Feb 2, 2011 9:13:43 PM
James
Scranton, PA

.Cell Phone companies are making more than enough money. Consumers need protection.

Feb 1, 2011 6:34:10 PM
Jason
Cincinnati, OH

.I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jason Langdon

Feb 2, 2011 12:14:10 PM
Jesse
Strawberry Plains, TN

.To those make decisions:::

Feb 1, 2011 6:48:03 PM
Sonya
The Villages, FL

I urge you to pass the law that will require cell phone companies to notify owners prior to their running over their allotted minutes. A "grace period" is a fantastic show of concern for your customers and emphasis on the "right" way to do business. With most of us watching every penny of our budgets it would be a blessing. Thank you for your consideration.

Feb 1, 2011 3:51:20 PM
Claire
San Diego, CA

.There is every reason for a customer to know how much they are spending in advance. Merchandise carries a price tag. Restaurant menus have items priced. Hotels, airlines, and other use items have their fees clear to customers . . . in advance, and at the time there will be an extra charge. Cell / mobile phones should too. Stop cell phone bill shock!

Feb 1, 2011 3:08:55 PM
Lois  
Bernville, PA

I'm sick and tired of being taken advantage of by business, paying for big business' greed. This is an example, on a smaller scale, but a part indeed. Businesses have to take some responsibility beyond securing a contract and sending out the bills. They need to provide SERVICE that should be done with integrity, which seems to have vanished from business' mission or view of themselves. Step up!

Feb 1, 2011 11:34:27 PM  
Chaunie  
Fremont, CA

...When my father-in-law was in the hospital for 2 1/2 weeks I had no idea that my husband was spending so much time talking with his brothers and his father's doctors on his cell phone. We had the shock of a huge cell phone bill at the same time my husband took a month of unpaid leave from work to help his father. If we had received a warning from Verizon, my husband could have asked his brothers to call him at home instead for part of the time.

Feb 1, 2011 12:35:27 PM  
Clee  
Lucerne Valley, CA

...Sprint hit me with a "surprise" overage bill of almost $300. I left them, refused to pay, and they pursued me for years. You have to support this plan.

Feb 1, 2011 1:27:03 PM  
Lee Ann  
Muskogee, OK

...A message alert before reaching cell phone limits is not only reasonable, it's "common" courtesy! I will always support companies that value their customers and return to customer service and now uncommon courtesy. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Lee Ann Langston Muskogee, OK

Feb 1, 2011 2:41:50 PM  
Allen  
Saint Louis, MO
This sounds like an idea whose time has come. I have a very basic cell phone (Verizon "Knack") that I have refused to upgrade to a more versatile phone because of the rapidity with which additional charges mount up. I am retired, and that's one avoidable surprise expense I don't want.

Feb 2, 2011 1:00:33 AM
William
Williamsburg, MI

What does it cost for the many segments of a product's beginning, until it reaches the end user? Nothing, because the cost of doing business is passed down to the end user. So to hell with the costs of production. We will just pass the cost to the consumer. HA... HA... HA.... This is really mean, But I believe it to TRUE.

Feb 1, 2011 5:08:56 PM
Terrance
Wesley Chapel, FL

In just the past two months, we've paid an extra $100 to Verizon because we went over our minutes. The carriers know when we're about to go over the limit; they simply choose not to alert us. It's time for the FCC to step in and tell them to do the right thing...warn us when we're about to go over our allotted minutes. Better yet, give everyone a single, unlimited minutes plan and do away with all this metered minutes nonsense!

Feb 1, 2011 11:48:16 AM
Paul
Suamico, WI

Overage charges add up. Consumers Reports, September survey found that half of respondents who said they were hit with an unexpected bill paid at least $50 in overage charges. Consumer Reports calls the FCC's proposal to have companies send you a text before you go over-limit a "no-brainer that should be a snap for today's sophisticated smart phones." Let's get this passed!

Feb 1, 2011 12:45:27 PM
Liz
Plano, TX

This is especially helpful when young children are using cell phones.

Feb 1, 2011 6:41:29 PM
LeeAn
Marina Del Rey, CA

Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that
decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, LeeAn Lantos Marina Del Rey, CA 90292

Feb 2, 2011 2:17:53 AM
Carol
Downers Grove, IL

It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data. The European Union thinks it's a good idea they require their wireless companies to do it. And our Federal Communications Commission thinks so too, since they've proposed the same here. But the U.S. wireless industry hates it, because they make BIG money off charging you overage fees!

Feb 1, 2011 2:58:25 PM
Carole
Waynesville, NC

My wireless telephone company sends me messages all the time to get me to spend more money with them. There's no reason why they can't send me a message when I get close to my limits.

Feb 2, 2011 8:51:05 AM
Colles
White Bear Lame, MN

mobile phone companies should extend their clients the courtesy of notifying them of their imminent overage.

Feb 1, 2011 12:11:50 PM
Elizabeth
Scottsdale, AZ

when is enough profit enough? Stop the monopoly, both economically and corporately. The FCC must step up and exhibit controls over a "system" that is out of control. Liz Larkin 5417 N 78th St Scottsdale, AZ 85250

Feb 2, 2011 8:43:04 AM
Mary
Mendon, MA

yes a simple text or call to let us know when we are going over our plan limit would be very helpful. In this fast paced world it sometimes is difficult to deal with "the small things" that when we open our phone bill becomes a big deal. I support the FCC in changing how the cell phone companies do business. Mary Laronga
Feb 1, 2011 2:42:09 PM
Robert
San Francisco, CA

Since the major mobile providers are moving more and more to usage based pricing, it is incumbent on them the help their customers manage their usage. It is difficult to track this usage, particularly if there is no computer handy. It is not fair that they generate significant revenues because their customers do not have convenient tools for tracking and managing usage. This applies to voice calling, messages, and data usage.

Feb 1, 2011 11:37:47 AM
Cathy
Lewiston, ID

This should be stopped it is such a fraudulent way to make extra money off their customers.

Feb 2, 2011 10:46:56 AM
David
Austin, TX

It's vitally important that we take action to get control over wireless companies and their business practices.

Feb 4, 2011 5:52:34 AM
Carol
Minneapolis, MN

This is a customer curtesy. Phone companies have no trouble sending unwanted notices so why not do something useful.

Feb 1, 2011 6:15:53 PM
Herbert E.
Cleveland, OH

This is really a no-brainer the phone companies would get good press and have less problems with delinquent accounts sue to bill shock. It could be a optional program and the customer could opt in or not with the ability to change the status at anytime.

Feb 3, 2011 12:44:04 PM
J and N
Wilmette, IL

We canceled our landline because AT&T costs too much and their customer service is lousy. We do not want surprises on our cellular bills, either. Please ensure that wireless carriers notify their customers well ahead of the limit on their minutes or other use.
February 1, 2011 2:02:36 PM  
Benjamin 
Manchester, NH

It is too difficult, especially in family plans (which provide the most value), to track minutes and possibly data. Consumers simply can not be expected to track these items without aid from cell phone companies. The inability of users to track this information due to its inherent complexity leaves them guessing when it comes to their usage and it gives service providers freedom to exploit the complexity through various ever-increasing overage fees. It is in the consumers best interest to be informed and the FCC should require service providers to provide overage warnings before charges are incurred.

February 1, 2011 7:27:06 PM  
Cheryl 
Lemont, IL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Cheryl Lemont, IL 60439

February 4, 2011 1:55:50 PM  
Carol 
Denver, CO

I am in favor of this regulation for the obvious reason that transparency and awareness are critical consumer rights. I also strongly believe that it helps to educate young and teen-aged consumers to the world of economic reality. That's a huge benefit in these times of economic uncertainty and communication necessity.

