot ourselves in the foot with "old values" in a world that has changed since the late 90's when computing power and the internet power first REALLY came into its' own. We must invest in infrastructure, Research and development and education to maintain our world leadership status instead on going the way of every major civilization since the ancient chinese and egyptian to the Romans, Vikings, etc, etc, etc.

Dec 18, 2010 10:32:45 PM
Cheryl
Bethesda, MD

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. But most of 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 11:55:31 AM

Linda
Leonardtown, MD

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

Dec 29, 2010 7:13:37 PM
Larry
REDLANDS, CA

In this age of technology, there must be some bright person who can program the computer to send out a notice before usage limits are reached. This is a simple fix, once programmed. The only reason the carriers do not want to do it, is because it is an easy way to get money from the consumers.

Nov 25, 2010 10:38:33 AM
Elizabeth
Phoenix, AZ

This is a simple solution that allows me to make financial decisions regarding my cell phone usage. It is unfortunate but we have integrated cell phones into our life style and this very lifestyle sometimes is the cause for financial distress. While I try to stay aware of my usage there have been times when my awareness has lapsed and a reminder or status alert would have been very heepful. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:45:34 PM
Dawn
Leesburg, VA

This is a simple solution to an expensive problem.

Nov 23, 2010 3:59:33 PM
Gary
Eatonville, WA

This is a simple solution that puts me in control. I've gotten bills for over a hundred dollars, spent an hour on the phone with customer service, and I didn't end up satisfied. This is a service that you should provide to your customers. I learned the hard way and now I check my minutes ever month just before my expiration date but you are the one who is supposed to provide customer service. This is a service that every family would appreciate, I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 2:21:36 PM
Chris
Portland, OR

This is a simple solution that makes me aware of the situation and allows me to take corrective action.. I'

Nov 23, 2010 11:43:34 AM
Janelle
North Bend, WA

This proposed requirement of notification is simply fair and common sense! This is a simple solution that puts me in control. I'm ready for some real control.

Nov 23, 2010 11:08:06 AM
Marshall
Lawrenceville, GA

This seems like a simple, straightforward, virtually no-cost service that cell phone service providers ought to provide without being prodded. The only reason they wouldn't is that huge overage fees are part of the business model. If so, shame on the phone companies.

Nov 23, 2010 3:05:48 PM
Julie
Bellevue, NE

This is a simple solution that puts me in control. I've gotten bills for our children 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 the people on our plan ran out of minutes.

Nov 23, 2010 4:44:41 PM
Paul
Fox Island, WA

The European Union has a simple solution that puts me in control. We, like others have experienced similar overcharges which border on a conspiracy . Let us embrace the European Union logic and regulations to curtail this miscarraige flaunted by the cell phone companies. Require them to comply with fairness.

Nov 23, 2010 11:22:42 AM
Stephen
Aliquippa, PA

There could be a better way than it is currently. Although the phone companies (Verizon, in my case) will work with me on these overcharges and sometimes apply a credit, this notification would be extremely helpful in preventing them in the first place. I have 6 phones on a 'family' package. It is very difficult to keep track of all usage at all times. A simple notification as the limits are approaching, would go a long way to preventing over-limit charges. I support this requirement for the phone companies to alert their customers as they approach their usage limit; whether it is for data, text, or voice usage.

Nov 23, 2010 2:33:24 PM
Gale
Tucson, AZ

As a retired couple we need to be fairly accurate in our budgeting. Large amounts of unexpected charges will be catastrophic. Thank you for considering this new policy.

Nov 24, 2010 11:53:20 AM
Michael
Hampton, NH

Dear Sir or Ma'am, This problem can be corrected with a simple change in communication. Let's have our phone "service" providers provide us with this simple "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. Thank you for your consideration in this matter. Sincerely, Michael Petruzziello

Nov 23, 2010 12:36:19 PM
Liz
Santa Barbara, CA

Hi This would be a tremendous help to me as I forget when my billing period starts and I get busy and would greatly appreciate this. It's just the right thing to do. If they have to raise their rates to accomadate losing money on all us dummies who can't keep track, well so be it, but it will save so much frustration and will make us all happier. This just makes sense! Thank you Liz Pettegrew 1387 Sycamore Cyn Rd Santa Barbara CA 93108

Nov 23, 2010 11:36:32 AM
Yvette
Duluth, GA

This is a simple solution that puts me in control. I could receive bills for hundreds of dollars, spend hours on the phone with customer service, and never end up satisfied. I'm ready for some real control.

Nov 16, 2010 12:08:54 PM
Chris
Las Vegas, NV

I'm tired of bill shock, and ready for some real control. If necessary, I am willing to upgrade my plan to expand my limits. Sincerely, Chris G. Pflum

Nov 23, 2010 10:11:45 PM
Suresh
richland, WA

It is high time the phone companies are required to act in the interest of their customers and not only their bottom line. What is suggested here is a simple 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 24, 2010 3:05:44 PM
Peter
Scarsdale, NY

solution that puts me in control. This is a simple 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 12:32:45 PM
B.J.
Philadelphia, PA

If one million monkeys typed for one million years, they would probably write all of Shakespeare's plays. But if one million monkeys tried to come up with ways to gouge cell phone customers for one million years, there's no way they could out-gouge America's cell phone industry. One simple, technologically easy fix (in use in Europe already) would go a long way toward fairness to customers: notification by call or text when users approach the limits of their plans. Aside from curbing the industry's windfall profits, early notification would enable parents to track the progress of cell phone diseases among their children -- like excessive texting, calls to unsavory pay-to-play sites -- BEFORE the bill hits the mailbox and our children are hooked on destructive habits. The FCC's record on regulating the financial rapaciousness of the industries under its supervision doesn't make me bubble with hope. But perhaps you could bestir yourselves to help us protect our children? Sincerely, B.J. Phillips 727 Annin Street Philadelphia, PA 19147

Nov 23, 2010 11:29:00 AM
Cynthia
Livermore Falls, ME

This is a simple solution that puts the customer in control of their spending. I've had friends who have been shocked when their teens ran up enormous (we're talking over $1000) text bills. The

hassle for both the customer and the customer support people who had to help them through it could be in many cases avoided if a system like this was in place. I also know that I worry about going over my limit. This would take away that worry because I'd know I'd get a warning. Although there are ways to find out what my usage is, typically I am thinking about it when going online to find out isn't an option. Please pass this regulation.

Nov 23, 2010 2:27:09 PM
Thomas
Portland, OR

Even if you know the limits, it's too hard to know when you're coming up against them. Especially for data usage where it's not even vaguely obvious. (Quick, how much bandwidth did YOU use online yesterday? Yes, I don't know either.) I've gotten bills for hundreds of dollars, and yes, it was "my fault"; but I would love an easy way to know when I'm exceeding the limits..

Nov 23, 2010 11:56:42 AM
Jennifer
Stephens City, VA

It is hard to monitor family cell phones plans due to the higher number of users. Especially a family with teenagers. This feature would help parents know when teenagers use too many minutes or make too many downloads.

Nov 23, 2010 4:16:57 PM
Humberto
Cooper City, FL

This is a simple solution that puts me in control. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Humberto Picardi 525 SW 121 Ave Cooper City FL 33330

Nov 23, 2010 10:32:23 AM
Grace
Fort Washington, MD

So much of our time/life style/effort to communicate is spent with our communications. It should not be able to surprise us. This is a simple 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 5:12:34 PM
Adriana
San Francisco, CA

Dear FCC I have a cell phone that has an internet connection with a low limit for downloads and a big rate for exceeding that limit. I can't fully enjoy the phone because I'm always afraid I'll go over my limit and get a big bill. The cell phone company tracks the minutes and size of downloads for each phone, and they can easily program their system at almost no cost to send an electronic alert when plan limits are approached. Please pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Adriana Adriana Choy Pickens 1700 Gough Street, Apt# 205 San Francisco, CA 94109

Nov 23, 2010 11:30:05 AM
Jack
Quinton, VA

This is a simple solution that puts me in control. I have 6 phones on my accounts and 4 of them are college kids! Inevitably it comes as a complete surprise to me as I very rarely call anyone outside of our plan, but usually the bill is an additional $100 or so. Most of the time, I then upgrade my service to prevent it happening again. So it would be to the benefit of my provider to notify me, as I would usually immediately upgrade my service. I'm tired of bill shock, and ready for some real control. Sincerely, Jack Pickett, Quinton, VA 23141

Nov 16, 2010 8:09:23 PM
Charles
Tinley Park, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars over my plan. It seems that the problem was always confusion understanding my plan limits or family members not understanding how the family plan works. But most of all, I just didn't know when I ran out of minutes, finding out too late. I'm tired of bill shock, and ready for some real control. It is not as simple as pulling a phone and the security it provides from a family member.

Nov 23, 2010 4:08:34 PM
Linda
Seattle, WA

This is a simple solution that puts me in control. Isn't that a goal for our society, to be able to put people in control of bills, but making it possibe by having it easlily 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 my parental controls, didn't understand the 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 has to be changed now! I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 11:50:17 AM
Anita
Plantation, FL

I've gotten bills for hundreds of dollars and no notice that I was over my limits. Plus the per minute charge was exorbitant. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 8:52:50 AM
Paul
Dublin, OH

This is a simple solution that puts me in control. I've gotten surprise bills and my wife has spent spent time on the phone with customer service to get some what nonsensical answers. It seems that the problem was always my fault. I've been told I 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.

Nov 23, 2010 12:27:56 PM
Sidney
Huntsville, AL

This is a simple solution that puts me and other consumers in control. Responsible business practices should not take advantage of consumers like many cell phone companies currently do. My sister has been hit with unexpected and enormous cell phone bills when she ran over her minutes when her child was sick and in the hospital. How can she pay her medical bills, cell phone overages, and make rent and put food on the table? My mother suffered the same when her mother had to move to a retirement community. My Mother ended up with a huge cellphone bill because she was concentrating on taking care of her 92 year mother and was not able to check on her minutes in rural Oklahoma. A simple alert or warning would allow consumers to make an informed choice before they are robbed by unscrupulous cell phone companies.

Nov 23, 2010 10:58:08 AM
Janet
Midland, TX

My phone account includes my children s' phones. I would appreciate an alert.

Nov 23, 2010 11:10:23 AM
Richard
Carlsbad, CA

I have received bills for hundreds of dollars due to questionable phone billing practices. Their contract terms are intentionally nebulous and getting up-to-the-minute billing information is essentially impossible - also intentional and designed to maximize their overage charges. I have spent hours on the phone with customer service with no result. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 6:36:26 PM

Robert
Linneus, MO

I think this is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, mistaken 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 11:27:40 AM
Hal
Greenville, SC

This would be useful information for me.

Nov 23, 2010 12:24:49 PM
Hampden
Pompano Beach, FL

This is obviously part of a concerted effort that policy makers often discount. Please don't! Some solution to the out-of-line charges phone companies impose for over-limit calls needs to be found. My bank can tell me when I'm near my balance limit. My car can tell me when it's time for an oil change. The phone company can tell me when I'm near my call limit. It doesn't want to because it depends on these horrid over-charges. It needs to stop. Honest billing and charges are possible and needed.

Nov 23, 2010 1:07:17 PM
Jennifer
Reading, MA

This is a simple solution that puts consumers in control. There is no excuse for cell phone companies not enacting this simple solution. These companies knowingly take advantage of consumers and it must be stopped. I'm tired of cell phone companies treating their customers as persons to be taken advantage of and treated as money machines. Consumers deserve real control.

Nov 23, 2010 12:45:06 PM
James
Spanaway, WA

Isn't it time that our representatives represented the people that voted for them to be in office rather than corporate interests (like Net Nutrality???) I've receivedbills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied with the resolution of my issues, why should they? They hold all the cards. They explain that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental

controls, didn't understand the charges associated with a download or an online service. But most of 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, Jim Pierce

Nov 23, 2010 3:01:46 PM
Lucia
Palm Bay, FL

Requesting a reasonable level of consumer protection.

Nov 23, 2010 10:40:24 PM
Randy
Gering, NE

This is a simple solution that puts me in control..

Nov 23, 2010 6:40:11 PM
Terry
Otho, IA

My 19 year old nephew, who is living with us and working his way through junior college, received a bill from Verizon for hundreds of dollars because he misunderstood one of the components of his new cell phone plan. He got nowhere with customer service, and is now looking at taking many months to pay the bill, and jeopardizing an otherwise good credit rating for a guy his age, and trying to get by with a significant ding in his gas budget. I understand the cell phone companies are in it to make a profit, but it seems like they intentionally make contract language vague or confusing just so they can sent out that one "gotcha" crazy high bill that teaches the consumer the "hard way". And that's wrong.

Nov 23, 2010 11:44:36 AM
Robert
Sandusky, OH

FIX IT!! WARN ME ABOUT MY MINUTES! I've gotten bills for time the phone with customer service, and I never end up 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, or didn't make a call within a certain period! I'm tired of bill shock, FIX IT!!! Sincerely, Robert E. Pifer 2100 Jeannette Court Sandusky, OH 44870

Nov 25, 2010 9:34:52 AM
Sara
Peoria, IL

Please notify me before i go over my limit on texts in a month or calling minutes in a month. I have gone over before and its real expensive. I have a few friends who are the same provider as

me and talking to them is usually how i go over. Would be great if you could give me notice in the future! Sincerely, Sara Pilon

Nov 23, 2010 11:41:27 AM
Byron
Campbell, CA

This is a simple solution that puts me in control and it's a simple solution for cell phone companies too - provide basic customer service!

Nov 27, 2010 2:05:43 PM
Sharon
Maryland Heights, MO

I just received a bill for over $500.00 that I had no idea I was going to get. We had never gone over our minutes before and we were shocked. If we had known, we would have up'd our programs minute usage or quit using our phones. Now I have to use our Christmas money to pay the bill. Please have them notify the customer when they are being charged otherwise, we have no idea. Thank you, Sharon Pirrone

Dec 9, 2010 10:39:17 AM
Stephen Pirsch
Houston, TX

Please require the cell phone companies to send a notice by text or voice mail before the customer reaches the plan time limit. Thank you.

Nov 24, 2010 10:31:10 AM
Rodney
Carrollton, TX

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars and one bill was over $1,800. I've spent hours on the phone with customer service and I am usually not satisfied. It seems that the problem was always my fault...even though the usage increase was totally out of the norm for us. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the 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 data. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:02:05 PM
Mark
Yreka, 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 2:12:14 PM
Derrick
Pittsburgh, PA

This is a simple solution. Please help consumers, not companies, to control their lives in the face of overwhelming bureaucracies.

Nov 23, 2010 5:02:42 PM
Joe
Fair Lawn, NJ

I like that this solution that puts me in control. I've gottenunceccessarily high phone bills, 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 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.