February 2, 2011 3:10:12 PM  
John 
Jacksonville, AL

Increase the cost of cell phones and you will decrease cell phone consumers. 8 that I know of

February 1, 2011 12:48:20 PM  
Bonnie 
Raleigh, NC
I support a requirement to have the cell phone company send an alert when customer is approaching cell phone minute limits.

Feb 1, 2011 3:06:27 PM
Darryl
Houston, TX

I once had to call my cell phone company to remove a $200 surprise charge for internet use on my cell phone and change my plan, after watching a YouTube video. Please stop this practice of unfair billing. It causes financial hardship.

Feb 2, 2011 7:51:31 PM
Steven
Pleasant Valley, NY

Times are difficult enough in this economy for families to make ends meet. Providing a simple, sensible solution to put consumers on notice that they are about to exceed their plan limits and incur significant fees will enable consumers to limit their phone use and their phone bill to stay within the limits of their plan. Information is power.

Feb 2, 2011 6:37:34 AM
Phil
Verona, WI

In the old days this was called usary. While payment for services should be expected a max rate of 2-3 times should be expected.

Feb 1, 2011 2:16:29 PM
Diane
Hillsborough, NJ

Cell phone bills are way out of line and way too costly due to overages charges and add on service and regulation fees.

Feb 1, 2011 2:15:40 PM
Paul
Hillsborough, NJ

Cell phone bills are way out of line and way too costly due to overages charges and add on service and regulation fees.

Feb 3, 2011 8:22:29 PM
Susan
Greenville, PA

This is a needed service to help increase cell phone users accountability.
Feb 1, 2011 1:38:56 PM
Dick
New Canaan, CT

.The wireless cell phone is huge and getting bigger. we can't live without them. I don't begrudge
a company from making a profit. That is what they are supposed to do. With that said I think
this proposal is a good idea. Some of us will use our phones no matter what and we will go over
on our plans. Some of us are more frugal and watch our pennies more closely. It would be
beneficial to know when we have reached our spending limits. It is the only way to live within
our budgets. Something the government should try some time. I am in favor of a regulation
requiring cell providers to send a no charge text message notifying cell phone user that they have
reached the limit of their plan.

Feb 5, 2011 6:59:08 AM
Joan
Bogart, GA

.Cell phone providers are completely out of control with their charges and restrictions. The very
least they should do is communicate (via text, call) with their patrons when they are close to
limits so they may restrict usage to avoid overage charges.

Feb 1, 2011 1:58:19 PM
Barbara
Norwalk, CT

I believe it is the FCC's responsibility to protect consumers, and by requiring cell phone
companies to text consumers if they are reaching their plan limits that they are protecting the
consumers right to have a choice . Please do so now

Feb 1, 2011 7:15:02 PM
Stewart
Santa Rosa, CA

Please stop the spam text messages to our cell phones that cost us money to receive. Twenty
cents every time I receive an unwanted, unsolicited form of advertising is unconscionable! Stop
the carriers from unexpected charges that we did not sign up for.

Feb 1, 2011 1:52:29 PM
Cyndy
Stafford, VA

Please help consumers take control of their spending by forcing cell phone companies to notify
customers before they go over their limits.

Feb 1, 2011 1:45:13 PM
Dana
El Cajon, CA

Please ask the Cell Phone providers to alert us when we exceed our standard levels of coverage.
Dana Law

Feb 1, 2011 5:16:04 PM
Pamela
Monument, CO

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Pamela Lawlor Monument, CO 80132

Feb 1, 2011 2:11:47 PM
Aleta
Mountainair, NM

Please support this! Thank you.

Feb 1, 2011 11:50:17 AM
Kathleen
Cathedral City, CA

Cell phone providers hold consumers hostage! Providers in other parts of the world, have better service & lower cost, why can't the USA? In these times of economic stress, & for so many needing cell phones to search for jobs it is essential these limits pass, now!

Feb 3, 2011 4:38:02 PM
Sharon
Gaithersburg, MD

I totally support to be alerted when the minutes are about to be over also for text messages.

Feb 1, 2011 3:23:16 PM
Nancy
St. Louis Park, MN

Please require the wireless phone industry to notify customers when they are nearing their limit, so we consumers have better ability to control the cost of using our phones. It should also be a
requirement to inform cell phone users that they can increase the unit limit on their plan at any
time, rather than either stop using the phone altogether or incur enormous overage costs. As a
healthcare provider, I have seen too many impoverished patients acquire enormous cell phone
bills, which they cannot pay promptly, resulting in even greater cost in late payment fees. These
are vulnerable people who can ill afford to be exploited in this way. I wind up buying plans that
are much bigger than I really need, simply to avoid the hassle of having to monitor my usage.

Feb 1, 2011 8:03:14 PM
bob
Berkeley, CA

I'm urging the FCC to pass a rule that requires cell phone companies to notify me before I go
over the plans limits. It will not be a burden on them and can save me and other consumers
money that we did not intend to spend. Thank you. Sincerely, Bob Lawson Berkeley, CA 94703

Feb 1, 2011 5:01:08 PM
Julie
Oregon City, OR

.I know I for one would certainly like to know if I am near the limit

Feb 1, 2011 8:11:09 PM
Ross
Portland, OR

.I don't have a cell phone carrier with limited minutes but the rest of my family does. Their
provider (Verizon) does provide notice by text. It seems simple enough to do. My wife pays
attention and acts on these notices. With my children, it's a mixed story. But we should each get
notice and at least have the opportunity to reconsider our behavior. Even the banks give you
notice that you are overdrawn!

Feb 2, 2011 7:05:59 AM
Tim
Medina, OH

.This is a no brainer!!! Enough! No more catering to big business!!!

Feb 1, 2011 12:22:43 PM
Joy
Wauwatosa, WI

.Please send alerts to avoid overages. Thanks

Feb 1, 2011 1:19:37 PM
James
Morehead City, NC
Please adjust the regulations to that cell phone wireless providers must notify us before we hit our cell phone plan limit. Thanks, James Layton

Feb 1, 2011 4:14:18 PM
JoAnn
Chicago, IL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, [Your Name] [Your Address] [City, State ZIP]

Feb 1, 2011 1:03:58 PM
Cat
Silver Spring, MD

I've had too many unpleasant surprises because, unlike my bank, my wireless company won't tell me if I'm nearing or exceeding my plan limits.

Feb 1, 2011 6:19:47 PM
Maricela
Los Angeles, CA

Be kind to your customers so they can be loyal to you!

Feb 1, 2011 5:28:26 PM
Heather
Rock Hill, SC

Yes, this is a no brainer. Let's move towards helping the Main Street people. It's our turn.

Feb 1, 2011 11:37:05 AM
Ronald
Grosse Pointe Farms, MI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ron Lazich 64 Moran Road Grosse Pointe Farms Mi 48236

Feb 1, 2011 2:08:47 PM
Lorraine
New Orleans, LA

In addition to the vital need to protect consumer interests, requiring notification of over-plan usage is critically needed by parents to avoid unauthorized, excessive use by minors.

Feb 1, 2011 12:34:52 PM
Renee
Coupeville, WA

.To be able to budget I need to know what my bills are going to be. It would be very easy to text me immediately when I go over my limit.

Feb 1, 2011 2:25:02 PM
Moira
Davis, CA

.This is a common sense proposal to assist consumers in managing their cell phone accounts. It's about choice.

Feb 1, 2011 5:41:47 PM
Charles M
Shelbyville, IL

.I would hope this proposed rule change would be the least we might do!

Feb 1, 2011 12:55:57 PM
Robby
New York, NY

DO SOMETHING FOR THE LITTLE GUY FOR A CHANGE!

Feb 1, 2011 9:53:10 PM
James
Acme, PA

Please vote to stop cell phone bill surprises. Thank you!