Nov 23, 2010 12:20:32 PM
Paul
Durham, NC

Although I have not had a 100+ dollar bill due to an oversight, the bill has significantly increased before some added plans (i.e. text message plan). Knowing ahead of time that my bill was going to be significantly higher than previous bills would have been of great benefit. Sincerely, Paul Pleczkowski 1112 Mallory lane Durham, NC 27713

Nov 23, 2010 11:17:38 AM
Leslie
Baltimore, MD

This is a simple solution that puts me in control.

Nov 16, 2010 10:50:59 AM
Robert
Houston, TX

I have received bills in the past for several hundred dollars due to child going over their limits. Before I knew it, we had a huge bill. A simple notification would have alerted us to the problem and been able to address the situation. Thank you for your attention.

Nov 23, 2010 1:02:09 PM
Carlos
San Antonio, TX

Every month I get new charges. My telephone is super high and AT&T charges me everthing. Please help us to control the telephone companies.

Nov 23, 2010 2:40:26 PM
Holly
Brunswick, GA

This is a simple solution that puts me in control. I've gotten bills for premium texts at 9.99 a month from gaming companies I have never even heard of. I've called my wireless company and fought the charges for months until finally one day I got a upper level rep who knew how to make the charges stop. All I had to do was text a code to a certain number. The wireless company knew all along it was happening to many customers who were not subscribing to these services on a trial basis or any other for that matter. I had to block all premium text messages to and from my phone in order for verizon to take the charges off. After researching the company who was billing my phone number each month it came to my attention that there were many customers like myself in the same boat. They never gave their number out and had even tried contacting the gaming company itself to only hit a wall. Please give us some sort of control just like the internet. Whether it be something we choose to have added to our bill as a feature or not. Anything. Thanks in advance for your immediate attention

Nov 23, 2010 2:37:45 PM
Johannes
Philadelphia, PA

This is a simple solution that puts me in control. I've gotten large unexpected bills, spent hours on the phone with customer service, and I never end up satisfied. I try hard to stay under my minutes limit but occasionally something unexpected happens and I go over. 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 a Senior citizen with limited money and would appreciate your assistance with this matter.

Nov 23, 2010 11:40:55 AM
Deb
Longmont, CO

This is a simple solution that other countries have implemented to assist consumers in managing confusing and hard to track cell phone calls & text messages. Most parents have found themselves trying to manage multiple cell services for family members that need separate login ID's and passwords & require endless monitoring to ensure that family members aren't going over plan. Consumers should not be tasked with the part-time job of constant vigilience in order not to receive punitive bills for hundreds of dollars, spend hours on the phone with customer service, and in the end receive poor or no resolution. Your consituents are smart enough to understand their cell phone plans and the cost of going over on minutes or texts, but we are busy earning our living, raising our kids, taking care of our parents, & supporting our communities & charities and just aren't always aware of when we or one of our family members run out of minutes. A simple notification would alleviate the problem for us. We're tired of bill shock, and ready for some real control.

Nov 23, 2010 11:01:08 AM
Sally
El Paso, TX

As a retiree on a fixed income, it is important for me to have an accurate idea of my regular bills so I know whether I have any discretionary income to save for Christmas giving, charities, etc. A notice from you would make it much easier to achieve that goal.

Nov 27, 2010 4:20:38 PM
Alexis
Merritt Island, FL

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

Nov 27, 2010 8:27:43 PM
Dennis
Astoria, NY

This is a simple solution that would allow me to better manage my and my family's cell phone usage. Today tracking time is burdensome and easy to forget, but automated notices would make it very easy to accomplish this.

Nov 24, 2010 9:48:16 AM
Denisa
Atlanta, GA

I've just got a bill from T-mobile that was more than a double of that I normally pay because I went over my 1,000 minutes. This is the first time it has ever happened. I normally don't go over 800. The cell phone company was willing to refund me part of the bill but I still had to pay for half of the overages. I would like them to send me a text message when I approach 950.

Nov 23, 2010 10:56:57 AM
Annette
Vienna, VA

This is a simple solution that puts me in control.

Nov 23, 2010 11:20:22 AM
David
Houston, TX

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. It seems that the

problem was always my fault. I've been told I didn'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 neglected to turn off my phone while traveling overseas, so I was charged for incoming calls even though I didn't answer. I'm tired of bill shock, and ready for some real control. Personally, it seems that an unwillingness to provide these services reflects the amount of revenue generated for cell providers at the expense of the consumer. Many companies take the view of the confidence man who believes that if a person is not savvy enough to protect their money they don't deserve to have it. It is time for companies to provide the best services they can while ensuring the consumer is not taken advantage of. Our economy can not afford the continued fleecing of the American public by the companies they depend upon.

Nov 23, 2010 11:08:18 AM
Susan
Minneapolis, MN

This is a simple solution that puts me in control. IF my bank can send me a text notification when my account hits a certain dollar amount (that I determine) to let me know my account is running low, then why cant my cell phone company send me a text notifation when my account is running low on minutes! And I should be able to determine the alerts... say at 60 mins left, and another at 15 mins left.

Nov 23, 2010 11:36:35 AM
Bohdan
Morristown, NJ

Cell phone compnies view this as a great way to boost revenues, ignoring the fact that its usually at the expense of a consumer who is struggling already with all the bills in their lives. This is an abusive way to do business, along the same lines of the outrageous interest rates credfit cards charge if ones dares to be late with a payment.

Nov 23, 2010 12:05:08 PM
Darrin
Camden, SC

This needs to be fixed and they (service providers) refuse to fix it. A simple solution would be an opt in limited service after preset limit is reached. 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, Darrin Posey

Nov 24, 2010 8:34:44 AM
Sarah shea
Concord, 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 11:18:07 AM
Shari
Shreveport, LA

It's time for effective changes to be made to assist the consumers with the soaring cost of cell phone usage. Shari P.

Nov 25, 2010 11:40:50 PM
Shannon
Redmond, WA

This is a simple solution that puts me in control. I would use more telecom services if I wasn't afraid of bill shock.

Nov 23, 2010 12:01:11 PM
Richard
Galena, IL

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars a month after the overage occurred, too late to do anything about it.. I've been told I didn't understand my plan limits or didn't understand my plan, or didn't understand my coverage/roaming areas. But most of 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 5:57:38 PM
Nancy
Woodside, NY

This is the right thing to do!

Nov 29, 2010 7:08:16 PM
Cynthia
Frostburg, MD

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

Nov 23, 2010 10:30:03 PM
James
Decatur, GA

It is my desire to be in better control of my minute usage. 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. My bank allows me to receive a low balance email alert. I would like the same from AT&T Wireless!

Nov 25, 2010 2:28:42 PM
Sean
Seattle, WA

This is a simple solution that puts me in control. I'd like to know when i'm racking up big charges - including roaming charges (Canada is just a couple of hours away). 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 2:19:17 PM
Gale
Lake Worth, FL

I have been with Verizon Wireless for many, many years. I have FIVE phones with them. I have paid hundreds of dollars paying for data changes, over the limit minutes and other services like " Get it Now" (for downloading ring tones) I have tried to have them block every thing, but even then it does not always work. I would like to buy a new phone but I fear having to pay an extra $ 15 -30 per month for a data package because they will not block this. When will someone look out for the consumer. It was easier when "Grandma Bell" did everything.....It was better and cheaper! Sincerely Gale Pradhan 6722 Milani Street Lake Worth, FL 33467 Place of service 8401 Meadowsweet Road Pikesville, Maryland21208

Nov 23, 2010 11:32:04 AM
Stuart
Essex Junction, VT

This seems like a simple courtesy that cell phone companies should implement, but since they aren't, looks like we need to force them.

Nov 23, 2010 2:16:59 PM
Jim
Renton, WA

To whom it may concern at the FCC, I find it unacceptable that companies allow their customers to unknowingly exceed their usage limits and incur exorbitant bills when they can easily (and automatically) notify users of the impending overrun. I would appreciate it if companies were required to provide such notification in the interest of fairness.

Nov 23, 2010 11:10:05 AM
Jeffery
Brewster, NY

Lack of control of my bill is not acceptable. This is a simple 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 11:18:31 AM
Joseph
Kannapolis, 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. Thanks for your time, Joseph Price

Nov 23, 2010 1:19:43 PM
Marlene
Kent, WA

This is a simple solution that puts me & my family in control. Some of my family members have gotten bills for hundreds of dollars. They & I hspent hours on the phone with customer service, and never end up satisfied. It seems that the problem was always our fault. My family member was told that they jsut didn't understand thier plan limit. And when I've gotten on the hne to help clarify and resolve, the mobiel cmpany told me my family member jsut 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.

Jan 1, 2011 9:40:11 PM
Marialyce
Iowa City, IA

Although I am pretty good at monitoring my cell phone usage, my son seems to have his share of problems with it. It hurts me to hear how much he spends, both in time and money, attempting to reestablish his phone service several times a year. No body need this type of stress and if there is anything that can be done to help people get control of their cell phone usage, it should be done. Having Cell Phone Companies notify customers when they have gone over their minutes is a very good idea. The technology is available to notify customers so let the Cell Phone companies use it! Thank You, Marialyce Prior

Nov 25, 2010 8:36:38 PM

Ron
Orlando, FL

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.

Nov 16, 2010 3:12:43 PM
William
Winchester, VA

With all of the technology available to mobile telephone companies, surely they have the capability of notifying me both before I reach my plan limits and when I actually reach my plan limits. It seems like a common courtesy. Thanks.

Nov 26, 2010 1:49:18 PM
Steve
Brookline, MA

We have a complicated family plan, with an 87-year old, a 13-year-old and a 60-year old. It's extremely difficult to understand all the complicated aspects of phone use, texting, etc. and I would like the FCC to take a firmer hand in helping regular families live with this problem. This is a simple solution that puts me in control. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Steve Provizer Brookline, MA 02446

Dec 9, 2010 5:22:30 PM
Jeanette
Trumbull, CT

This is a simple solution that puts me in control. We definitely would not want to go over our limit and pay some bloated bill. It is quite expensive at this time and unexpected charges would be a difficulty. Thank you for seriously addressing this issue.

Nov 23, 2010 11:14:38 AM
Lori
Dayton, OH

It is difficult for users to keep track of their cell phone and text minutes. It should be required by the companies, who track your minutes automatically, to notify the user when they approach the maximum! Overage charges are so very high, that a reasonable phone bill can easily become way out of budget! Early warning would prevent that situation. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Lori Ptak 4218 Honeybrook Avenue Dayton, OH 45415

Nov 23, 2010 11:23:04 AM

Patricia
Upper Saddle River, NJ

I pay far more than I need for coverage I don't use just so I don't have a surprise at the end of the month.

Nov 26, 2010 7:26:20 PM
Laurie
Eagan, MN

This is a simple solution that puts me in control. Although I rarely use up all my minutes for phone calls, it is very easy to go over my limit on texts. I have heard horror stories from many of my friends and other family members. Some have been faced with bills hundreds of dollars above their contracted rate. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:23:06 PM
Richard
Littleton, CO

This should especially include charges for voice, data, and text service while roaming in Europe. We have had very negative experiences with the carrier (AT&T) selling us a plan that did not include any way to determine when the limits were reached. Overseas rates can get out of hand quickly. Europe is starting to be more realistic with their roaming rates, but at the moment that is only for Europeans. U.S. citizens visiting Europe continue to get charged beyond reason. We are concerned about bill shock and ready for some real control.

Dec 13, 2010 12:23:45 PM
Mary
Westfield, MA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up completely satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control. Mary Purdy Thomas St Westfield MA 01085

Nov 23, 2010 11:34:25 AM
Earl
Houston, TX

This is a simple solution that puts me in control.

Nov 23, 2010 12:14:08 PM
Richard
Omaha, NE

This is a simple solution that puts me in control.

Nov 23, 2010 12:14:26 PM
Vernon
Milton Freewater, 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. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 12:35:45 PM
Kenneth
Bonita, CA

Cell phones are no longer an "optional" accessory for the younger generation. With two children in their 20's still going to college, it would be nice to be warned before a huge bill hits. Hiding the costs behind a curtain of obfuscation doesn't help me at all.

Nov 23, 2010 11:04:27 AM
Lincoln
Evanston, IL

This is a no-brainer. We should have the right to be informed when we are out of minutes and must pay a higher rate. Consumers should have a right to make their own informed choices. .

Nov 23, 2010 12:40:36 PM
Maureen
Denver, CO

This is a simple solution that puts me in control.

Nov 23, 2010 4:27:18 PM
Seema
Plano, TX

I want to be able to ensure that my phone as well as the phone of any family member for whom I am paying, that I am alerted before we are charged for excessive usage - particularly if we are no realizing we're doing something that indavertently impacts it, so we can address proactively. Thanks.

Nov 23, 2010 6:23:18 PM
ROBERT

Theodore, 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 Customer Service is a farce. It takes forever, and sometimes you can't, get pass the automated systems set up to discourage and give the run-a-round to customer calls. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 7:34:41 PM
ALLEN
HUMBLE, TX

This is a simple solution that puts me in control. I just didn't know when I ran out of minutes.

Nov 24, 2010 7:21:11 AM
PAT
Lebanon, NH

This happened to a member of my family. They were devistated by the bill. A notice would have stopped what became a personal nightmare. No one cares or would help. A notice is only a fair practice for a company to help a customer as not everyone has several hundred dollars to come up with at a moments notice. P ROLLINS 4 RENIHAN MDWS LEBANIN, N H 03766

Dec 1, 2010 12:00:41 AM
Elly
Novato, CA

This is a simple solution that puts me in control. If the cell companies can do it in Europe, they can do it in the U.S. Clearly, they already have the mechanisms in place. As the working mother of a special-needs child, I have to be available at all times for calls. That means I have to maintain cell phone service and don't have control over when I receive calls. I don't, however, have unlimited funds. If I know I am near my limit, I can make arrangements to use another phone. It is bad enough that the cell companies are allowed to charge by time -- land-line companies never did this -- but it is hardly fair that the cell companies take advantage of this to inflate their profits. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:18:28 PM
Kathryn
Dallas, TX

It seems that you are able to send other automated messages to me easily, so setting up your automated system to alert your customers automatically when they reach a threshold of, say,

90% of minutes used, would allow them to adjust their calling behavior OR determine that they need to increase their plan limits in advance of going over.

Nov 26, 2010 6:50:27 PM
Sue
East Montpelier, VT

This is a simple solution that puts me in control. Recently, my husband and I moved from the West to the East Coast. We were unable to set up our land line and used the cell phone exclusively - we ended up going over our 1400 limit with a very expensive bill. I've gotten bills for hundreds of dollars, spent hours on This is not the first time we ended up with a hefty bill. Talking with customer service is not satisfying either. It seems that the problem was always my fault. I've been told I didn't understand my plan limits or charges associated with a data service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock, and ready for some real control.Cell phone customers in Europe get a quick call or text when they are close to their usage limits, and another one when they hit those limits. Such a notice would be highly beneficial, alerting us to the need to quickly change our calling behavior and temporarily stop using the cell phone.

Nov 24, 2010 10:20:10 AM
Linda
Belchertown, MA

This is a simple solution that puts me in control. I want to know if I am getting close to my limits.

Nov 28, 2010 9:49:09 AM
Marvin
Buda, TX

Please implement laws to protect us from unexpected data usage, voice and text service bills. With new "smart phones" we also need protection from getting signed up for services which were unknowningly added to our account through viruses installed on sites such as Facebook. All charges for such fraud should be refunded. Likewise the Phone company should have no obligation to pay the provider of these fraudulanutly added services. If the phone company to pays these scammers, more will follow. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:52:53 AM
Christopher
Chippewa Falls, WI

This is a simple, inexpensive solution that puts me in control, and has no downsides except preventing cell phone companies from charging me hundreds of dollars in surprise fees.

Nov 23, 2010 2:16:25 PM
Nicholas

New Haven, CT

This common sense measure allows busy consumers to keep track of their usage and is a boon for the average person.

Nov 24, 2010 5:28:40 PM
Ron
Severn, MD

SOMETHING has GOT to be done.it is absurd that we would have to constantly check the minutes on all four phones our account cvovers. Its bad enough the cell phone companies charge what they do for text messaging; .35 a minute for every minute over just adds insult to injury.

Nov 23, 2010 3:01:21 PM
Kathi
Fremont, CA

This is a simple solution to a critical problem. I received a bill for over $1,800 worth of roaming charges on my step daughter's cellphone, that she was unaware she was causing. Her usage shot up from the usual minimum per month, to this huge charge, which should have set off some sort of notifiction of high or excessive usage. I spent hours on the phone with customer service, and ended paying the bill. I'm tired of bill shock, and ready for some real control.

Nov 27, 2010 11:04:08 AM
Robin
The colony, TX

I think this is a basic service that should be a right to any customer. It is criminal that you have to pay extra for any service that would enforce limits or notify you that you are reaching them. Please end this gauging practice now.

Nov 23, 2010 11:33:24 AM
Frederick
Pasadena, CA

You have too much power over my life!! With my credit cards I can have them automatically prevent me from charging over the limit and it should be the same with Cell Phones I know that I can dial my phone or go online but that is too complicated when you can automatically advise me by text You have the systems - I don't!!

Nov 23, 2010 1:05:47 PM
Lynn
San Antonio, 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 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.

Nov 23, 2010 4:14:28 PM
John
Sammamish, WA

A simple solution that makes sense, is implemented elsewhere and puts us in control. Please do this for the consumer this one time please. Listen to us We Vote!!!!

Nov 23, 2010 12:42:02 PM
Marilyn
Rockport, TX

Plus it would give me greater peace of peace of mind that I was staying within my buget, which means a great deal to me.

Nov 23, 2010 3:05:19 PM
Jody
Lincoln, NE

This is a simple solution that puts me in control. When my daughter got her boyfriend in college, and both were soccer players, they could only text while on the bus. Needless to say, the 1st month she was way over her limit, when unlimited messages would only have cost me $10 for my entire family plan. I know of many people who have had huge bills. Maybe if my cell company had this, fraudulent activity on my account would have been noticed at the time it occurred, not when my bill arrived 30 days later.

Nov 23, 2010 5:51:12 PM
Linda
Peoria, AZ

This is a simple solution that puts me in control. I've not received - yet - bills for hundreds of dollars or spent hours on the phone with customer service, but others have. It seems that the problem wasn't always their fault and that they didn't understand the plan limits, didn't understand 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. I'm tired of bill shock, and ready for some real control so that won't ever happen to them again, nor to me. Please do something about this so that the people who use cell phones are warned before the penalites and fees are applied to their accounts. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits. Linda Rappold

Nov 18, 2010 9:40:21 AM
Doug

Albuquerque, NM

This is a simple solution that puts the needs of consumers over the profits of cellular phone service providers, while allowing traditional profits for those providers. I've been charged excessively, spent hours on the phone with customer service, and I never end up satisfied. It seems that the problem was always my fault or that of my uninformed children. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 5:22:12 PM
Joyce E
Sacramento, CA

Please be user friendly and have this simple solution kick in. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 10:29:26 AM
Beverly
Hudson, WI

This is a simple and fair solution that puts me in control.

Nov 23, 2010 11:45:27 AM
Mary
Kingwood, TX

This is a simple solution that puts me in control. I've gotten high bills, spent hours on the phone with customer service, and 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 ask you to treat your customers the way you would like to be treated. Please make these changes, and alert us when we are going to go over our plan---it's only fair. Sincerely, Mary A. Ray 4110 Pine Breeze Drive Kingwood, TX 77345

Nov 23, 2010 12:02:03 PM
Douglas
Nixa, MO

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 never end up satisfied. Also, there needs to be a law against sending games, etc. to customers where you click it and you are instantly charged without making it clear from the beginning that one would be charged for doing this. That happened last month to me. I'm tired of bill shock, and ready for some real control. Sincerely, Douglas K. Rayl

Nov 23, 2010 12:00:23 PM
Jan
Berkeley, CA

A couple years ago I was going overseas, I called my cell phone company to see how it would affect my plan. They told me on the phone I would be charged by minutes, then charged me on based on bytes - I got a $1500+ phone bill for that period. I had to fight with them for months to get it reduced to "only" triple what my normal cell phone bill was. I have tried moving to another company at various times over the years but the simple reality is there isn't much of a competitive market. If some outside comes into the market and starts making it competitive, one of the big guy buys them out.

Nov 24, 2010 7:39:01 PM
Macpherson
Steamboat Springs, CO

This is a simple solution that puts me in control. It's important to me that I be notified if I'm approaching my limits. I can not afford the higher prices of phone minutes charged beyond my limit.

Nov 23, 2010 11:29:05 AM
Michael
Hume, VA

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.

Dec 3, 2010 12:18:33 PM
Margaret
Plano, 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's hard to believe my daughter could send over 1000 text messages in a month, but she's done it, and the extra charges add up so fast! The customer has no recourse except to pay the bill or risk affecting credit ratings or ability to receive phone service. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:26:59 PM
Charles
Phoenix, AZ

This is a simple solution that puts me in control. We all have heard issues with teenagers running bills up without parents knowledge because they are new users, etc and do not pay the bills. I believe your attention to this matter would be very helpful to the normal consumer and control expenses. The wireless providers should accept your proposals if they realize that a major group of their customers are unhappy. They also know that many consumers never read

the Terms of the license because the excitement of a new phone for a family member is a moment we want to enjoy and not have to deal with paperwork. . Let's help out and propose optional email messages to protect the consumer. I get these type messages today from my electric company when my useage goes over a defined limit I set and I am able to control some useage rather then a month end surprise when it is too late and I appreciate the company for implementing such a policy. We know the companies are making money with the unused minutes and the overage charges so they should not be oppossed to helping their customers by complying to a little legislation. .

Nov 23, 2010 10:33:55 AM
Dawn
Thornton, CO

Credit card companies let you know when your limit is reached, they don't let you charge anymore. Why can't a cell phone company let the customer know when the customer is approaching their limit? Consumer Cellular, an online provider, actually already has this in place. They let me know when I am at 50 or 75 percent of my plan usage. Then, I can adjust my usage or my plan. With the economy the way it is, the cell carriers that get this right the fastest will ensure the longevity of their customers.

Nov 23, 2010 5:02:42 PM
Mary
Delmar, NY

This is a simple solution that puts me in control. Please listen to the consumers and do the right thing!!!!

Feb 1, 2011 6:40:47 PM
Barbara S.
East Brunswick, NJ

I do not use my cell phone often, just because I am afraid of running up huge bills that I cannot afford. I would like to feel more comfortable about using my cell. I believe that a voice message would be best in giving me the time I need, etc. On occasion, I have run up relatively big bills, because I have been out of town or out of state, and I find I need to make calls. Moreover, right now, for instance, all the calls coming into my land-line phone need to go through my cell phone, because Verizon is unable to handle the problem (outside) till nicer weather--they tell me Friday. I have been using my cell for three days now, and I worry about the bill coming up--and I cannot do anything about it probably. But I may be able to call every day, learn the minutes I have left and not let anyone use or call into my cell for more than 30 seconds. I think this alternative might work, but I would resent the "solution" very much. I am sure you can understand.

Nov 29, 2010 3:41:14 PM
Berneil
Holdrege, NE

This is an easy way for me and my family to control our cell phone expenses - - and appreciate your service! I've gotten bills for many dollars that I haven't budgeted for, spent hours on the phone with customer service, and I never end up satisfied with your 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. Please help me control this.

Nov 23, 2010 2:38:08 PM
Charles
Roanoke, VA

This is a simple solution that puts me in control. I've gotten bills for twice what I expected, 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 I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 1:34:30 PM
Diana
Scotch Plains, NJ

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. I've gotten bills for hundreds of dollars, spent time 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. Please make this a requirement. Thank you, Diana Reed 2033 Westfield Ave Scotch Plains, NJ 07076

Nov 23, 2010 12:42:40 PM
Elizabeth
Columbus, OH

Please help us in these economic times keep our cell phone plans and not destroy the economy further by having people default from cell phones. Please help us to get support for limiting the charges beyond set amounts (or the freedom to choose to spend more but helping to get timely information from the companies that sell the services). Thank you in advance.

Nov 24, 2010 8:58:51 AM
James
Edina, MN

This is a simple solution that puts me in control. With the increasing complexity of modern technology and the plethora of options and rules governing their use it is only the responsible choice to give the consumer the tools and information they need to make decisions regarding the use of that technology. Simply notify consumers when they approach and then hit the data limits. I want to have the information I need to make informed decisions regarding my daily behavior. It only makes good common sense to use the tried and true formula: KISS - Keep it Simple Stupid Don't make my chase after and search for the information I need, just tell me.

Nov 23, 2010 4:14:44 PM
Scott
Denver, CO

Just do it!

Nov 27, 2010 6:50:52 PM
Brenda
Zionsville, IN

This is a simple solution that puts me in control. I've gotten unusually high cell phone bills, spent hours on the phone with customer service, and I never end up completely satisfied. It seems that the problem was always my fault. I've been told I didn'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.

Nov 24, 2010 4:22:49 PM
Fred
Lake Orion, MI

This is a simple solution that puts me in control, instead of holding me hostage to a cell phone company whose primary interest is making large amounts of money at the expense of unsuspecting consumers. Perhaps like others who are sending you this plea, I've actually gotten bills for thousands of dollars when one of my kids first discovered texting, and when my daughter spent a semester in Europe and took (she didn't place) phone calls on her cell phone from her boyfriend. I had to spent hours on the phone with customer service, and I still had to pay a large portion of the charges even though these overages were not intentional. I think common sense demands that phone companies should simply contact their subscribers when an unusually high bill is in the offing, giving them an opportunity to stop the problem before it gets 'out of hand'. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 5:35:04 AM
Bernadette
rochester, NY

Why can't we follow Europe's example on this issue? This is just common 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 23, 2010 11:15:55 AM
Thomas
Wycombe, PA

This is a simple solution that puts me in control. I've gotten bills for up to two times my regular 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 and 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 23, 2010 11:36:57 AM
Miriam
San Diego, CA

My son got a new phone and they put him on a simple data plan and he knew to not use the internet often and in fact, didn't use it at all. But he didn't realize music downloads were using "data" and as a result, we got a $700+ bill for one month! It was a huge hassle to work through and took a lot of time and pleading to finally get it reduced. That financial shock could have been avoided with a simple notification text. THere's no reason not to do that.

Nov 23, 2010 12:05:01 PM
Mitchell
Summit, NJ

This is a simple solution that puts me in control. My problem primarily occurs when I travel. 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'm tired of bill shock, and ready for some real control. Mitchell F. Reiter, MD

Nov 26, 2010 9:01:44 AM
Susan
Melbourne, FL

This is a simple solution that puts me in control. I want to know when I run out of minutes so I don't get those outrageous overage charges. I'm tired of bill shock, and ready for some real control.

Jan 6, 2011 7:00:26 PM
Becky
Kansas City, MO

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, 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.

Nov 23, 2010 1:07:10 PM
Deborah
Broadview, IL

In today's economy, I think it should be a phone companies duty to alert customers when they are approaching their limit on voice, data and text service. So many companies look to take advantage of a bad situation and I think the least they could do is give their PAYING customers an alert when their bill could possibly be higher than usual.

Nov 23, 2010 3:53:44 PM
S
Middletown, NJ

I recently bought a calling card that permitted me to call Mexico for $.05/minute. Wonderful! First of all the call was $10 for 19 minutes...$.50/minute! Ten times the advertised amount! I was willing to accept that until a month later I was charged an additional $50 connection fee! When I called the # provided for questions, the connection was so bad I could not even argue against this charge! I'm tired of bill shock, and ready for some real control. S Rempusheski

Nov 23, 2010 4:00:43 PM
Jeffry
Kokomo, 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.

Dec 1, 2010 10:36:40 AM
David
Portland, OR

This is a simple solution that puts me in control.

Nov 24, 2010 7:49:40 AM
Jim
Louisville, CO

Imagine you're carrying a pager and your on-call for your companies important financial systems. You understand how the whole thing works, all the moving parts, different machines, and software programs talk to each other to get employees paid. Now imagine that something goes wrong, and at the end of the month, you get a bunch of employees in your office asking

where their check is. Whatever happened has to be discovered and triaged. You also have to deal with all those angry people. This scenario is why software support staff carry pagers, and monitor their systems. They want to know as soon as possible that they are about to have a problem, or that they just hit a bump. They don't want to find out when customers are angry, complaining, and the company is getting bad press. If a company is interested in providing good customer service, alerts will win them business. I'd suggest alerts at 75% and 90% of max thresholds. You'll have better relationships with your customers, better word of mouth on the street around your products, and ultimately more satisfied customers. The model cell phone companies are using now is a sign of the old guard - outdated and frustrating. I'm one more customer who'd love to see them step up and do the hard work of helping customers get what's right.

Nov 23, 2010 1:08:05 PM
Sandra
Seattle, WA

We spend an outrageous $200 per month without any data plans - this is just calls and texts. I need my children to be safe and within phone reach but this is absurd! Why aren't companies also required to roll over the minutes? I've paid for them. Despite living in the city limits of Seattle, our service at home is spotty. There is no other company that offers better service; we have tried them all. Please protect our rights as consumers.

Nov 23, 2010 3:30:52 PM
Andrew
Campo, CA

There is no reason that phone service providers cannot have automatic messages sent when minutes reach a certain limit. If nothing else, it gives them a proactive opportunity to offer a higher limit plan, and cut back on the hours put into resolving already accrued charges. Internet providers should do the same. Please support this practice. Thank you.