Feb 1, 2011 12:41:42 PM
Robert
Wichita, KS

This has gotten way out of control and we need to stop this from happening. They are becoming a very strong monopoly!

Feb 1, 2011 11:52:18 AM
Martin
Lewes, DE

This certainly is a proposal that doesn't require much debate now does it? It only makes good common sense for cellphone companies to notify, but all we all know why they don't want to don't we? Cha-ching cha-ching!!!

Feb 1, 2011 8:50:03 PM
KAREN
San Francisco, CA

It could be so much more fair than it is now. Please help us to be treated like valuable customers, not like people to be trampled upon.

Feb 1, 2011 2:18:07 PM
Marjorie
Virginia Beach, VA

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

Feb 1, 2011 12:00:44 PM
David
Glendora, NJ

Make wireless companies notify me BEFORE I go over my plan limits helping end cell phone bill shock!

Feb 1, 2011 12:12:46 PM
Nydia
New York, NY

I urge you to require that wireless providers give consumers a "heads up" when the cell phone plan limit is reached JUST THE WAY THE EUROPEAN UNION mandates.

Feb 2, 2011 8:13:36 AM
Delite
Mount Pleasant, TX
We have a family plan with five cell phones. It is barely affordable. The American public can actually live without cell phones, can you live without us?

Feb 2, 2011 7:50:26 AM
Donn
Ooltewah, TN

.Everyone else has to tell you the price before you buy.

Feb 1, 2011 12:53:15 PM
David
Lenexa, KS

.I have been burned before by Verizon, and became tired of having to constantly check my minutes. So I changed carriers. Not an optimal solution.

Feb 1, 2011 1:33:07 PM
Bill
Youngsville, LA

. Hey-pls be reasonable and require all wireless phone companies to notify all customers when approaching their plans limit.

Feb 1, 2011 6:01:06 PM
Robert
Sturbridge, MA

.Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 9:25:23 PM
Israel
Brownsville, TX

.This is completely fair to the consumers. Companies do not care about their clients.

Feb 1, 2011 9:06:43 PM
Gerald
Ann Arbor, MI

.In the past 5 months I have been hit with over limit charges three times. It would be really good to know before going over. Please do what is necessary to help me avoid over limit charges.
Feb 1, 2011 11:36:43 AM
Arthur
New York, NY

Dear Congressman/Senator: Please prevent companies from overcharging consumers by making them look at the fine print. New technology can only help consumer make educated choices in the services they use. A simple text message is very easy to implement, so please pass this bill.  Arthur Lee

Feb 1, 2011 6:55:58 PM
Augusto
Ypsilanti, MI

I am tired of letting companies make decisions and not have a say about it.

Feb 2, 2011 9:10:01 AM
D.
Stockton, CA

I strongly agree with this measure and I am putting my vote to stop cell phone shock!

Feb 2, 2011 9:16:01 PM
Debbie
Deer Park, NY

There is so much that cellphone companies can do to help us and not hurt us (the consumer) and this is a good place to start. Please support this!

Feb 1, 2011 12:57:25 PM
Edward
Silver Spring, MD

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ed Lee
1511 Red Oak Dr. Silver Spring, MD 20910

Feb 2, 2011 10:28:09 PM
Greydyn
Lake Butler, FL
YES, IN THE LAST 3 YEARS WE HAVE PAID OVER $1000 IN MINUTES PAST PLAN ALLOWANCE. LORD KNOWS WE HAD MANY MONTHS THAT WE DIDN'T USE NEAR ALL OUR MINUTES. BUT WHEN EMERGENCIES ARISE SO DO THE BILL COLLECTORS TAKING ADVANTAGE OF THE SITUATION.

Feb 1, 2011 12:59:32 PM
Jane
Kansas City, MO

>Please approve this proposal to avoid sticker shock when one exceeds plan limits.

Feb 1, 2011 3:09:28 PM
John
San Jose, CA

>Please pass the bill to have our wireless carriers send us a text or alert before I hit my monthly cell plan limit!

Feb 1, 2011 2:37:45 PM
Judith
Athens, OH

>With cell phone service becoming more and more of a necessity, regulation to prevent wireless companies from gouging customers is more needed than ever.

Feb 3, 2011 12:06:20 AM
Kerwin
Oakland, CA

>My cell phone is a necessary evil. I pay over $200/month for my family lines and various services. I cannot afford too many added expenses above and beyond my current bills.

Feb 2, 2011 2:09:46 PM
Larry
West Lake Hills, TX

>FCC can prevent this consumer rip-off.

Feb 1, 2011 7:15:13 PM
Linda
Irvine, CA

>I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to
nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Sincerely, Linda Lee
from Irvine, CA 92620

Feb 1, 2011 7:11:18 PM
Mary
Albertson, NY

Please don't let phone companies rip off consumers with huge bill shocks.

Feb 1, 2011 2:10:38 PM
Nancy
Circle Pines, MN

I just signed a new 2 year plan, adding text and data that is a HUGE commitment on my part as a
customer. Please do the right thing and make this commitment to me. I agree to pay what you
ask, don't ask me to pay more without letting me know it is happening to me. Incidentally,
paying attention to these small details that cost me large sums of money is cruel. I have ADHD
and paying attention to these things is not even an option for me without a warning like this text
message. Please do the right thing on behalf of every consumer but certainly on behalf of those
of us with disabilities that can actually prevent us from attending to how close we are to the plan
limits.

Feb 3, 2011 4:14:42 PM
Nansye
Quincy, MA

.I approve this message and could not have said it any better myself.

Feb 6, 2011 9:30:26 AM
Nellie-Jo
Princeton, ME

Being fair should be law.

Feb 1, 2011 1:26:16 PM
Eugene J
Manassas, VA

.Please just do it  Thank you.

Feb 1, 2011 7:33:22 PM
Larry
Milton, WV

SEND WARNING WHEN NEARING MINUTES LIMIT. PROVIDERS RAKE IN ADDITIONAL MILLIONS WHILE THE UNAWARE CLIENT GOES BROKE!! ....NOT GOOD FOR AMERICA.

Feb 1, 2011 4:19:52 PM
David
Lexington, KY

Please notify each phone account by email or text message when they have reached or are about to go over their personal calling and or texting plan limits.

Feb 1, 2011 12:51:59 PM
Scott
Tempe, AZ

Wireless phone companies are supposed to represent the cutting edge of technology. We have phones that deliver the internet yet these same companies cannot figure out how to alert people that they have used all of their allotted minutes or data.

Feb 1, 2011 8:28:17 PM
Barb
Olmsted Falls, OH

It is time for the Federal Government to stand up for Americans. Help the middle class!

Feb 1, 2011 12:33:09 PM
Jolene
Elkhart, IN

I urge you to support citizens in our plight with the cell phone companies charging extra fees. It's time, past time for these companies to be held accountable.

Feb 1, 2011 3:43:18 PM
Scott
Warren, OH

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Scott Lehman 400 Augusta Pl. Warren, OH 44484

Feb 1, 2011 12:03:09 PM
Erika
Sioux Falls, SD

I have been using prepaid cell-phones ever since being very badly burned by a so-called friend who abused a cell-phone I lent her to help her in a time of need. The overage charges were horrifying and I vowed never to get in that situation again. Always the people who are most vulnerable get hurt the worst with these overage fees.

Feb 2, 2011 7:32:39 AM
Lester H.
New York, NY

I received a call from Verizon as to why I disliked them so much-Their fees are exhorbatant and need to be controlled as it was before they these companies became independent. When they were public utilities, not corporate gluttons.

Feb 2, 2011 7:59:13 AM
David
Rockville, MD

It is only fair and simple to do.