Nov 23, 2010 10:51:45 AM
Kevin
Centerville, OH

Capitalism works best with transparency. Cell phone providers charge massive overage fees without transparency. Sure the rules are transparent, but how many minutes do I have left? Only the cell phone company knows. The need to be required to inform us before going over. Or optionally to allow us to opt out of overages (just like is done with the banks on debit cards)

Nov 23, 2010 10:37:29 AM
Raymond
Bethlehem, PA

I have had direct experience with the issue. In my personal experience with the ATT Laptop connect data service being used on international trips to various large European cities, I've later

received bills for $1500-2000. I have then spent tens of hours on the phone with customer service, and had difficult resolution processes. It seems that the problem has usually been ATT's fault, but it has always been time-intensive to get to that point. And even if they alert me to a problem, I cannot trust what they are saying, due to their prior track record. In my experience their service is dysfunctional and not ready for consumers. I have recently been forced to switch from ATT to in-country pay-as-you-go broadband service providers. And I have also now done this within the U.S. as well.

Nov 23, 2010 10:54:44 AM
Lorena
Las Vegas, NV

This is a simple solution that puts me in control. Going over your minutes is extremely costly. With five people on the same plan it is difficult to keep up with the minutes that have been used. Being notified when we are getting close to our set limit would save me money and help me maintain control of high cell phone bills.

Nov 23, 2010 11:02:35 AM
Carolynn
Chico, CA

Dear FCC Member, 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. Sincerely, Carolynn Reynolds Chico, CA 95973

Nov 28, 2010 3:33:14 PM
Denise
Lakewood, CO

This is a simple solution that puts me in control.

Nov 23, 2010 11:29:27 PM
Virginia
Pasadena, CA

It is easy to do. I have controls set up like that with my bank and credit cards. It can be done in an automated fashion with no strain on them at all.

Nov 23, 2010 8:34:13 PM
William

Avondale, PA

This is a easy solution to a very expensive problem. These extra charges are hidden in very complicated contracts that are basically double talk. Businesses have a right to make money but not by trickery. This is consumer protection that is necessary.

Nov 23, 2010 7:54:52 PM
John
Bend, OR

This is a simple solution that puts me in control. My provider ALWAYS claims that the problem was my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 8:37:51 PM
Shirley
Dayton, OH

This is a simple solution that puts me in control. The current billing service is unnecessarily complicated and expensive. The consumer is at a definite disadvantage in this billing game.

Nov 23, 2010 11:48:08 AM
Robert
colleyville, TX

This is a simple solution that puts me in control and help with understanding complecated rules. 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've thought of limiting or terminating my plan due to these suprises. R. R. Rice

Nov 23, 2010 12:43:19 PM
Stacey
Katy, TX

This is a simple solution that puts me in control.

Nov 26, 2010 3:09:24 PM
Stephen
Olympia, WA

Please help out a consumer on a fixed income get some control over costs by helping prevent unexpected bills. The cell phone companies are getting away with murder anyway with the outrageous rates they charge. I lived in Japan for a year where they have a much more rational structure than here. I'm tired of bill shock, and ready for some real control. Thanks for implementing this common sense protection.

Nov 23, 2010 10:22:31 AM
Steve
Columbia, MO

This is a simple solution that puts me in control. I would like to know in advance if I'm incurring anything over my basic rate for all service

Nov 23, 2010 1:44:23 PM
Mary
Portland, OR

This is a common sense approach that allows cell-phone users to be in control of their bills. 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. Thank you!

Nov 24, 2010 3:47:47 PM
Patrick
Jacksonville, FL

This is a simple solution that puts us in control. We've gotten unexpected bills for much more than we bargained, spent precious time on the phone with customer service, and we never end up satisfied. It seems that the problem was always ourfault. We've been told we didn't understand our plan limits, or we 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.

Nov 23, 2010 7:06:05 PM
Robert
Emmitsburg, MD

We asked AT&T to move the billing of a cell phone from one account to another. They did it and started billing me 11 days before the date we authorized the change. They kept telling me that I asked for the change on October 18 when I didn't. Their practices are predatory.

Dec 7, 2010 2:39:53 AM
Daniel
Granite Bay, CA

My children have put us over our family plan limit in the past and I was not made aware until the cost was substantial.

Dec 1, 2010 9:46:55 AM
David
Northville, 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'm tired of bill shock, and ready for some real control.

Dec 2, 2010 4:26:51 AM
Anna Marie
Walworth, NY

It is impossible to keep track of all the exceptions to provider service. Mutiple feature plans are made more complicated when used by multiple individuals in a family.

Nov 27, 2010 7:09:12 AM
Katherine
Roebling, NJ

With four cell phone users in the family it is difficult to know how many minutes are being used each bill cycle. To avoid expensive overage charges we want to know if we've gotten close to our limit or are going to incur additional charges for any other reason.

Nov 24, 2010 6:14:34 AM
Mary
Tallahassee, FL

I have had repeated problems with the parental limits I have set on my son's phone -- A service I pay for. Customer services calls can take hours with limited satisfaction. Please make this simple change that will help cell phone consumers. I

Nov 24, 2010 10:37:16 AM
Alice M.
Cibolo, TX

This is a simple solution that puts me in control. My recent cell phone bill includes $69 more because I exceeded my limit. I have had this phone for a long long time and I rarely if ever exceed my limit. I am going to request the cell phone company provide me with a call listing for my cell phone number that indicates exactly where I exceeded my limit. I hope that they don't charge extra for that listing. I've had problems similar to the above and I get tired of requesting to speak to a supervisor so I can get resolution. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 8:50:12 AM
Laura
The Plains, OH

We've gotten bills for hundreds of dollars and spent hours on the phone with customer service trying to resolve the matter, yet we never end up satisfied. It seems that the problem was always my fault. Customer Service representatives have told us we didn't understand our plan limits, didn't understand the charges associated with a download or an online service. But in reality, the problem isn't a lack of understanding; it's just that we didn't know when we ran out of minutes. We think advance notice would be a very simple and reasonable solution to the problem for us and millions of other Americans, and we urge you to make it a requirement for all cell-phone companies.

Nov 25, 2010 12:52:17 AM
Beverly
Titusville, NJ

This is a simple solution that puts me in control and allows me to choose how much I want to spend, especially since there is more than one user in my household. I've gotten bills for additional voice and text minutes, data downloads I didn't want, and internet services I didn't use. I'm tired of paying exorbitant rates for the basic family plan, only to find that we've racked up additional (costly) charges when unknowingly going over our limits. Notification to us, the users of the services, could easily be programmed into the cell phone BEFORE we hit our limit(s) and we would have a choice about whether we knowingly wish to incur additional charges or not. It's an easy fix and I urge you to take action now.

Nov 23, 2010 11:27:56 AM
Monica
Marble Falls, TX

This is a simple solution that puts me in control. I received my Sprint cell phone bill that included my wireless internet card for almost $500!! When I called Sprint, no one understood why it was so much, just that I exceeded my limit that was included. We aren't on the internet much and we don't download anything so I didn't understand how I used three times the allowed limit. I showed my bill to a few of my friends who are always on the computer and they were no where close to exceeding. My bill was outrageous!! Sprint offered me a $10 discount... REALLY?!?!? They finally were able to lower it some but I still had to pay an additional $100 - 150. Since then I monitor the account when I can to make sure that we dont have to go thru that situation again. When I signed up for the wireless card the gentleman that explained it to me said that it was a good plan and I should worry about ever exceeding!! ummm I guess he was wrong! Please make cell phone companies send some type of notice.

Nov 23, 2010 3:01:05 PM
Rebekah
Princeton, IN

This is a simple solution that puts me in control. the phone company can send out other messages why can they not do this for their custimers. sure would make life easier and less frustrating.

Nov 26, 2010 11:12:30 AM
judithj
South Bend, IN

Like many other customers, I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and still ended up paying a ridiculously high fee despite their help. But the worst part is their contracts demand you buy more minutes than you need due to rigid allowances. I need only 800 minutes for my family plan but am required to buy 1200 because the usage contracts jump from 700 to 1200 m$ionuites. Sincerely, Judith Robert 1739 Riverside Drive South Bend, N IN 46616

Nov 29, 2010 6:48:20 PM
Audrey
Newton, KS

This is a simple solution that puts me in control. With 2 teenagers I've gotten bills for hundreds of dollars on a couple of occasions when one went over either data or text limits. It seems that the problem was always my fault, I didn't (or my kids) understand the charges associated with a download or an online service. But most of 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 11:20:27 AM
James
Fairfax, VA

The cell phone companies already charge an arm and a leg. This is a simple solution that at least allows me to be aware of the account and take some preemptive action before I get hit with more charges.

Nov 23, 2010 10:50:00 AM
John
Plainfield, IN

This just makes a lot of common sense. If I know that I am close then I can do something about it. I can not always log in and check how many minutes everyone in the family has used.. I've gotten bills for hundreds of dollars, which could easily have been avoided with notification. 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 to take some real control of my bill.

Nov 24, 2010 7:36:31 AM

Michael
Mentor, OH

This is a simple solution that puts me in control.

Nov 23, 2010 12:10:20 PM
Michael
Livonia, MI

Cars have gas gauges that warn you when you're about to run out, as do cell phone battery indicators. It's not that complicated. My T-Mobile pay-as-you-go sends me a text message whenever I'm running low on minutes so I can refill in time to allow them to be carried over for another year. It's NOT that complicated: if T-Mobile can do this, the cell phone companies can certainly alert you when you're about to run over. This feature is consumer protection in action Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, L. Michael Robins 33615 Wood Street Livonia, MI 48154

Nov 26, 2010 8:52:35 AM
Alison
bel air, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, This is a simple tool that will help millions of our citizens stay in control of their phone plans. I'm tired of bill shock, and ready for some real control. Please support this change.

Nov 23, 2010 11:26:04 AM
Billy
STurgeon, MO

This is a simple solution that puts me in control.

Nov 23, 2010 1:05:53 PM
Jerry
Madison, AL

This is a simple solution that puts me in control. It is really rather silly that we have to go to the Government to force this issue. One would think a company would just have to offer this service and steal customers from the other companies - but I guess greed rules.

Nov 23, 2010 10:39:44 AM
Richard
Dallas, TX

This is a simple solution that puts me in control.

Nov 29, 2010 12:30:23 PM

Leigh
Ontario, NY

This is a simple solution that puts me in control. I am tired of getting charges that for services that I do not have or did not request. I'm tired of bill shock, and ready for some real control. Leigh Rochelle-Woodley 2140 Lake Road Ontario, NY 14519

Nov 24, 2010 8:58:43 PM
Charles
Winter Park, FL

I have kids and this is a difficult problem to control without any help from the cellphone companies (mine is ATT). This is a simple 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 11:33:03 AM
Paul
Mount Juliet, TN

I have been slapped with huge cell phone bills. The technology is there, easily. My bank notifies me by cell phone text if I have less than $200.00 in my checking account, then I can avoid Non-Sufficient-Funds charges. The cell phone companies can just as easily do this type of notification. It's obvious why they don't want to, and it hurts the people that can least afford the charges. I'll keep a close eye on anyone that votes against legislation requiring this. THERE IS ANOTHER ELECTION IN TWO YEARS, AND IT COSTS NOTHING TO GET THIS TYPE OF INFO. OUT ONTO THE WEB.

Nov 26, 2010 4:12:52 AM
Mark
Kingston, NY

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

Dec 6, 2010 9:50:52 PM
Patricia
Cape Elizabeth, ME

This is a simple solution that puts me in control. I've gotten bills for unexplained charges, spent hours on the phone with customer service, and I never end up satisfied. Some of the charges have appeared again the next month after the customer rep assured me the unwanted internet charges were credited. I have gotten charged for data usage when I asked repeatedly to have my internet

stopped because the charges were too confusing and too high. 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 16, 2010 4:33:01 PM
Karen
Centennial, CO

This would permit me to be in control of my cell phone bill. I am tired of paying for too many minutes just so I can avoid the huge bills if I go over. I have gone over in the past and blown my budget more than a few times. I manage cell phone bills for the family and with 3 or 4 phones, this simple feature would be a great savings. Please set up the text to cell warnings. In fact have them send the alert to both the Main number as well as the number going over. I would love to have this kind of alert.

Nov 23, 2010 11:10:31 AM
Glenn
Mackay, ID

This is a simple solution that puts me in control. It would allow me to use less minutes if required to stay under my limit and not incur penalties.

Nov 23, 2010 2:59:36 PM
John
Appleton, WI

This is a simple, easy and common sense solution to unexpected charges for cell phone service. I strongly support the idea of notification when minutes are about to run out.

Nov 23, 2010 4:03:42 PM
Lawrence
Hartford, CT

The way the cell phone companies currently operate is blatantly and obviously DESIGNED to create huge bills for the consumer. It certainly would not be difficult for them to alert the customer when they reach their limit in a particular month. The current system is unfair and very frustrating. If this is possible in Europe, it certainly can be put into effect in the U.S.

Nov 24, 2010 9:01:35 PM
Cheryl
Saint Louis, MO

I'm so tired of high bills, poor service, and the complete runaround. My cell phone company charged me taxes for two different locations, refused to pay my rebate, and also owed me $225 for referrals and refused to pay me. I got so tired of being directed here, there, and everywhere I

just gave up! This is a simple 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 1:04:24 PM
Hubert
Pelham, AL

I do not want to be shocked by an outrageous 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. Please let me know before I exceed my minutes. Thanks,

Nov 23, 2010 11:45:26 AM
Mark
Grand Prairie, TX

Plan particulars are increasingly confusing. The difference between data and phone charges is blurring and very expensive if you go over your plan. This solution of a simple notification would prevent most overages. The phone company already tracks this information and it already has the hardware and software technology in place to easily implement this procedure. Please implement this policy now.

Dec 5, 2010 10:53:20 PM
Rita
San Diego, CA

This is a simple solution that puts me in control. I've gotten bills for many more dollars then I expected, spent hours on the phone with customer service, and I was not satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges 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 like to be informed when I am close to my limit.

Nov 24, 2010 5:23:41 AM
Cindy
Kissimmee, FL

This is a simple solution that puts me in control. My thanks for your help in pushing this change through.

Nov 23, 2010 4:10:25 PM
Ronald
Los Angeles, CA

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, even when I had specifically asked in advance whether extra charges would be incurred (and was told they would not). The provider eventually gave me a refund on half, but I could have avoided the whole problem had I received accurate information and an alert. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:18:00 AM
Erik
Forks, WA

Frankly, I'm finding it difficult to believe that this common-sense solution is even up for debate. This is something that should have been put in place years ago. Consumers rely on the FCC to impose reasonable restrictions on cell phone companies to curb practices such as this. They clearly are unable to control themselves otherwise.

Nov 24, 2010 12:26:17 AM
David
La Grange Park, IL

I have had numerous overage issues with everything from my teens' texting to my 85-year-old mother's chatting. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. These phone plans clearly are constructed so that extreme penalties and profits occur as soon as a limit is reached. It's a legalized form of gouging; if outright restrictions are not put in place, at the very least a clear and strict customer warning and notification system should be established. And, importantly, companies should NOT be allowed to jack up rates in return for implementing these customer safeguards. Sincerely, David Roknic 1510 Homestead Road La Grange Park, IL 60526

Nov 25, 2010 1:03:48 PM
Cheryl
Newark, DE

This is a simple solution that puts me in control.

Nov 23, 2010 12:53:01 PM
Noxie
Houston, TX

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

Nov 23, 2010 11:47:29 AM
Janice

Millersville, MD

Treat your customers the way you would want a company to treat your friends and family members. If you wouldn't take advantage of your own mother, don't do it to others. If you would, well, I guess there is a bigger problem here.

Nov 23, 2010 1:05:07 PM
Renate
Montgomery, AL

This is a simple solution that puts me in control. I've gotten bills for twice my usual amount that I did not anticipate. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 9:57:29 PM
Cassandra
Tempe, AZ

This is a simple solution that puts the responsibility and control in the hands of the consumer. It encourages consumers to be more aware of their actions and allows the cell phone companies to save hours of wasted time trying to negotiate with irate customers who feel that they have been unfairly over charged. Thank you for your time and consideration.

Nov 24, 2010 12:54:25 AM
Michael
lacey, WA

This is a simple solution as the phone companies already make this information available - at first inconveniently and more recently via their website but still not convenient as a real time customer service feature. In every first time plan, whether simple minutes for a cell phone or adding texting as technology progressed, each product cost me hundreds of dollars as I adjusted to and learned the nuances with the minutes and weekend or night hours, or text msgs counting as both incoming and outgoing and not counting for same carrier. Wasted money. It seems that the problem was always my fault because I was unable to grasp those nuances. Perhaps if they offered a class similar to driving before turning folks loose the first time. But then, where would all their profit come from? This is not like a gas gauge in your car or avoiding bouncing checks and yet it is. With how minutes and text do or do not apply to plan limits, it is almost impossible to keep up with remaining balances and all we are asking is the same easy access to that information like seeing the gas gauge when starting the car or, if done properly, maintaining a running balance in a check book. I am not surprised by this effort, and glad to think I am probably not the only one who, with raised voice, berated a customer service rep over why this was not available on my phone like a gas gauge in a car...

Nov 23, 2010 9:46:42 PM
James
Monument, CO

Notifying me before I hit my expensive usage limits is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent too long on the phone with customer service - or just paid them, and I never end up satisfied. The phone company made it seem that the problem was always my fault. I've been told I didn't understand my plan limits or didn't pay attention to the charges associated with a download or an online service. But most of 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 12:00:09 PM
Heather
Los Altos Hills, CA

This is a simple solution that puts me in control. The phone companies will turn off your phone if you are even slightly late with bill payment...even if you have great credit scores and a history of years of on time payments with the company. Adding to the bill with extra charges seems excessive. These could be avoided with a simple customer service notification text message. I get text messages from my cell phone provider AT&T about their promotions, why not something that will benefit me? I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:05:06 PM
Howard
Edmond, OK

This is a simple solution that puts me in control. My granddaughter ran up a bill for a thousand dollars a year and a half ago because she didn't understand her plan 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.

Nov 23, 2010 3:32:33 PM
Joe
Moraga, CA

This is a simple solution that should already be in place. There isn't a reallly easy way for consumers to monitor realtime usage of minutes, etc. But for the phone companies, all the data is there and easy to analyze. Its also very easy for the phone company to send a simple message when limits are nearly reached. Seems to me the phone companies should do this as a customer service (yes, I understand its against their best interest), but since they don't (or won't) do this voluntarily, let's require them to.

Nov 23, 2010 10:46:04 AM
David
Ashland, MA

This is so easy and costs the cell phone companies essentially nothing! Do not cave in to the cell phone companies. Support us citizens of the USA!

Nov 23, 2010 10:10:18 PM
Mark
San Pedro, CA

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

Nov 26, 2010 11:58:52 AM
Bruce
Silver Spring, MD

This is a simple solution that puts me in control. This is a fair solution that will give families the opportunity to make choices before incurring additional costs. This is an equitable solution that will work for both cell phone companies and cell phone users.

Nov 23, 2010 2:00:49 PM
Richard
Wellfleet, MA

There is no logical reason not to have the cell phone companies offer this service. I trust that in the public interest such a mandate will be forthcoming. Thanks.

Nov 23, 2010 2:32:54 PM
David
Brighton, MA

This is a simple solution that would make a big difference. In this economy cell phone companies owe it to their customers to allow for some informed choice over their bill!

Nov 23, 2010 10:23:30 AM
Kristin
Watertown, MA

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

Nov 28, 2010 7:20:20 PM
Angela
Valparaiso, IN

I was having a family crisis and used many minutes and texts that I typically do not use. I had to keep in touch with many family members during this time. The last thing on my mind was

minutes. It would have been nice to get an alert but I only to got a huge bill for the month. It was not something I needed during this hard time.

Nov 23, 2010 2:30:51 PM
Arnold
Alpharetta, GA

This is a simple solution that puts me in control. I want to avoid the possibility of a problem that would take my time and your time to correct.

Nov 23, 2010 2:51:32 PM
Barbara
Gold River, CA

Listen to ordinary Americans and not big business on this....protect us from business practices that essentially do NOT give us the information we need to be good consumers.This is a simple solution that puts 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. When really it is just that I didn't know when I ran out of minutes. If companies can comply with this type of directive in the European Union they can certainly do it here in the United States. Thank you.

Nov 23, 2010 11:20:33 AM
Richard
Madison, WI

I chose a cell provider that does have a notice policy before applying overage fees. This decision severely limited my choices so I would appreciate having cell providers on a more level playing field regarding notices of impending over plan activity. I would go even farther and require several user selectable options for over plan actions by each major plan area (text, data, phone). For example, allow over plan phone calls to a set of "X" phone numbers only (plus 911 and free minute calls); allow over plan text messages without extra warnings/ allow extra text messages but warn again after each (or some number of) message / do not allow over plan text messages / allow over plan text messages to a set of "X" numbers. Similar treatment of data will become ever more important and maybe worth disallowing certain types of over plan data types (eg, streaming video, streaming audio).

Nov 24, 2010 11:34:17 AM
Sharon
Portland, OR

Letting me know that I am about to exceed a limit is simply common courtesy. If a phone companies genuinely cares about its customers, and isn't just trying to squeeze every dollar possible out of them, it will offer such a simple service.

Nov 23, 2010 12:19:14 PM

Sylvia
Charlotte, NC

This is a simple solution that puts the plan owner in control.

Nov 23, 2010 8:09:36 PM
Ricardo
Miramar, 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. Don't like when customer service rep starts saying "I understand but there's nothing I can do for you" It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. Even when the mistake was theirs and I had to call several times for the company to fix them I always got billed. I'm tired of bill shock, and ready for some real control.

Nov 24, 2010 7:14:14 AM
Martin
Ashland, MA

There is a simple, efficient, low cost approach to reducing bill surprise. Have the phone company send a message when limits are reached. The cost of an automated, electronic message is minuscule. Consider, the number emails any company is happy to send you as a registered customer. Why not use this efficient mechanism to ensure better customer service?

Nov 23, 2010 1:50:57 PM
Mel
Terre Haute, IN

I have had some excessive bills that surprised me. It is not conveneint to track minutes used so a notification would be helpful.

Nov 23, 2010 12:49:18 PM
Dan
Seattle, WA

We need a measure like this. Please support this initiative. It is a simple task to notify customers before reaching a limit and before incurring inordinate costs. Financial institutions allow me to opt in for email or text notifications before reaching credit limits, or when unusually large purchases are made. There's no reason the phone companies can't do the same--and it would cost them hardly anything. If I ever get stung by such an excessive bill, I will likely terminate my service. There's no excuse to abuse customers like that.

Nov 23, 2010 12:11:23 PM

Stephanie
Sherman Oaks, CA

THIS IS A RESPONSIBILITY THE PHONE COMPANIES SHOULD ASSUME

Nov 28, 2010 4:55:17 AM
Anne
Newbury, OH

This is a simple solution that puts me in control. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Anne Rotsaert 11545 Bell St. Newbury, OH 44065

Nov 30, 2010 12:02:12 PM
Debby
Los Angeles, CA

This is a simple solution that puts me in control. I've been charged for programs I didn't authorize or didn't use and have been told that it is up to me to contact the charging company to get the charge reversed. If the phone company puts the charge on my bill, the phone company should reverse it. Likewise, I shouldn't have to remove internet from my phone to avoid those bogus charges. This over use rule should extend to unauthorized billing as well. Debby Rotter Los Angeles, CA 90064

Nov 23, 2010 11:58:56 PM
Jessica
Milwaukee, WI

This is a simple solution that puts me in control. I want to know when I hit my limit on text messages, and I want to be able to limit the number I can receive, as the random texts I receive always seem to put me over the limit. I can't understand how the billing cycle works, the explanations I get are different from each rep, and I don't have the time to argue with customer service every month. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 4:49:47 PM
John
Tucson, AZ

This is a simple solution that puts me in control. I am an infrequent user and carry a cell 'phone mainly for emergencies. I have not experienced this problem, but strongly support that service companies should absolutely provide warning of "additional charges" before they are inflicted (including Banks, Internet and TV Services etc.)

Nov 23, 2010 10:59:18 AM
Jen
Chicago, IL

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

Nov 23, 2010 1:39:32 PM
Brent
Sacramento, CA

This is a simple solution that puts me in control. This is a simple procedure that allows a problem to be addressed and avoided before the problem occurs. It is a common sense solution.

Nov 24, 2010 7:52:15 AM
Greg
Brooklyn, NY

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars. Paid them without recourse - I did use the minutes or send the texts - but I didn't know I was over my limit. And how could I - most of the time, the provider's web page or automated phone service says clearly that the total usage isn't available for up to 3 days. And that's not including any use outside of the network. For that, they have like 45 days. I'm tired of bill shock, and ready for some real control.

Nov 29, 2010 6:09:50 PM
Andrew
Fort Drum, NY

Verizon charges a fee to notify me when I reach the limit on my account plan features. Shouldn't this be a courtesy? Or have we become aggressively profiteering?

Nov 23, 2010 11:45:05 AM
Michele
Oklahoma City, OK

Notification prior to exceeding limits is good customer service and should be implemented by all providers.

Nov 23, 2010 2:20:46 PM
Margaret A.
Des Plaines, IL

Credit Card Companies monitor my account and notify me if there is unusual or excessive activity . . . Why can't the cell phone companies do the same. They know every business day how many minutes etc have been used on my account, why can't I enter a limit, and if it goes over, they notify me? I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:33:51 AM
Catherine

Adrian, MI

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 12:57:18 PM
Stefania
San Diego, CA

I do take responsibility for my usage, which is why i pay a set amount for my cell service every month. I read the fine print, to see where and how overages happen. So I'm not shirking my personal responsibility. I think it would be advantageous of my cell provider to send a notice of when I'm nearing my limit on service. They loose customers who complain about "hidden charges", I continue to be fiscally savvy. Thank you

Nov 23, 2010 9:58:53 PM
Lenore
Long Beach, CA

This is a simple solution that puts me in control. With a family plan that has five lines, we can easily exceed our minutes. With the technology at their disposal, phone companies should be able to track

Nov 23, 2010 11:03:45 AM
Paul
Edison, NJ

This is a simple solution that puts me in control.

Nov 23, 2010 2:35:00 PM
Michael
Nashua, NH

PLEASE IMPLEMENT 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 12:05:00 PM
Rch
Bellevue, WA

This is a simple solution that puts me in control. Although I have never received unexpected bills for hundreds of dollars, I know that parents with teen-agers have experienced huge

problems with usage. It seems that the problem is always the customer's fault. There are many reasons that telephone and cable companies can use to shed responsibility. It would be a real courtesy for them to supply this notification. Then I could be in control of my phone usage. Cell phones have become a necessity for today's life-style. But there is no reason that people should experience bill shock. Phone and cable companies should work with their customers, not against them.

Nov 23, 2010 5:37:44 PM
James
Pensacola, FL

This solution puts me in control of trhe minutes I am charged for. 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 10:20:04 AM
James
Cranberry Township, PA

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 10:17:41 AM
Susan
Delmont, PA

This is a simple solution that helps every cell phone bill payer. I have been there. I share my plan with my kids. They often go over the limits and even though they don't mean to, it happens and it is tough. That is really our responsibility, though. I don't expect you to help me with that. HOWEVER, I have been the recipient of a wrongfully calculated bill. I received a bill for over $360. That was almost $300 more than it should have been. Verizon told me it was my fault ... we were over all of our limits. They would hear nothing different and it was hard to fight because I had three teenagers who could have done such damage. Three months after that bill, I got a whopping credit from Verizon. Somehow, all cell lines that ended their cycle on that date were way over charged. Verizon never ever even notified me let alone apologized. That overcharge put a strain on my marriage and my relationship with my kids. Had such a notification been in place, it likely would have saved me a lot of grief and worry.

Nov 23, 2010 8:32:37 PM
Ann
Burlington, VT

Cell phone companies should not be allowed to increase their cell service revenues without assuring that their customers are aware of likely increases in costs.

Nov 23, 2010 6:08:51 PM
Lali
Beaufort, NC

This is a simple solution that keeps the customer informed. With every one's busy schedule it is tedious having to check the monthly remaining balance. Notification can be implemented with minimal effort and show that customer consideration is not secondary to profits. The customer should be entitled to make a financial decision before being blind sided with an exorbitant bill, when life gets too hectic to check plan balances. Self responsibility should be encouraged and promoted by providing notification.

Nov 23, 2010 8:12:33 PM
Lorne
Syracuse, NY

spent I've gotten bills for hundreds of dollars, especially when visiting in Canada. My google map ap ends up costing hundreds for what in the USA would be pennies. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 2:54:34 PM
Cynthia
Minneapolis, MN

This is a common sense measure that is fair for consumers and companies. I had a situation after the death of a family member and some other family crises in which my cell phone usage quadrupled in one month. However, keeping track of minutes used was the last thing on my mind in the midst of the crises. I hadn't gone over 200 minutes per month in years. Suddenly, I was served with a bill for over $600 that I had no money to pay. By the time I knew, it was too late to readjust to another plan. I just didn't know, didn't realize the severity of penalties for going over the limit. I was completely unaware that I had gone over the limit and a warning or reminder would have been much more fair with such stiff penalties. Thank you.

Nov 26, 2010 7:46:51 PM
Janet
Blue Bell, 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:36:18 AM
Karen
Locust Grove, VA

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

Nov 27, 2010 10:57:05 AM
Marguerite
Newark, DE

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 11:26:37 PM
Mark
Dickinson, TX

It is A SHAME that the cell phone companies haven't taken measures to give consumers clear feedback how much of their time they have used, when they have gone over, and what the additional costs are now that they have gone over their limit. I have thought of this a long time ago. And this is VERY EASY to do! They already have instant feedback of your phone usage. The fact that they haven't effected such measures amounts to a form of PASSIVE AGGRESSIVE ROBBERY that takes advantage of the fact that it would be extreemely difficult for a consumer to document these things. Those things should be automatic and there is no reason not to have rapid feedback on such matters. I have had to deal with passive aggressive robbery before, but I don't always have the time to deal with such matters. The phone companies apparently will not change unless they are forced to, and since consumers don't have a vote in their corporate lives which is most of their lives, then (besides direct citizen organization) government gives us the most power to participate in the decisions that affect us. Thank you for for taking this seriously.