Feb 1, 2011 11:17:19 AM
Roger
Richmond, VA

Considering the overcharge these companies make for text messaging there is no reason they couldn't text or email with a warning about overrage.

Feb 2, 2011 6:09:20 PM
Steve
Jacksonville, FL

. Why not? And a email option?

Feb 1, 2011 4:06:42 PM
Stephen
Somerset, NJ

. Please read this letter carefully. It is very important.

Feb 1, 2011 11:41:26 PM
Roger J.  
Saint Paul, MN

We think it is important and good business to have cell phone companies notify us before we go over our limit.

Feb 1, 2011 6:41:45 PM  
Ethel  
West Palm Beach, FL

.Give us a break.

Feb 3, 2011 11:50:05 AM  
Laurence  
Lapeer, MI

.My service provider can send me text to buy a new phone they surley send me text warning of my minute limit.

Feb 1, 2011 12:22:19 PM  
Melanie  
Morrison, CO

.For the cell phone companies to say this cannot be done is ridiculous. I get many messages from them on my cellphone when they want to sell or offer me a service. Make the cell phone accountable too.

Feb 1, 2011 12:48:30 PM  
Philip  
Iselin, NJ

.Please support this petition.

Feb 1, 2011 7:46:49 PM  
Bette  
Burlington, MA

.Please require cell phone companies to notify customers when they are approaching their call plan use limit. Thank You... Bette Roxanne Leitzke

Feb 1, 2011 12:38:09 PM  
Gail  
Irving, TX

.You need to listen to the will of the consumer. We can't live with Cell Phone Shock on our bills... I was shocked to see my cell phone bill one month which was over $500.00!!! You must
act to protect the consumers! 'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Gail Lemaire 3804 Innisbrook Dr. So. Irving, TX  75038

Feb 1, 2011 4:30:55 PM
Carol
Corning, CA

Do the right thing. Urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 2:02:44 PM
Lucy
Grundy Center, IA

Please pass this immediately.

Feb 1, 2011 3:58:37 PM
Rosie
Cincinnati, OH

It is totally necessary for an American citizen to have the ability to control his own finances. This takes the control out of his hands. Let's put it back in the hands of the consumer.

Feb 1, 2011 2:15:12 PM
Ross
Los Alamos, NM

I fully agree with the paragraphs below and urge you to impose suggested remedy.

Feb 1, 2011 6:04:53 PM
Mike
Boise, ID

I think we are all tired in the way telecommunications companies have been able to do exactly what their lobbyist crew pushes out. Time has come to start their greedy persecution of the common consumer. Their trickery, huge penalties for terminating a contract, inflated rates and the like are raping the citizen. Making them, at the very least, warn people when they are over their minutes limit seems like a very small request.
Feb 1, 2011 2:27:47 PM
E I
Walnut Creek, CA

.Dear: FCC members I feel this appeal is important enough for me to personally endorse it. Please consider it and the effect of not doing anything. Thank you, E I Lentz Jr

Feb 1, 2011 2:30:51 PM
Sharon
Spokane, WA

.It's time that something was done about this.

Feb 1, 2011 3:08:13 PM
Bob
Mahwah, NJ

.Cell Phone Carriers MUST Notify Customers who are Approaching going Over their Minute Limits...PERIOD. Be the Grown Up / Regulator and Tell Them that This Is Required!

Feb 1, 2011 12:19:30 PM
Brian
Woodbridge, VA

.I used to pay my nieces' cell phone bills--but I had to stop because of the overages which Verizon would not notify me about. To me, this is an abuse of power and another way for big corporations to rip off consumers.

Feb 1, 2011 1:04:11 PM
Edward
Hamilton, NJ

.They are soaking the public at every chance they can.

Feb 3, 2011 12:01:51 AM
John
Huntington Beach, CA

If cell phones are willing to track my text messages and time my phone calls, they should be able alert me when my limit is approaching.

Feb 2, 2011 11:52:22 AM
Robert
Watsonville, CA
I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Robert Leonard 676 Delta Way Watsonville, CA 95076

Feb 6, 2011 4:09:11 AM
Shelly
Seattle, WA

I had been led to believe that I could call friends who had the same carrier as I did without a charge. Thus I was not expecting a bill that was for $100 more than my normal amount. Had I been given a warning, I could have called and perhaps changed to the plan that would cover calling friends with the same carrier. It should be required that extra minutes be rolled over...everytime, and that the company notify you when you are about to run out. My company notifies me about my bill being ready to view I don't understand why they won't do the overcharges warning. The entire cell phone industry nickels and dimes the customer to death. 5 cents for fcc tax, 10 cents for surcharge, A dollar for city tax, 2 dollars for federal tax...and on on and on. They advertise $30 plans and by the time the nickel and diming is done the actual plan is closer to $50. There should be a truth in pricing law, where the taxes and other charges MUST be a part of the "advertised" price.

Feb 1, 2011 1:01:24 PM
Chris
Atlanta, GA

Time to get on the consumers' side!

Feb 1, 2011 6:56:28 PM
Benoit
Richmond, KY

This is the right thing to do.

Feb 1, 2011 12:53:14 PM
June
Kanab, UT

.I just got hit with a $200 overage charge from Alltell. After a long time on the phone with customer service, I got the charges removed from my bill. A text message from the company when I got within 120 min of going over would have saved me a LOT of time on the phone with customer service. And if I go over again, I'm sure the result will be different. Also my Alltel service is being mandatorily changed to ATT. I have no idea what my minutes will be next month with the new carrier.

Feb 2, 2011 3:23:04 AM
James
Lynn, MA
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, James Lepore 89 New Park Street Lynn, MA 01905-1626

Feb 1, 2011 5:49:26 PM
Janarde
Katy, TX

It would cost the cell phone companies next to nothing to inform us if we are about ot go over our limits; but it could save the consumer a lot; especially those who were so hard pressed that they had to order a plan with limited usage to begin with. Please help us by requiting the phone companies to inform us, by the method we choose (in line with the service we use).

Feb 1, 2011 11:29:11 AM
Joanne
Santa Monica, CA

It is completely easy with cell phones to have an automated message that lets consumers know if they are about to go over a limit on either text minutes or voice minutes. A competent programmer could do this in half an hour and it would cost the companies virtually nothing. On the other hand, they make millions of dollars when people inadvertently go over their limits. So the question is whose side is the government on?

Feb 1, 2011 10:36:36 PM
Edgar
Weston, FL

We had enough abuse, unexpected charges are nothing less than theft.

Feb 2, 2011 10:26:31 PM
Sarah
Chandler, AZ

Wireless companies should be honest and upfront about all charges, and that includes letting users know when they've hit their limit.

Feb 1, 2011 9:20:58 PM
Elena
Albuquerque, NM
I think this is a critical proposal and should be approved without a second look. It is fair and puts the control over cost with the consumer, where it should be. Wireless companies should absolutely adopt this practice.

Feb 1, 2011 8:09:46 PM
Pamela
Santa Rosa, CA

... I don't usually go over my minutes but just in case I do the text would be a considerate move on the industries part for good customer relations. After all, we are paying dearly for the services already!!

Feb 1, 2011 8:52:36 PM
William
West Chester, PA

As customers paying for a service, we have a right to be told when we are about to incur charges beyond what we agreed to. Phone companies use these excessive overcharges for going over time or number of messages to pressure you to more up to the next, more costly, level of service. They offer to reduce your overcharge if you do move up......Shameful!!

Feb 1, 2011 1:04:56 PM
William
Concord, CA

... I never thought this would really apply to me till the last 3 months. We had to move from our home temporarily and did not install a land line. Imagine my shock when for the last two month I received bills $350 then $250 higher due to overages charged at 45 cents a minute. I usually make calls from my land line with a calling card at 3 cents a minute.