Nov 24, 2010 4:05:45 PM
Andrew
Alexandria, VA

This is a simple solution that will place responsibility on the consumer. Will probably reduce calls too.

Nov 23, 2010 1:44:57 PM
Diana
Chicago, IL

This is not an unreasonable request. Credit card companies manage to inform us when credit limits are being approached. They send out automated messages. Cell phone companies wouldn't have a problem doing the same.

Nov 23, 2010 11:19:50 AM
Gail
Naperville, IL

This is a simple solution that puts me in control. It seems to me that with the technology available you should be able to send alerts and notices to prevent us from experiencing excessive bills. I appreciate your efforts to put alerts in place and look forward to hearing more about these system changes. I'm tired of bill shock, and ready for some real control. Thank you again.

Nov 23, 2010 10:30:59 AM
Rose
Walpole, MA

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

Nov 24, 2010 9:56:55 AM
Bonita
Inverness, 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. Please start notifying your customers of minutes running out in text messages and phone voice time. This seems to be an excellent solution.

Nov 23, 2010 1:48:46 PM
Genevieve
Mashpee, MA

This is a simple solution that puts me in control. I've gotten large unexpected bills and spent hours on the phone with customer service, and often am not satisfied. I've been told I didn't understand my plan limits, etc. Often they tacked on a service I did not request, but due to the difficulty in deciphering my bill, it took months before I noticed it. Most recently, I found I was being charged for internet service when I specifically told the salesperson I would not be using this service and did not want it. But most of all, I just don't know when I run out of minutes and would love to keep my expenses in line with my budget.. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 8:17:46 PM
Judith
Spring, TX

This is a simple solution that puts me in control. While I personally have never had a really outrageous bill, I have received text messages from my former phone co. (Verison) for which they charged me!! So yes, it does seem that it is a small thing to ask that the phone co. let you

know when you are getting close to your limit. Thank you. Judith A Sunderland-Yorkey 17715 Oaksham Lane Spring, Tx, 77379

Nov 23, 2010 2:21:45 PM
CIELO
NORTH BERGEN, NJ

This is a simple solution that puts me in control. I haven't hit the limit, but if I ever lose my phone, someone's going to start texting and callling like there's no tomorrow. So having the cell phone company notifying you of excessive use is a GREAT idea. FCC, please do something about this ASAP.

Nov 24, 2010 9:29:14 AM
TRACY
Lakewood, CO

I already receive text message alerts on my phone to notify me of issues with other consumer accounts such as credit cards and bank accounts. Mobile phone companies can and should offer the same service.

Nov 23, 2010 12:37:15 PM
JEFFREY
New York, NY

The technology exists so let's have the phone companies use it in their customers' interest.

Nov 23, 2010 10:33:18 AM
NINA
SAN FRANCISCO, CA

Whatever happened to consumer protection? Nina Silk 4329 23rd Street San Francisco, CA 94114

Nov 23, 2010 5:37:21 PM
TIMOTHY
Mill Valley, CA

This is a simple solution to a real problem. Consumers should not be taken advantage of.

Nov 30, 2010 9:56:05 AM
PRESCILLE
Austin, 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 2:28:52 PM
MIKE
San Antonio, TX

This is a simple solution that puts me in control. I received a bill for $989.00, and I was not expecting that last month. I would have stopped the problem had I known 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. (roaming charges) I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 7:33:12 PM
Steven
Metairie, LA

Excessive rates apply when plan limits are exceeded. It's akin to the banking fees that have recently drawn the ire of bout the U. S. government and American people. New regulations were appropriate there and for similar reasons, they are appropriate here.

Nov 23, 2010 2:30:00 PM
Michael
Burlington, WI

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 10:45:31 AM
Karen
Chevy Chase, MD

I've gotten bills for over a hundred dollars, spent hours on the phone with customer service, and I never end up too satisfied. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. I'm tired of bill shock from the cell phone companies. Thanks for your help to make this bill a reality.

Nov 23, 2010 4:09:37 PM
Laura
New York, NY

This is a no brainer.

Nov 24, 2010 11:06:26 AM
Sittichoke
West New York, NJ

This is a simple solution that puts me in control. I've never had problems with overage yet but dreaded spending time on the phone with customer service knowing the likely outcome won't be in my favor. It seems that the problem will always be my fault. From understanding my plan limits to charges associated with a download or an online service. But most of all, I just won't know when I run out of minutes. I don't like the prospect of a bill shock, and ready for some real control.

Nov 23, 2010 2:03:41 PM
Charles
Chicopee, MA

Dear Decision Maker, I've been shocked and surprised by outrageous charges added to my bill for "overtime" minutes. Here is a simple solution: I want notice before I hit my usage limits. Kindly pursue a regulation to require notifying customers via phone before the usage time reaches its limit. Sincerely Charles Salach 566 Front Street Chicopee, MA 01013 .

Nov 24, 2010 5:24:17 PM
Joseph
Bedford, MA

Sending me a text message before I reach my usage limit to alert me that I have only 30 or 60 minutes left on my monthly plan is easy for the cellular phone companies to execute. They currently send me a lot of messages, and banks and other service companies currently inform us about reaching limits that we set for alerts. So, this is a simple solution that avoids problems between me and my cellular phone carrier, and puts me in control of my funds. Thank you.

Nov 27, 2010 4:24:38 PM
Asim
San Diego, CA

This is a simple solution that puts me in control. Without this service option, I just wouldn't know when I ran out of minutes. Thank you !

Nov 25, 2010 12:04:01 AM
Efrain
Weston, FL

This is a simple solution that puts me in control.

Nov 23, 2010 12:07:39 PM
Sean
Poughkeepsie, NY

This is about fairness and decency in dealing with people.

Nov 23, 2010 10:36:40 AM

Michael
New York, NY

I can't say I've ever reached my minute limits (I've sometimes used my rollover minutes, though not often). But I do think that an alert when you are about to use up your allotted minutes is the right thing to do.

Nov 23, 2010 11:13:41 AM
Kenneth
Santa Rosa, CA

This may be part of a nation-wide email campaign, but that fact that you are receiving so many should serve notice that THERE IS A TIME FOR THE GOVERNMENT to govern and to place limits on companies that take advantage of its citizens. Please do what we elected you to do---govern! Sincerely, Ken Saltzberg 7899 St. Helena Rd. Santa Rosa, CA 95404

Nov 23, 2010 11:33:38 AM
Joshua
Boca Raton, FL

This is a simple solution that puts me in control.

Nov 24, 2010 3:28:55 AM
Joel
Palo Alto, CA

Monitoring usage and notifying customers is a simple strategy with great benefits.

Nov 23, 2010 12:43:00 PM
John
Glen ELlyn, 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. Without a meaningful advance notice - before reaching limits - cell phone contracts resemble slavery more than commerce. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 12:06:47 PM
Cindy
Bergenfield, NJ

Its time companies are required to help the customer and not just their wallets. This is a simple 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 26, 2010 10:22:07 AM
Betsy
Santa Clara, CA

This is a simple solution that puts me in control. We have a family plan, with 3 people sharing minutes. It is hard to track everybody's minutes and messages and then keep track of when the month starts over.

Nov 23, 2010 11:41:29 AM
SM
Montgomery, AL

I want notice BEFORE I hit my usage limits!

Nov 23, 2010 11:43:44 AM
Sarah
Marlborough, MA

This is a simple solution that puts me in control.

Nov 23, 2010 3:42:08 PM
Valerie
Arlington, MA

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 5:28:57 AM
Muhunthan
Chalfont, PA

This is a simple solution that puts me in control. I've four bills for additional hundred dollars, it seems that the problem was always my fault. I've been told I that I can use my parental controls. But asked to pay another $5.99 monthly fee. But most of 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.

Nov 24, 2010 10:06:17 PM
Jane
Conway, AR

This is a simple solution that puts me in control. We can get notifications for so many different things now, that there is no reason the cell phone companies can't offer the same service.

Nov 30, 2010 2:30:08 PM
Alan
Melville, NY

This is a simple solution that puts me in control.I.

Nov 28, 2010 4:20:22 PM
John
Arlington, 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. But most of 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 1:41:17 PM
Jeanne
Indianapolis, IN

This is a simple solution that puts me in control.

Nov 23, 2010 4:16:50 PM
John
Providence, RI

Cell phone companies have programs to determine when users are about to run out of minutes. They can modify them slightly to send notices to users. Since they won't do this themselves, they need to be required to do it by the government.

Nov 23, 2010 1:43:05 PM
Phil
Corona, CA

This is a simple solution that puts me in control.

Nov 27, 2010 11:45:39 AM
Asta
Naperville, IL

This is a simple solution that puts me in control. I've gotten bills with unexpected charges, for services I did not use. It seems that the problem was always my fault. I've been told I did use the service, or that it was my fault.

Nov 23, 2010 12:34:01 PM
Melodie
Margate, FL

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

Nov 23, 2010 4:12:29 PM
Michele
Wayland, MA

Please consider this simple solution that puts all of 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. Verizon is always in the drivers seat and there is never a good resolution to my 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. Please help us by enacting this change.

Nov 29, 2010 8:24:43 AM
Donald
Daphne, AL

This is a simple solution that puts me in control. I have received numerous bills in the past for hundreds of dollars, spent several hours on the phone with customer service representatives, and never end up receiving a satisfactory resolution. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 1:43:45 PM
Francine
West Islip, NY

This is a simple solution that puts me in control. I haven't had serious issue but there were times when there was a data charge that I had for a service I did not have or use though I've been told I didn't understand my plan, didn't understand the charges associated with a download or an online service. But most of all, I would like to know when I will run out of minutes or text messages.

Nov 23, 2010 7:51:00 PM
Inga
Saint Charles, MO

We are being ripped off, and never knowing about it until after the fact when it's too late.

Nov 23, 2010 7:32:38 PM

Debbie
Olympia, WA

Cell phone companies are getting just as bad as credit card companies in all their hidden fees and not being honest up front. I think the law about notification before you hit your limit is a good start but just that a start. My cell phone bill is never the same from month to month. They say your plan cost X but every month there is some added cost. But just try finding it in the most complicated billing there is. It is like trying to figure out a hospital bill, you never know what you were charged for because of the way they word things or list them in different places. Time for the cell phone companies to stop shaking down the American public!!

Nov 23, 2010 11:26:05 AM
Jesse
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. In my case, it's even worse because I am on a family plan. I might not even have used my phone in the past month, but my wife's business could have. It seems that the problem was always our fault. I've been told I didn't understand my plan limits, didn't understand my plan options, and had the bill explained to me as if I were a child. But most of 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 12:31:20 PM
Steve
Houston, TX

This is especially important with data limits as it's currently both difficult and inconvenient to keep checking where one is regarding the limits and difficult to impossible to estimate.

Nov 23, 2010 8:59:29 PM
Dan
Brownsburg, IN

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

Dec 10, 2010 12:41:50 PM
Kristen
Redmond, WA

This is a simple solution that puts users in control. My brother-in-law and his family were unable to come to visit this summer due to a shocking $2,200 cell phone bill as a result of their teenage son surfing the net on his phone. Although they had wanted to restrict the kids' internet usage, there was not a plan that would allow them to do that without giving up other services

they wanted. A simple communication that the usage was over planned limits would have saved an amazing amount of time, energy and money. Stop the bill shock.

Dec 6, 2010 8:14:00 AM
David
Oak Lawn, IL

This is a simple solution that puts me in control. Several times I have gone over my alloted minutes. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, and/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, It would be helpful to me if my phone service advised me in advance that I was approaching my limit.

Nov 25, 2010 10:23:45 AM
Andrew
Sunnyside, WA

This is a simple solution that puts me in control. It seems that the problem was always my fault. Most of 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 11:55:24 AM
JC
Otis Orchards, WA

With today's technology this should be a simple and inexpensive solution that puts me in control. I've gotten bills for hundreds of dollars in excess usage - and was not aware this was happening - especially withe others on my plan.. The billing is very complicated as even the Verizon agents admit that it is. Your help in requiring notification would be very helpful and fair.

Nov 23, 2010 12:58:59 PM
Alan
Union, KY

This is a simple solution that puts me in control. Please suport this idea of open and upfront pricing alerts.

Nov 23, 2010 5:18:32 PM
J
Kerrville, TX

This is a simple solution that puts the people that pay the bills, like parents, back into control.

Nov 24, 2010 9:03:51 AM
D
Jackson, WI

This is a simple solution that puts me in control.

Nov 23, 2010 3:44:24 PM
David
Camp Hill, PA

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.

Nov 23, 2010 1:18:09 PM
Max
Kansas City, MO

This is a simple solution that puts me in control. I agree that all cell phone providers should follow this ruling. Given that, I must say that at&t has done this for me on several occasions and I greatly appreciate that they did so. Furthermore, these situations caused me to look at my service options more closely and more often to tailor my plan for my activities as necessary. It has been particularly helpful to me in these tight budgetary times. Max Schlesinger 1267 NW Vivion Road Kansas City, MO 64118

Nov 24, 2010 11:36:41 PM
Deborah
Saint Paul, MN

My experience is that cell phone companies use complex pricing plans in order to make it as difficult as possible to understand what we are buying and agreeing to.

Nov 23, 2010 1:46:57 PM
Michael
Windham, NH

This is a reasonable request. There really is no reason not to require this. Please note that I am currently a customer of T-Mobile and they already do something similar that meets my needs. Perhaps it would be best if a law required the same warnings across all providers.

Nov 23, 2010 12:54:15 PM
B R
Ivins, UT

There is a simple solution that puts me in control. No more surprises. Give me advanced notice on minutes used before the limit is reached. I'm tired of bill shock, and ready for some real control.

Nov 26, 2010 10:48:53 AM
Jim

Battle Creek, MI

This is a simple solution that puts me in control. Need for a business owner, such as myself. I

Nov 23, 2010 2:28:38 PM
Beverly
Clifton, NJ

This is a simple solution that puts me on notice and in control. Isn't it better to alert a customer that their bill is exceeding the contract rate rather than chase after people? The phone compaies will save money in terms of customer service calls as I'm sure they spend hours on the phone with customer service issues/complaints. IThe billing system is so complex it only seems right that you warn people that they are exceeding the contract plan limits.

Nov 23, 2010 12:11:21 PM
Rick
San Diego, CA

I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I never end up satisfied. Why are you not protecting the consumers that have this problem? Isn't that your job? I'm tired of having all these agencies like FCC purport to have the consumer's best interests at heart, when actually they are so beholding to the telecoms that it just makes the Commission a joke. Sincerely, Rick Schmidt 3112 N mountain View Dr. San Diego CA 92116

Nov 23, 2010 2:59:43 PM
David
Naperville, IL

This is a simple solution that puts me in control. I have a shared family plan, and at times between the multiple people we end up going over on our minutes and having to pay those rediculous additional minute charges. While my provider let's me check minutes via a text message, IT ONLY TELLS ME WHAT THAT PHONE HAS USED, not the number of minutes used by the whole family plan. They have the data, there's no reason they can't share it with us, their customers.