Feb 2, 2011 9:51:56 PM
Megan
4300 Monroe Dr. #D, CO

Wow, being notified when you go over your minutes would be really helpful. Knowing what you are spending is a reasonable expectation.

Feb 3, 2011 9:53:19 PM
Edward
Norristown, PA

When my mother in law passed we had to fly out of state to handle the arrangements and settle her estate. we had 1 week. There were alot of out state long distance calls and we ran over our minutes because that was one of the last things on our minds. It cost close to $100 dollars. had we been warned we could have purchased extra minutes.
Feb 1, 2011 3:24:31 PM
Lynn
Taunton, MA

There is no reason the cell phone companies can't take a small step to notify customer

Feb 1, 2011 11:55:37 AM
Daniel
Corrales, NM

It is time that government agencies actually HELP the American people and not promote the giant corporations they police. Why do you debate and fight something as simple as this? Start protecting our citizens from greed and deception!

Feb 2, 2011 8:43:36 AM
Elaine
Virginia Beach, VA

I would like to be notified when I am minutes are running over. I do not want to be shocked when my bill arrives. Thanks you . Elaine Levenson

Feb 1, 2011 2:09:09 PM
Kevin
ALAMEDA, CA

Please please pass the email notification law. It seems like a common sense solution and one that companies concerned with customer service would support.

Feb 1, 2011 12:22:39 PM
Shannon
Ventura, CA

We are tired of receiving ridiculous and unexpectedly high cell phone bills. The phone companies should definitely have a system in place to flag your account and INFORM THE CONSUMER when they are near their maximum of phone, texting, etc...on their plan. The planholder should have the availability and option to monitor their cell phone use and have the choice to decrease their use BEFORE they go over their allotted amounts.

Feb 3, 2011 6:11:04 AM
Lajeanne
Fleming Island, FL

There seems to be more and more ways to "help" big business and their stock holders while taking money from the people who can least afford it in the form of a secret type of taxation. Many people now use their cell phones as their major method or only method of being able to phone, including for emergencies or when on the road in an emergency (as opposed to "just
talking" while driving which any sensible person must disagree with). As an RN I bought my first cell phone years ago when I worked the night shift and had a long drive to work alone in my car, then back during morning rush hour. I have also needed to have a cell phone with me to keep in touch with my elderly mother who was then living alone. Any form of extra payment/taxation on cell phones should be a subject that the owners of the cell phones are made well aware of. They are NOT just toys for teenagers though the media often presents them as such. Please follow the lead of the European Union in this matter; NOTIFY people of changes that raise the cost of using this necessary device. sincerely, Lajeanne Leveton 1972 Woodlake Drive Fleming Island, Fl 32003

Feb 1, 2011 1:07:43 PM
Ellen
Saint Petersburg, FL

Please begin notifying customers before they go over limits. It could work to your advantage. If you let me know before I go over then I might decide to switch to a more expensive plan that suits me better Otherwise I might react by canceling with you and going with a service that will reimburse my cancellation charges.

Feb 1, 2011 12:01:37 PM
Roger
Stamford, CT

Please make it mandatory for cell phone companies to inform us before we hit our plan limits. It is simple consumer common sense.

Feb 1, 2011 1:49:24 PM
Gary
Solvang, CA

Please be on our side on this issue.

Feb 1, 2011 12:35:12 PM
Linda
Punta Gorda, FL

I actually have a cell phone company that already notifies you when you are coming close to exceeding your limits. Obviously it isn't difficult to send out an automated email, so it is only excessive greed which is motivating the U.S. wireless industry's opposition to doing this.

Feb 1, 2011 5:40:55 PM
Harvey
Randolph, MA

Please review the practice of not notifying customers if they exceed their limits on cell phone use.
Feb 1, 2011 4:50:38 PM
Sandra
Mishawaka, IN

Don't like unexpected bills.

Feb 1, 2011 6:53:25 PM
Charles
Gainesville, FL

.I am in favor of requiring cell phone companies notify customers when they are out of minutes. It just seems the right easy thing to do. Charles Levy 426 SW 43rd Terrace Gainesville, FL 32607

Feb 2, 2011 1:18:55 PM
Edmond
Valley Village, CA

.I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 11:29:24 AM
Jay
Takoma Park, MD

.It's time the cellphone providers do the right thing and let their customers know if they are about to exceed their contract limit on minutes used.

Feb 1, 2011 11:30:10 AM
Leslie
Sarasota, FL

Please approve a regulation requiring wireless providers to send an alert before consumers hit cell phone plan limits. If the European Union has it, why can't the U.S? And while you're at it, please cut back on all of the "extra" fees that phone companies charge, disguised as if they were legal requirements, but aren't.

Feb 2, 2011 9:10:47 AM
Stuart
Clarksburg, MD

"It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits.

Feb 1, 2011 1:13:11 PM
Loren
Grand Island, NE

"Let's be fair and up front.

Feb 4, 2011 4:38:38 PM
Judie
Littlerock, CA

"Please pass the cell phone alert bill!

Feb 1, 2011 2:13:47 PM
David
Delray Beach, FL

"Government is supposed to be for the People. Corporations are not people.

Feb 1, 2011 8:52:09 PM
Allen dean
Florien, LA

"Dear Sirs  Please taking some action on this, every month it is a fight with my wireless carrier.

Feb 1, 2011 1:42:07 PM
Bryan
Burgaw, NC

"How about the FCC doing something for the people...FOR A CHANGE! Bryan Lewis

Feb 1, 2011 4:06:22 PM
Corinna
Ithaca, NY

"Wireless companies already send out messages, the technology is not burdensome and it is right to warn consumers before hitting them with a big extra charge.

Feb 1, 2011 11:58:25 AM
Eric
Madison, WI
This feature would improve the service levels provided by cell phone companies and it would not cost the cell phone companies to provide it. In fact, it may even save them some computer processing because many customers, such as myself, frequently query their cell phone minutes used. Knowing that a warning would be issued would diminish the number of times I need to query my cell phone companies computer.

Feb 2, 2011 11:17:40 AM
Forrest
Middleport, NY

Pass the notification of imminent overage of plan so we are not hit with excessive bills unexpectedly !!! This is only good business and "fair" business practice! Forrest

Feb 1, 2011 7:56:03 PM
James
Visalia, CA

Don't let big companies suck consumers dry of any extra money they may have without warning.

Feb 1, 2011 7:20:15 PM
Jay
Seattle, WA

STOP THE MADNESS!! U.S. CITIZENS ARE SICK & TIRED OF GETTING CHEATED BY THESE MULTI-MILLION DOLLAR CELL PHONE COMPANIES!! \ END IT NOW!!!

Feb 3, 2011 10:50:57 AM
Jody
East Lansing, MI

Wireless costs are already too high and so complicated that many people pay without questioning overcharges, etc. Charges need to be obvious, and more in line with real costs. For example, text messages cost almost nothing to the wireless companies, but are a major addition to the cost of phone services, with hidden overcharges, etc.

Feb 1, 2011 6:45:24 PM
John
Elmhurst, IL

Please email cell phone users before they reach their minutes limit.

Feb 1, 2011 2:38:55 PM
John
Newark, DE

My $80/month AT&T package costs me $350 to $400 per month. Ouch!!
Feb 2, 2011 6:25:05 AM
Kimberly
Fort Loramie, OH

It's too easy to have an automatic text message sent to users letting them know they are close to their limit. Our technology is the most sophisticated -- particularly with all the Smart devices on the market.