Nov 24, 2010 7:42:40 AM
Ada
Somerset, MA

This is a simple solution that puts me in control.

Nov 23, 2010 10:23:24 PM
Ronald
Somerset, 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. In all fairness to them, they have always credited me when it was their error. But it has been my obligation to keep close tabs on them and they have made numerous errors. Most of which have been tagging me for services which I have not requested. The one big problem which I have not been able to solve is the one which is the subject of this proposal. I have repeatedly asked them if there is any way to catch usages before they go over the limit and they have insisted that it is my responsibility. I have several family members on my plan and it is nearly impossible to keep track of all of them even though they are all helpful and cooperative and are aware of the problem. Pass your proposed rule to require notice to me via phone or text before I go over my usage limits! Sincerely, Ronald Schneider 120 Friends Cove Somerset, MA 02726

Dec 1, 2010 7:43:27 AM
Gerald
New York, NV

This is a simple solution that puts me in control.

Nov 23, 2010 11:38:57 AM
Maryann
Morris Plains, 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 just want to know before I run out of minutes and get an out of control bill in the mail. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:39:50 AM
Miriam
Chicago, IL

This is a simple solution that puts me in control. There is no reason that I cannot be notified prior to running out of minutes in my plan. Please notify me before applying additional charges.

Nov 23, 2010 11:21:34 AM
Mark
Annandale, 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. But most of 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 30, 2010 2:06:54 PM
Allyn
Monterey, CA

This is a simple solution that puts me in control and allows us to stop extra calling or texting charges BEFORE they happen! 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. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:48:41 AM
Sherry
Union, OR

I want notice BEFORE I hit my cell phone usage minutes. This is a simple solution that puts me in control.

Nov 23, 2010 11:50:25 AM
Charles
Poway, CA

I've gotten bills for hundreds of dollars that came as a complete surprise - even when checking my account usage every week. Why? My wife and I don't write down our usage, and one of us can be unaware that the other is spending a lot of time on the cell phone. Adding to the problem is that usage is not updated in real time. At best, the usage that can be identified by logging in is 24 hours out of date. Further adding to the problem is that the account login is painfully slow, and navigation past all the promotional stuff makes it difficult to find the right button to launch the login screen. So I ask, why is the onus on me to wade thru an unwieldy process to identify when I am approaching usage limits? Why is Verizon and all the other cellular providers given a free pass? It is far easier, and costs absolutely nothing, to have the provider notify the consumer when usage limits are being approached. I'm tired of bill shock. I'm tired of having to spend a never ending amount of my valuable time monitoring usage. The consumer needs to come before profits for the cellular companies. Grow a pair - implement some long overdue requirements on the cellular companies.

Nov 23, 2010 1:28:07 PM
Lawrence
Canandaigua, NY

This is a simple solution that puts me in control.

Nov 24, 2010 10:53:52 AM
Elaine
Irvington, NY

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

Dec 5, 2010 11:09:02 PM
John

Colgate, WI

This is a simple solution that puts me in control. .

Nov 24, 2010 7:04:01 PM
Jean
Saint Paul, MN

This is a simple solution that gives me much more control. Now, I do have the ability to check my T-Mobile account when I suspect that I might be reaching my limit, but a phone call (I don't text) warning would be very helpful and appreciated.

Nov 23, 2010 6:51:28 PM
Alisa
Floyd, VA

This is just good honest professional american business sense. Keep the standards HIGH!

Nov 23, 2010 9:29:57 PM
Nancy
Great Falls, VA

Please get the cell phone companies under control. I've gotten bills for WAY more than I bargained for, spent hours on the phone with customer service, and I never end up 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. Please fix this. Nancy Schulte

Nov 23, 2010 6:47:15 PM
Kenneth
Shelby Township, MI

This is a simple solution that puts me in control. I've gotten extraordinarily high bills because we didn't realize we were about to exceed our monthly limits. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:12:30 AM
Selwyn
Zeeland, MI

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent considerable time on the phone with customer service, first just trying to understand the charges, and then after finally having them explained, getting a token reduction in the cost. In the end I paid the bill but I was not a happy subscriber. I would have appreciated a simple notification that I was soon facing overage charges and allowing me to address the situation before it cost me a lot of money.

Nov 23, 2010 11:47:51 AM
Vern
Reno, NV

This is a simple solution that puts me in control. I got a new phone recently that I spent some time learning to use. Somewhere during the learning process I apparently was using the internet in the background. without even knowing it. As a result we got a bill from the phone for $125 over our normal monthly flat rate bill. While I recognize I was the cause of the charge, with current phone technology and the poor instruction manuals that come from the phone manufacturer rather than the service provider, it is easy to fall into this trap. I'm tired of bill shock, and ready for some real control. I fully support requiring the service providers to notify their customers whenever their customers are about to exceed their monthly quota for services.

Nov 23, 2010 12:34:48 PM
Rhoda
Silver Spring, MD

This is a simple solution that puts me in control. Phone bills are confusing enough so it would be very useful to receive advance notice about approaching contract limits to avoid excessive charges. Notifying customers of usage would be extremely helpful because it's a hassle to track how many minutes are used. I'm tired of bill shock and ready for some real control. Thanks for considering this common sense approach for customers! Rhoda Schulzinger 705 Hankin Street Silver Spring MD 20910

Nov 23, 2010 12:22:22 PM
Andrew
Chicago, IL

This is a courtesy that we as consumers deserve. It's simply the right thing to do.

Nov 23, 2010 6:56:17 PM
Michael
Hudson, NY

The solution proposed is a simple and effective method of eliminating situations such as those I and members of my family have experienced wherein an unknown situation resulted in a bill that was over 5 times my normal monthly spend. I want this solution!

Nov 29, 2010 11:46:58 PM
David
Portland, OR

This is such a simple solution. I have Verizon and I have had problems getting them to put a limit on one of the phones in my group. I spent hours working with them on it and it still isn't in place. Yes, make Verison automatically notify me when I am about to go over my alotted time.

And while you are at it, put a stop to phone companies charging you a fortune to drop their service. Whatever fee they have should be prorated to reduce to zero by the end of the contract. Thank you.

Nov 23, 2010 12:35:47 PM
Sue
Houston, TX

What a huge help this solution would provide for me and my family. It is a constant worry that someone is going to go over their limit. Let's put some control back in my hands.

Nov 23, 2010 11:40:56 AM
Gerald Allan
WASHINGTON, DC

This is a simple solution that puts me in control. This is also a customer-friendly service.

Nov 23, 2010 4:18:32 PM
Timothy
Potsdam, NY

Dear Sir or Madam, 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! Sincerely, Tim Schwob 528 Sweeney Road Potsdam, NY 13676

Nov 23, 2010 12:02:26 PM
Claire
Bakersfield, CA

This is a simple solution that puts me in control. I don't want to find out about overages after the fact and end of owing more than I can pay. Please pass this.

Nov 26, 2010 8:01:06 PM
D
Albuquerque, NM

This is a simple 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 1:16:58 PM
Jonathan
Plainfield, NH

This is a simple solution that puts me in control. That's the way it should be -- I should be in charge, not the phone company. I've gotten bills for hundreds of dollars, spent hours on the phone with customer service, and I rarely end up satisfied and always out of pocket. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:21:18 AM
Michelle
Bel Air, MD

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 notify me when I am close to my plan limits each month. Thanks Michelle Scott

Nov 23, 2010 11:04:35 AM
John
Wellsboro, PA

This seems like a great idea, and is fair to the consumer. Please be responsible and make this change.

Nov 24, 2010 5:32:42 PM
David
Biloxi, MS

This is way overdue! I'm tired of fighting with my cell phone company over something I knew nothing about until it was too late. I call it the "gotcha" affect and it needs to stop!

Nov 27, 2010 5:53:52 AM
Michael
Forest Lake, MN

This is a simple solution that puts me in control. I've have not had this happen to me, but know this is a growing problem. I'm tired of the power always with the phone company. We need to have the control.

Nov 23, 2010 11:39:49 AM
Peter

Telford, PA

This is a simple solution that puts me in control. I had a bill with just several minutes over my limit (just once) that was many dollars more than the normal fee. If I had been alerted that I was getting close to the limit, I would have been able to modify my usage and not receive the additional penalty.

Nov 23, 2010 10:52:47 AM
Sarah
Seattle, WA

This is a simple solution that puts me in control.

Nov 23, 2010 10:44:59 AM
Constance
Lakewood, WA

Cell phone companies should have to give you the real minimum monthly fee the customer will have to pay (including required taxes and other fees that may not go to the provider). When you sign up to get a service for, say $30 a month, it's a shock to find it's really $45 a month, even if you don't use all the minutes. They should also send warnings before people go over the allotted minutes so that people don't find themselves owing lots of money due to a misunderstanding.

Nov 23, 2010 11:46:46 AM
Kathy
Asheville, NC

This is a simple solution that puts me in control..

Nov 25, 2010 9:28:02 AM
Brad
Colorado Springs, CO

This is a simple solution that puts me in control.

Nov 23, 2010 12:20:10 PM
Richard
Lebanon, NJ

Dear FCC, I have never had significant billing problems with my cell phone provider. Contrary to Consumer Reports' smear campaign, please do not impose new regulations on cell phone billing practices. You should be able to work with the individual providers for them to develop approaches that avoid the sometimes egregious problems that have cropped up.

Nov 23, 2010 3:25:43 PM
LOuise

Ashland, OR

This is a simple solution and one that can be easily put in place.

Nov 23, 2010 4:21:19 PM
Peter
Mesa, AZ

This is a simple solution that puts me in control.

Nov 24, 2010 2:17:44 PM
Rhodia
Buena Park, 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 11:00:20 AM
Terry
Chicago, IL

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 3:59:23 PM
Marilyn
Susanville, CA

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

Nov 23, 2010 3:08:21 PM
William
Pittsford, NY

This is a simple solution that puts me in control..

Nov 23, 2010 2:27:05 PM
Mona
Houston, TX

It is a useful and valuable tool to le the customer know the usage is more than usual pattern just like the credit card companies informing the customer when excessive usage or out of normal pattern usage occurs.

Nov 23, 2010 12:40:02 PM
Ray
Etna, CA

This is a simple solution that puts me in control. We are very careful about our usage and try to stay within our allotted plan. However, things happen, and it would be good to be ALERTED before that occurs, to know of excess usage before it happens. Thank you.

Nov 23, 2010 9:07:19 PM
Gary
Belleville, IL

Knowing when I am about ready to go over my limit for voice service would be very helpful and is a great way for me to control my expenses. This would be a great service that the provider could perform and could be a win for the consumers. This could be set up by the providers at very little cost to them. I'm sure that someone out there would be against this service but there has to be millions of consumers that be happy to see this legislation.

Nov 23, 2010 3:43:41 PM
Max
Albuquerque, NM

This is a simple solution that cell phone service providers can easily afford. Of course they will fight it since they make untold profits on exorbitant overage charges.

Nov 23, 2010 4:50:18 PM
Michael
St Paul, MN

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.

Nov 23, 2010 7:41:15 PM
Meghann
Dearborn, MI

This is a simple solution can help families who are already stretched thin when it comes to paying 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.

Dec 27, 2010 2:59:00 PM
Patrick
Reno, NV

This is a simple solution that puts me in control.

Nov 24, 2010 8:33:19 AM
Jon
Billings, MT

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

Nov 23, 2010 4:57:19 PM
Barbara
Lenox, MA

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

Nov 27, 2010 4:46:44 PM
Shizu
Long Beach, CA

Although I have not so far gotten myself in the situation of the cell phone usage and its limits issues, it should be a courtesy to the customers who may not always be able to self discipline themselves. That should also bring about some benefit of reducing the service providers' headaches dealing with the unneccesary complaints.

Nov 23, 2010 11:31:22 AM
Bob
Gilroy, CA

This is a simple solution that puts me in control. The phone company should also provide information at the same time as to where to call to implement any available services that would reduce the charges, i.e. special calling plans, etc.

Dec 27, 2010 3:22:35 PM
Neal
Waipahu, HI

This is a simple solution that puts me in control. If it can be done in Europe, it can certainly be done here.

Nov 23, 2010 8:27:52 PM
Lynn
Columbia, SC

Although I am relatively diligent with my usage it would seem beneficial for all parties to provide these notifications. I should cut down on a lot of calls to customer service.

Nov 23, 2010 2:05:05 PM
James
Indianapolis, IN

This is a simple solution that puts me in control.

Nov 25, 2010 9:19:10 PM
Michael
Larchmont, NY

This is a simple solution that puts consumers in control. With teenagers on our plan, it is unfair to charge overusage fees without warnings. It is simply a poor business practice.

Jan 3, 2011 11:36:49 AM
Mark
Westport, CT

This is an easy one. My bank sends alerts, whether pursuant to its internal fraud algorithm or according to alerts I pre-define. Meanwhile my telecom providers are set up for automatic billing. There is no excuse for telecom providers not to enable this.

Nov 24, 2010 9:13:48 PM
D.
Medford, NJ

This is a simple INEXPENSIVE solution that puts me in control. I've spent hours on the phone with customer service, and I never end up satisfied. Thank you so much for your consideration.

Nov 23, 2010 6:14:27 PM
Jon
Kentfield, CA

I want notice BEFORE I hit my cell phone usage limits! This is a simple solution that puts me in control. Thank you.

Nov 23, 2010 12:16:36 PM
Katherine
Spring, TX

I think this a good idea, especially for family plans.

Nov 23, 2010 12:38:35 PM
Patricia
Kelseyville, CA

This is a simple solution that puts me in control. I've gotten over 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. But most of all, I just didn't know when I ran out of minutes. I do check on line but I am not always where I can check the usage on line. We were under the impression that we were paying $5 a month in order to get notified when we were getting close to our plan limits. We only ever got that notice once. Please see what can be done to help us and others.

Nov 23, 2010 5:21:10 PM
Robert
Onalaska, WI

Actually, my cell phone company (U.S. Cellular) provides this service, if requested by the customer. I signed up for it, and it saved me a large unexpected expense during a month of unusually high cell phone usage, several months ago. The text message I received worked well, and I would encourage all cell phone companies to adopt similar programs, and in fact make it a 'standard' feature rather than one that has to be explicitly signed up for. Thanks for considering my input.

Nov 25, 2010 1:53:47 AM
Mady
Oakland, CA

This is a simple solution that is a matter of simple fairness to consumers.

Nov 19, 2010 9:50:41 AM
Connie
Penn Valley, CA

It seems that one thing after another is giving me less and less control of my life. Please stand up for the consumer and make the cell phone companies be more responsible to me! Connie Shupe
Penn Valley, CA 95946

Nov 23, 2010 8:04:08 PM
George
Mechanicsburg, PA

This is a simple solution that gives me more control. I've gotten unexpectedly 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.