Feb 1, 2011 4:01:29 PM
Raymond
Marietta, GA

It is simply good customer service for the cell phone providers to notify their customer accounts before they reach their time limit,

Feb 4, 2011 2:26:20 PM
Sharon
Johnsburg, IL

I'm tired of wireless bill shock, and ready for some real control. 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. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Sharon Lewis

Feb 1, 2011 12:21:31 PM
Steven
West Palm Beach, FL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Steven Lewis WPB, FL 33409

Feb 1, 2011 7:21:59 PM
Susan
Murfreesboro, TN

Cell phone companies should notify people before they go over their limits. Sincerely Susan Lewis
It is time that our government look out for the people. The more that we are allowed to be trampled on the less credibility the government has.

Cell phone companies should be required to notify their customers of approaching usage limits so that they can better manage their cell phone costs.

Pass this bill! It is the only fair thing to do! Laura Liben lauli324@aol.com

This is not creating new jobs.

The issue is cost--- By doing it your way it drives us out of the market place Shel

Do the right thing for the consumer. Thank You! Lawrence Lichtenstein

Enough is enough!
James  
Wadsworth, OH

I am extremely tired of large companies charging excessive rates for record profits alone of nearly necessary services. To get by today without a cellphone means being stranded someplace if your car breaks down. There simple are no pay phones left. I want clear concise control over what they are allowed and not allowed to do. We need neutrality and limits on excess.

Feb 1, 2011 12:18:01 PM  
Dan  
Wildomar, CA

While there are the means to check on how many minutes have been used in your cell phone plan, most people don't. We all have ways to remind ourselves about things we need to address: the low-balance alert from our bank, the 'idiot' lights in our car, etc. Why not a process that gives us a 'heads-up', both by text and email, to notify us when our usage is approaching a pre-determined level? Say, having a 1000-minute plan and being notified when usage reaches 750? The cell phone companies have all the info and the means to make it known to its customers before it becomes an overage issue. Customers will be happier and less stressed and customer service will get better ratings. Seems simple enough.

Feb 1, 2011 6:00:40 PM  
Kenneth  
Pelion, SC

There have been several times this issue would have saved me megabucks. Please make the change tks ken

Feb 1, 2011 1:04:07 PM  
Sid  
San Antonio, TX

As a consumer, I have experienced cell phone bill shock several times. My wife, my son and I share minutes. If I don't watch, we can and have been burned by the overcharges. Please require the cell phone companies to notify us if we are close to running out of our plan minutes. Thanks Sid Lifschultz San Antonio, TX

Feb 3, 2011 5:44:53 PM  
Robert  
Guilford, CT

Please put an end to phone Co.taking advantage of their customers. Alittle help please!

Feb 6, 2011 5:57:55 AM  
Ruth  
Patterson, NY
I never go over my cell phone limit for minutes. But busy people do, and they deserve to be notified when that is about to happen - just as I can ask my credit card company to warn me when I go over a balance of my choice, even though I may choose a level which is well below my credit limit. Help us all be responsible consumers.

Feb 1, 2011 8:56:09 PM
Richard
Lebanon, OR

Just yesterday at work several of us were talking about this...IT IS RIDICULOUS and a BIG RIP OFF, and it happens that MANY people pay way, way too much.... AS I HAVE ALSO because of not being notified, and not understanding what CELL PHONE COMPANIES are doing to MISLEAD us!

Feb 2, 2011 3:44:24 PM
Joe
Carbondale, IL

Please do what you can to protect the citizens from ridiculous charges incurred via the public wireless networks. In the days of the payphone the phone would tell you when you needed to add more money. Thus giving you the choice to hang up or put in another quarter. Please return this option so we can more transparently understand our costs.

Feb 1, 2011 1:35:31 PM
Michael
Palm Bay, FL

Why would you NOT want this to pass? Just do it!

Feb 1, 2011 2:04:54 PM
Milton
Tempe, AZ

There's no reason companies CAN'T send a simple "you are about at your limit" text. The reason they DON'T is clear $$$$$.

Feb 2, 2011 1:04:43 PM
Manuel
Orlando, FL

Help consumers by forcing carriers not to increase unnecessary costs with their phone bills. Great time to keep carriers honest and consider the wishes of their subscribers.

Feb 2, 2011 8:27:14 AM
John
Meadville, PA

Hidden tricks like this one are underhanded and unfair to consumers. Please make your business with us more transparent and understandable.

Feb 1, 2011 12:40:18 PM
Rhonda
brooklyn, NY

Its not a secret and it never should have been. We the people that buy into the cell phone company contracts have a right to now before we spend for overages. Thank you, Rhonda Lindle

Feb 1, 2011 2:16:26 PM
Art
Camp Hill, PA

In todays electronics a message can be automatically generated to specific alerts and this one needs to be implemented as customer subscriber

Feb 1, 2011 2:09:23 PM
Joseph H.
Greene, NY

Sometimes it is the "no brainer" that's hardest to change.... Since the phone companies are in this for the profits of people who have a phone to their ear or texting while driving. Which i suppose is beside this point. But isn't it that the point, anyway? So please protect us from ourselves. Aren't you rich enough YET? I'll take on the banks next.

Feb 1, 2011 1:19:47 PM
David
Chicago, IL

I think it is only right that the cell phone companies be transparent about what you are doing.

Feb 1, 2011 2:14:12 PM
Ashok
PHiladelphiq, PA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ashok Linganna 834 chesnut st philly PA 19107

Feb 1, 2011 1:49:42 PM
Avinash
Pittsburgh, PA

I am for market regulation of industry, however, the market cannot regulate effectively if the consumer is charged hidden costs! Moreover, if they then chose to switch to another carrier they have exorbitant fees to end their contract! Create regulation that prevents the invisible hand from becoming atrophied.

Feb 1, 2011 8:53:45 PM
Cheryl
Parma, OH

Phone companies, credit card companies, etc. all take advantage of the fact that people make mistakes and will run over their limits. They know people's lives are hectic and many are not good at bookkeeping and watching their finances closely enough. I believe if people received a notification, they would be able to monitor themselves in a more mature manner.

Feb 1, 2011 11:53:45 AM
David and Susan
Elk Grove, CA

Notification could be as simple as real-time online access showing actual current use (not notification which comes days late to be of any use). Better would be real-time text messages sent to user phones alerting them when they approach their limits (build in a useful threshold when notification occurs). We already have these capabilities for banking and credit unions, why not wireless companies?

Feb 2, 2011 2:41:18 PM
Jean
Rome, GA

Do the right thing and allow your customers the chance to stop paying huge overage charges. The EU is already doing this and it is time for the United Stated to follow their suit. We have personally had a huge cell phone bill due to unexpected overage charges that could have easily been avoided if we knew in advance.

Feb 2, 2011 10:04:16 AM
Ira
Frankfort, KY

Please heed our call.
Feb 1, 2011 5:07:06 PM
Efrem
Berkeley, CA

As systems engineer I know it is absurdly easy for wireless companies to notify customers when they near their allocated minute. Of course it would make more sense for all minutes to simply be reasonably priced, but not given the reasonable alternative the phone company should send you a messages when you've used 50%, 75%, 85%, 95%, and 100% of your minutes. This would not only prevent you from going over the limit, it would allow you to make use of all your minutes. I currently pay for more minutes then I ever use in order to maintain a buffer. Better all carriers should be required to rollover unused minutes. You paid for them, they should not evaporate at the end of the month.

Feb 1, 2011 2:10:44 PM
Jean
Pasadena, CA

This is the very least the phone companies should do to alert consumers.

Feb 1, 2011 1:51:06 PM
David
Grand Prairie, TX

Cell phone companies should notify their customer before they go over my limits on voice, data or text service. That way people can finally get control over their bills and permanently avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,

Feb 2, 2011 12:18:56 PM
Jane
Chicago, IL

I currently have a pre-paid cell phone account. My provider, Verizon, texts me before my next payment is due and also texts me when my credit card has been charged. During a month when I used an extra large number of minutes, they texted me tell me that I was near my limit and then charged my credit card. Providers already have the ability to set this type of program up. While I currently do not have a data plan, the providers can do this for data plans as well and should be required to do so. It is a common courtesy to their customers. Most customers want to pay their bill. All they really want is accurate, up-to-date information so that they can control what they do.
Cheri
Newark, DE

Passage is essential. Let's put the cell phone bill budgeting back in the hands of the consumers!

Feb 1, 2011 1:32:02 PM
David
Luray, VA

I believe that if corporations operated in an honest and forthright manner then government regulation would be unnecessary. Prove me wrong please, but as I see it the wireless cell companies have out maneuvered the best lawyers with the intent of hood winking the public with their excuse and backdoor deals. The public has very few options when it comes to fighting the large corporations.

Feb 1, 2011 6:00:20 PM
Donald
Missoula, MT

.I have been burned several times. this is or should be a no brainer!!!

Feb 1, 2011 11:26:35 AM
Mike
San Pedro, CA

THIS IS A MUST DO FOR THE AMERICAN CONSUMER. STOP THE BILLING ABUSE NOW PLEASE.

Feb 1, 2011 5:09:34 PM
Susan
Elizabethtown, KY

I received an outrageous bill for excess text messages for my son before I started paying for unlimited texts. An alert would have been much appreciated!

Feb 1, 2011 2:01:39 PM
Nancy
Mohnton, PA

.My phone bill is already very high and I would like to be notified when I get close to my limit for calls so it doesn't go even higher. Thanks, Nancy List

Feb 1, 2011 12:05:25 PM
Debbie
McKinney, TX
I have 6 children and 5 cell phones on our plan. Make the cell phone companies notify us before we go over our plan limits. How hard is that...really??

Feb 1, 2011 12:39:35 PM
Donna
Charlotte, NC

Please help us

Feb 1, 2011 11:12:04 AM
John
Stockton, CA

My experience is having to pay for unsolicited text messages. Because my plan does not have text allowances, when I receive a text message from someone trying to sell me something, I'm hit with a charge that was running $40/month. My wireless company, Verizon, happily slapped the charge on my bill.

Feb 4, 2011 6:10:25 PM
Paul
Mt Lebanon, PA

Look these guys are getting away with theft! What you should be doing is "dumming down" price! Years ago the only one charged for the call was the caller! Stop charging the person that is the receiver because he almost has no choice but to pick up the call! Absolutely, I have a Pay as you go phone and it shows clearly how many minutes I have left. The companies are lazy and don't want to program their computers for this service. But when it comes to greed they are more than enthusiastic about shaking down the consumer. Give me a break! They are making money hands over fist with the poor folks that are now addicted to the technology! Just like with credit cards you are going to see mental health problems related to phone burn out or worse some health problems from the radiation emitted by these electronic leashes! Yours Truly, Paul Little

Feb 1, 2011 7:49:40 PM
James
Blacksburg, VA

Please make sure that all wireless telephone providers must send a warning that a customer's usage goes over a plan's limits. Thanks for your help.

Feb 7, 2011 12:57:49 AM
Janis
Richland, WA

Notification before going over the limits is a must!

Feb 1, 2011 9:11:51 PM
Nick
Portland, TX

We have 10 days to possibly change how cell phone companies do business and save families some real money. The deadline is looming for consumers to weigh in on a proposal to make wireless companies notify you BEFORE you go over your plan limits helping end cell phone bill shock! This 'no-brainer' idea could save you hundreds of dollars in overage charges, and give control over your wireless bill. Let's make sure the FCC hears by the Feb. 11 deadline from the tens of thousands of you who want to be alerted before you hit your plan limit, so you can decide what you pay. Overage charges add up our September survey found that half of respondents who said they were hit with an unexpected bill paid at least $50 in overage charges. Consumer Reports calls the FCC's proposal to have companies send you a text before you go over-limit a "no-brainer that should be a snap for today's sophisticated smart phones." Of course, the wireless industry is fighting this proposal tooth and nail. They even claim it violates the First Amendment because it's "burdensome" for them to send you a text when your limit is near. Interesting, considering they now text you deals and offers tailored to your account. And the European Union recently started requiring similar alerts, and they appear to work well. It's going to take a consumer tidal wave to counter the powerful wireless industry. The FCC must consider consumer input before making a final decision, expected in the next few months. It's time we not the cell phone companies have control over our wireless bills!

Feb 1, 2011 2:07:52 PM
David
Denver, CO

Please give this your utmost consideration.

Feb 1, 2011 1:17:27 PM
Sunny
Cerritos, CA

To Whom This May Concern  Dear Sir or Madam: I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text or email from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Sunny Liu 19035 Teresa Way Cerritos, CA 90703

Feb 1, 2011 11:29:32 AM
Corinne
White Bear Lake, MN
I DON'T HAVE THIS PROBLEM, BUT I'VE FRIENDS WHO DO, AND A HUGE, UNEXPECTED BILL CAN CAUSE REAL FINANCIAL PROBLEMS UNDER OUR CURRENT ECONOMICS. WE CAN CHECK OUR BANK STATEMENTS, BUT NOW OUR OVER MINUTES CHARGES.

Feb 1, 2011 1:44:06 PM
Thomas
Orlando, FL

Please stop cell phone bill shock by mandating notice of limits approaching. Thanks

Feb 1, 2011 11:58:29 AM
Deja
Asheville, NC

What a great, sensible and easy to implement solution to exorbitant fees and costs associated with overages on my phone use! Not everyone has email access or are internet savvy and surely with all the reminders and things you can set up with your phone provider, why not include a text message that could go out alerting customers when they are nearing their limit for minutes or text messages.

Feb 1, 2011 11:58:24 AM
Annette
Lakewood, NJ

It's so easy for you to alert each customer when they're about to go over their monthly time limits. Just do it. It'll be good for your "reputation" and keep customers. If not, people will eventually catch on and switch to more customer friendly plans.

Feb 2, 2011 2:07:20 PM
Renee
Norfolk, MA

Companies have the power in this situation. Simply providing an alert provides customers a chance to manage their use. This is really a no-brainer. Renee

Feb 4, 2011 4:08:45 PM
Carmen
Indianapolis, IN

Please send emails when people get close to their limits. It is the decent thing to do.

Feb 1, 2011 10:44:13 PM
Roberta
Grosse Pointe Shores, MI
This couldn't happen soon enough as far as I'm concerned...and is long overdue, considering the technology at hand.

Feb 1, 2011 4:19:53 PM  
Diane  
Madison, NJ

I have been the recipient of over one hundred and sixty dollars of overage fees in a single month. Please make the notification of customers nearing their plan limits be mandatory for wireless providers.

Feb 1, 2011 4:00:32 PM  
Danielle  
San Diego, CA

Please...this is just good business, and it benefits us ALL. Thank you! ~DLP

Feb 1, 2011 11:57:44 AM  
Andrew  
Round Rock, TX

It would be very easy for wireless providers to notify users of excess charges.

Feb 1, 2011 1:34:40 PM  
Kameron  
Chicago, IL

In all fairest, cell phone companies already collect obscene amounts of unclear charges, so why the continuous demand for additional monies that few of us have? Cell phone companies are amongst the Big Business corporations, as such they do not to need to charge fees to ascertain their wealth and power.

Feb 1, 2011 1:12:10 PM  
George  
Sudbury, MA

Seems to me the system could easily auto-generate a text notification. In my case, the data is always readily accessible, but somewhat of a hassle to continually log in and check on the provider's website, or to pro-actively periodically dial a number to get the stats... an automatically generated text or voicemail message would solve this problem and prevent nasty surprises.