Nov 23, 2010 11:26:23 AM
Jim

Broken Arrow, OK

This is a simple solution that puts me in control. With my current provider I actually do receive notices well before we go over our plan minutes. It's a tremendously helpful service. With previous providers we had to call them on our initiative (if we realized we were using more than usual, no sure thing with multiple users). No fun at all if you're not aware and then you're socked with a bunch of (very pricey) surcharges. With some (most?) carriers, the surcharges could be called punitive...think about that; the customer is being punished for using the provider's service! My current provider proves it can be done, and I don't see any great burden on the provider, with the IT systems & email automation capabilities readily available today. It's an opportunity to greatly benefit the consumer by cleaning up a questionable, unfair-advantage-taking business practice!

Nov 23, 2010 10:55:20 AM
Mary
Savannah, GA

This is a simple solution and easily implemented by the phone companies. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 5:56:54 AM
Mary
San Antonio, TX

This is a simple solution that puts me in control. I need to know when I run out of minutes so that I am not blind-sided by the bill. I'd like some control over my bill.

Nov 24, 2010 10:11:23 PM
Allen
Schenectady, NY

This is a simple solution that puts me in control. This should certainly not be a burden on any of the phone companies. The mechanism is already in place as a "parental control". There is no reason it couldn't be expanded.

Nov 23, 2010 2:51:38 PM
Robert
Fortuna, CA

Then I can plan ahead to either limit my cell phone use or be prepared ahead of time for the extra minute charges I will be billed. I want NOTIFICATION by a PHONE CALL to my primary cell phone number when I am within 30 minutes of reaching my usage limit.

Nov 24, 2010 12:08:13 PM
Howard
New York, NY

This is a common-sense solution to a problem that can arise unforeseeably and will enable all cell-phone customers to keep their bills within reason.

Nov 24, 2010 1:07:49 PM
Lawrence
Bel Air, MD

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent hours on the phone I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 3:43:11 PM
Harry
Walhalla, SC

This is a simple solution that puts me in control. I have recieved a budget busting bill for over $300 during a hurricane caused emergency, spent hours on the phone with customer service, and I never was never considered for an adjustment. It seems that the problem is always my fault. I've been told we did not comply with the plan limits. The problem is, there is not a fair method of knowing when we exceeded the limits for allowed minutes before being penalized. Bill shock can be avoided by simple customer alert from the carrier.

Nov 23, 2010 9:12:33 PM
Alan
Philadelphia, PA

Also, they should be required to quote only the TOTAL monthly cost in all of their advertising, including all taxes, fees, surcharges and all the other ridiculous nonsense they use to quote a lower price while charging a higher one.

Nov 23, 2010 11:00:09 AM
David
Dublin, OH

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 6:51:59 AM
Arnold
Tully, NY

This is a simple solution that puts me in control. If this can be done in Europe, it should be able to be done here.

Nov 23, 2010 7:26:56 PM
Robert

Colonia, NJ

This is a simple solution that puts me in control. I am retired and just got a surprise bill from Verizon that was $94.00 higher than I expected. It turns out that text messages to non-Verizon customers are limited to 500 but they are unlimited to Verizon users. I didn't realize that the folks I messaged this month were not in the Verizon network. I sure could have used a warning that I had exceeded the limit and had the $94.00 overcharge to spend on useful things. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 10:54:55 AM
Marc
Bowling Green, OH

This is a simple solution that puts me in control. When I've gotten bills for overage charges that were in often in error, I've spent hours on the phone with customer service, and I never end up satisfied. This solution will help consumers to avoid problems and will save phone companies money on customer service calls. It's a win-win. Apparently this is standard practice in the EU. Why is the USA always so late to solve problems like this? Sincerely, Marc Simon

Nov 23, 2010 7:31:46 PM
Michael
Ft. Lupton, CO

This is a simple solution that puts me in control. The current system is what a monopoly can do. Yes, I know they aren't a real monopoly but once we sign a 2 year contract, they basically are. I've gotten bills, spent hours on the phone with customer service, and I never end up satisfied. It costs me money any the company is not responsive to our concerns at all. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of 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 11:17:12 AM
Robert
Foxborough, MA

This is a simple solution that puts me in control of my cell phone usage fees. I've gotten bills for charges that I wasn't aware were being billed, 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 or had other services kick in due to a promotion that automatically rolled me into a more costly plan. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:02:45 AM
Dwain

Raleigh, NC

I cannot understand why they would not want to do this. Unless they just want to gouge their customers - that is probably the answer. Please fix this.

Nov 25, 2010 12:18:37 AM
Laurence
Haslett, MI

This is a simple solution and one that all service companies should provide.

Nov 23, 2010 11:24:57 AM
James
Darlington, WI

It's a no brainer! Everything has been so privatized and regulatory oversight driven out of existence for the sake of the corporations that I feel completely unrepresented or protected from anything. YES! Make Cell phone companies notify me before I go over my limit. It's about time for some reciprication.

Nov 23, 2010 11:24:18 AM
Donald
Cottonwood, AZ

This is a simple solution that puts me in control. I have not yet gone over my assigned number of minutes and do not want to this to happen. I pay more then enough for cell phone service as it is and want to keep this to a minimum. Cell phone companies can easily set up a system to notify people when the approach their minutes limit. They manage to notify me when my contract is about to expire and when they have new or improved features they want to sell me. Its time cell phone companies did something positive for customers. It is time to pass your proposed rule requiring cell phone companies to notify me via phone or text before I go over my usage limit.

Nov 23, 2010 10:41:10 AM
Irwin
Alexandria, VA

This is a simple solution that puts me in control. I've received several bills for $40 or more above my usual monthly charge. They were roaming charges that I didn't realize I was incurring until after my bill arrive. The problem was my fault; I didn't understand where and when roaming charges would apply. I'm tired of bill shock, and ready for some real control.

Nov 23, 2010 1:58:40 PM
Jordan
Seattle, WA

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

Nov 23, 2010 2:04:00 PM
Robert
Stillwater, MN

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 5:25:51 AM
F.
NY, NY

This is a simple solution that puts the customer in control. People have gotten bills for hundreds of dollars, and have spent hours on the phone with customer service, without solving the problem. People need to know via phone or SMS when they've run out of minutes; otherwise they are at the mercy of the phone companies.

Dec 1, 2010 9:21:07 AM
Sandy
San Juan Capistrano, CA

My cell phone company (Verizon) does send out a message that states "You are on track to incur overage charges for Minutes, Data or Messages. Dial #MIN & #DATA to check usage or review usage at www.vzw.com/myverizon". The PROBLEM is that the times that I have received this message, which has applied to my minutes AND my messages, is that I receive the message AFTER I've already gone over my allowance!! They need to get their system to notify you BEFORE you go over! Especially when you still have a week or more before your minutes and/or messages reset. I only have a cell phone now, had to get rid of my home phone in an attempt to save money. Customer Service telling me I can check my minutes/messages any time does not help, unless I get in the habit of checking DAILY which should not be necessary if they have a system in place that would notify you BEFORE.

Nov 26, 2010 5:01:12 PM
Kim
Crystal Lake, IL

This is a simple solution that puts me in control. It is the fair thing to do.

Nov 23, 2010 7:12:23 PM
Joseph
Boxford, MA

This only makes sense ... if you are trying to protect the consumer. Our phone company "erroneously" enabled text messaging and resulted in a multi-hundred dollar bill. It took quite a

bit of arguing but it was ultimately taken off. How many just give up and let the phone companies take advantage of us?

Nov 16, 2010 11:15:28 AM
David
Ithaca, NY

It would be a simple matter for cell phone companies to provide some notice before plan limits are breached. It seems that the problem was always my fault. I've been told I didn't understand my plan limits, didn't understand my parental controls, didn't understand the charges associated with a download or an online service. But most of all, I just didn't know when I ran out of minutes. That is all easily fixed by a simple notice requirement for cell phone companies, who already provide other services by text message.

Nov 28, 2010 6:08:54 PM
Mark
Lafayette, NJ

This is a simple solution that puts me in control. I've gotten bills for data charges, text messages because I didn't ask for the servicesbut some one with those services did. I want it so I don't have block all the services other send me. Let's go back to land lines where the sender pays, not the receiver.

Nov 23, 2010 11:25:57 AM
Chris
Thornton, CO

This is a very novel small yet easy concept that needs to be implemented in order to help this country dig out of the money pit that we have knowingly put ourselves in. Please make this happen NOW, as this just makes sense. Thank you. Respectfully, Chris Skarbek

Nov 25, 2010 11:23:59 AM
Wise
Jacksonville, FL

Cashing in on your fame by promoting a costly, complicated prepaid card to teens is inexcusable. The Kardashian Kard comes loaded with outrageous charges and hidden fees. America's kids deserve better than this. We are calling on you to stop ripping off your fans by using your name and image to sell this high-cost prepaid card! Make this card affordable or take your faces and names off the Kardashian Kard!

Nov 23, 2010 1:02:51 PM
Glen
Big Stone Gap, VA

This is a simple solution that puts me in control. My daughter recently had problems with her cell phone. I was fortunate because I had a "retired" blackberry which I had upgraded through my work. Fortunately, my family had the same service provider as my office did. I went into the local Alltel store and made the conversion. It was a painless process that was probably easier because we were out of contract. I verified with the representative that I would I would be under no obligation for any additional fees because of changing from a cell phone to a "smart phone" and was assured I wound not be subject to additional monthly charges. I was shocked to learn upon receipt of my next bill that my charges went from approximately $115 per month to $195 per month. When I called I was told by the service representative that the local service agent could not make such a change and that the "auditors" caught the change and began to charge me for data charges that were not even used. It seemed to me odd that the computer would allow the local agent to make the change in the first place. When I called, my bill was adjusted accordingly (I had to go back using the faulty phone and wait for the Alltel/AT&T conversion whereby my daughter is set to receive a new phone. Even though the phone company had my email and cell phone number, a phone call or text message was just too much trouble to notify me of the "auditor's" change to my account. It's time provide controls to keep this from happening to others.

Nov 16, 2010 10:23:05 AM
Jonathan
Washington, DC

This is a simple solution that puts me in control.

Nov 23, 2010 3:17:12 PM
James
Crystal Springs, MS

This is a simple solution that puts me in control.

Nov 23, 2010 11:10:25 AM
Joseph
TRAVERSE CITY, 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'm tired of bill shock, and ready for some real control.

Nov 23, 2010 11:39:15 AM
Susan
Maple Falls, WA

This is Your idea to have phone companies send alerts to consumers who ate approaching minute limits is really excellent and long overdue. This could have really saved our family much grief when we had teenagers who were trying to learn how to navigate new cell phone technology and to understand costs and boundaries. I certainly hope this passes and my husband concurs.

Nov 23, 2010 3:30:35 PM
Jodie
Normal, IL

The phone companies are, as usual, taking advantage of people who use cell phones. Stop abusing your power. Maybe some of the people who work there are kind people, but the companies and the industry in general are price gougers -- out for the most money they can get, rather than providing decent service. I really think it's a shame that phone companies have become so obnoxious. And, unfortunately, you need to be better regulated and this is one example. I would also think a reasonable company would stop requiring two-year contracts as well.

Nov 23, 2010 1:19:13 PM
Gregory
Barrington, 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 11:12:25 AM
Kevin
San Rafael, CA

This is a simple solution that puts me in control.Do it now.

Nov 30, 2010 9:37:58 AM
Ann B.
Columbus, IN

I do think this would be a very helpful solution and a way to keep my phone bill from derailing my budget. Thank you for supporting legislation and policies that would implement these measures.

Nov 25, 2010 9:29:31 AM
Brenda
Ames, IA

This is a simple solution that puts me in control. It is very frustrating to try and manage our usage when the rules are so complex and difficult to monitor. I'm tired of bill shock, and ready for some real control.

Nov 25, 2010 5:41:09 AM
Carlos
Miami, FL

This is a simple solution that puts me in control of excessive 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 the charges associated with a download or an online service. But most of 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 12, 2010 11:52:11 AM
Curtis
Oak Grove, OR

Please require cell phone companies to send the consumer a notice when they have exceeded 90% of their cell phone time for that billing period. This will allow users to modify their behavior if they want to avoid exhorbitant per-minute fees when they go over their limit. Cell companies already do this in Europe. In my case, my provider charges me 45 cents per minute if I go over my 200 minute allotment in one month.

Nov 23, 2010 4:41:45 PM
Gary
Sun City Center, FL

This is a simple solution that puts me in control. It sounds like a good idea and would avoid surprises in bill and potential loss of customers due to what may appear to be overcharging. I am aware that there would be some cost to the phone company for the notification, but the reward would be in the customer satisfaction of prior notification. I want notice BEFORE I hit my usage limits! Gary Smith (a currently happy Verison Wireless customer} 2322 Emerald Lake Drive Sun City Center, Florida 33573

Nov 28, 2010 8:37:15 PM
Geoffrey
San Francisco, CA

I support a requirement that my cell phone company (Verizon) send me an e-mail message as I approach my monthly usage allowance. It seems to me that the cost to Verizon is minimal, but the cost of my going over my monthly allowance can be significant. I am a high school teacher on a limited income, living in one of the most expensive cities in the country. A little help from Verizon, in the form of an e-mail message reminder, would be a huge help. Thanks for your attention.

Nov 25, 2010 6:15:37 PM
Katie
Lascassas, TN

This is a simple solution that puts me in control. I've gotten bills for hundreds of dollars, spent time on the phone with customer service, and it still did not solve the problem. They took half

off which was better than nothing but not much. It was still $250. Please provide this simple solution and prevent the cell phone companies from robbing us of our hard-earned money!

Nov 23, 2010 11:37:27 AM
Kenneth
Clarkston, WA

I received a $900 cell bill that was a result of roaming charges. I had no idea I was incurring such an expense. It seems like common sense to notify customers of such a situation. To not do so seems to imply that customers are not valued. Surely the lack of notification is a form of entrapment. We need some help from the government on this one.

Nov 24, 2010 2:05:32 PM
Lane
Middletown, DE

This is a simple solution that puts me in control.

Nov 23, 2010 10:44:13 AM
Mark
Olive Branch, MS

I want a bill passed to require cell phone companies to notify the user BEFORE he exceeds the limits of cell phone usage. 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 charge exorbitant penalty fees for exceeding time/usage limits and almost encourage overuse. Require them to warn us well ahead of time. Mark G. Smith 6782 Jessie Hoyt Drive Olive Branch, MS 38654

Nov 23, 2010 4:08:35 PM
Max
Hickory, NC

It just makes sense to notify when your limit is approaching. The Celol phone company has no trouble trying to sell you additional services

Nov 23, 2010 12:04:23 PM
Phil
Papillion, NE

My bank offers this kind of service when a customer gets close to their credit limit and is controlled by a programming routine that sends a message to the customer when their card nears their credit limit. Such a law would make it easier for us to be responsible customers and limit our phone use to the limit we have chosen. Thanks