Feb 1, 2011 1:27:22 PM  
Mark  
Dallas, TX
Please force cell phone companies to provide customers with the safeguards necessary to be a good customer.

Feb 1, 2011 4:50:30 PM
Kimberly
Ann Arbor, MI

I have specifically asked my provider to do this for me, and I was informed that they were not able to do so. Then perhaps they would be able to credit my account for the overages that I was not made aware of? Of course not! These companies lock us into 2 year contracts and proceed to gouge us on technicalities. NO MORE!

Feb 1, 2011 1:47:54 PM
Lora
Everton, MO

Please see that cell phone users are protected by a message from the supplier that they are about to run out of minutes.

Feb 1, 2011 4:51:23 PM
Judith
Salem, NY

I have in the past gotten a huge SHOCK when opening a cell bill. Two things stand out when getting cell bills---the "Charges" above and beyond the actual CONTRACTED price and the absurd and unrelenting TAXES AND FEES. Altho I now have a plan that we seem to be able to stay within ---after SEVERAL plan changes to find this----the overage charges were insane. And they are NOT mentioned when you sign on. You get very limited info on this and even on the taxes and fees the people SELLING you the plan pretend to be clueless----yet you KNOW they have the companies plan and get the SAME sort of bill every month. And the companies themselves are very "cagey" about this in the literature you get----much more hype about how you can add a line etc than what that "line" is going to cost you. On our plan with three people we divide the cost of the BASE rate which is pretty steep by itself and the cost of "add a line" (allegedly $9.99 but in reality about TWICE that) and any "extras" like "data" plans etc. For my share (the person on here with the least stuff--no "Smart Phone" etc---I have ONE ring tone ---my "share" comes to $45.00 a MONTH for a $9.99 "plan". And don't even get me STARTED on the DTV bill!!!!!! And the absurd electric rates here!!!!!!! And the bizarre Verizon billing practices between Internet---ONLY provider in the area--no cable co's avail---home phone---and cell. NONE of which can be even COMBINED on ONE bill---not even the home phone and internet---makes for fun times---and the odd "We CANT take a debit card for re-curring payments" AFTER they took the SAME debit card for RECURRING payments for MONTHS. And then cut my "service" off for "non payment". Even tho we owed NOTHING. Like I said DON'T get me started. Judith Loebel Salem NY

Feb 1, 2011 12:54:21 PM
John
Painesville, OH

Please amend your policies so that you notify a customer that he/she is exceeding his/her plan limits.

Feb 1, 2011 12:55:04 PM
Walter & Karen
Avon, CO

Make the phone companies give you an alert when you are within 10% of exceeding a plan limits.

Feb 1, 2011 12:17:46 PM
Roger
Arlington Heights, IL

Please require the cell phone companies to notify consumers when they are approaching their allowable minutes so as to eliminate overunit bill shock.

Feb 1, 2011 12:13:40 PM
P.
Mobile, AL

If you can text deals and offers, you can text alerts.

Feb 1, 2011 5:01:03 PM
Randy
Hampton, VA

Please prevent and end cell phone bill shock. Make the wireless providers inform their customers ASAP / before they are about to exceed their plan limits. I do not want to receive a wireless provider bill shock. Sincerely, Randy Logsdon 2 Wyse Ct Hampton, VA 23666

Feb 1, 2011 10:41:10 PM
Thomas
Lombard, IL

I don't suffer from this. I never come close to my limit, but AT&T has repeatedly changed my service plan to include data and texting. I never use those features and do not even have a good device for using them. I have never paid for them because as soon as AT&T add the service on, I call and tell them to remove it. I refuse to pay for it because I did not order it and do not use it, but it still costs me time. I do not like wasting my time doing that. AT&T claims it is accidental, but I am a software engineer and know that it is no accident, not the number of times it has happened. It is deliberate. In my opinion sending a text message or email when someone is about to cross a line is so obvious that they should be punished for not doing so from the beginning. A nice big fine. That is the only thing they care about, but even then it usually turns
out to be better business to violate every law or constraint that is imposed because the fines end up costing less than obeying the law. Plus the fine, if it comes, is years after the event, the senior executives have already received their bonuses for reaching their sales or revenue targets during the period in question, and only the current investors pay for the cheating. There is no personal liability so why wouldn't they lie and cheat. It's an easy buck.

Feb 2, 2011 5:10:24 PM
Mary
Escondido, CA

. As I must rely on my cell phone entirely for communication, I resent the fact that they use the limits in order to make you buy larger more expensive plans which I, a senior can't afford.

Feb 1, 2011 9:00:09 PM
James
Converse, TX

. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, James Lohrke PO Box 699 Converse, TX 78109

Feb 1, 2011 12:52:34 PM
Kirk
Matthews, NC

I have paid hundreds in overcharges.

Feb 1, 2011 7:51:44 PM
Ran
Plymouth, MN

. Please use common sense and give fair warning when limits are near. This should be a simple programming change for the Wireless Companies.

Feb 1, 2011 1:06:02 PM
Buzz
Cloudcroft, NM

. With area outages and bad signals, we pay too much already.
Feb 1, 2011 9:01:22 PM  
M, Elena  
Grass Valley, CA

I believe the constant charges is like the plague that is drowning this country. Just be fair. The American people are supporting the rich share the wealth. Elena Lokvig

Feb 1, 2011 12:39:53 PM  
Claire  
Douglas, MA

.My son is in Texas now and he texts me everyday. If I knew when we were getting close to my limit, I would not be getting bills like the one I got this month $20 over my monthly bill. I am retired and on a fixed income. This is a serious problem to me now.

Feb 1, 2011 4:16:44 PM  
Nicholas  
Coram, NY

I've experienced the shock of inadvertently going over my alloted minutes on my cell phone. I was staying at my son's house in a neighboring state. I was surprised to receive a bill of 600 dollars plus instead of my usual 95 dollars. Notification would make this type of shock impossible. FCC do the job and prevent this from happening to anyone else.

Feb 1, 2011 1:32:39 PM  
Bernard  
Grand Junction, CO

STOP THESE COMPANIES FROM SHAKING DOWN AMERICANS!!!!

Feb 5, 2011 9:59:30 AM  
Eric  
Baltimore, MD

This really is a no-brainer. C'mon!

Feb 3, 2011 8:45:30 PM  
Jeff  
Spencer, IA

Cell phone companies rip off people. The cell phone companies need to be watched and their rates should be a lot less. When we were with Verizone, their rates were terrible! One time we had a death in the family and used our cell phone over the minutes. When we got our bill we about fell over it was so high. This was the first time we went over our minutes and we hardly ever came close to using half of our minutes. When we called them they did not care and said we need to pay it. We dropped them like a hot potato.
Feb 1, 2011 5:47:32 PM
Jenna
Redondo Beach, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jenna
Long 2018 Manhattan Beach Blvd #B Redondo Beach, CA 90278

Feb 2, 2011 4:55:09 AM
Kathie
Aurora, IL

I have gone to eBay to purchase a cell phone online that will not tie me to a company. I will NEVER again sign up for a 2-year plan. And I will dump, in a heartbeat, any company that adds on charges of any type. I have already made that clear to Verizon, and had charges dropped. Good luck with your business plan; there are alternatives, easily accessible.

Feb 1, 2011 11:06:59 AM
Lee
San Antonio, TX

It was a horrible shock to my budget when I received a cell phone bill that contained overage charges incurred while handling an auto insurance claim on my cell. The bill added to the cost of my outgo for repairs that I hadn't anticipated. My budget was strained to the limit.

Feb 1, 2011 12:19:37 PM
Marti
Lake Oswego, OR

This is so simple! Please do it!

Feb 2, 2011 11:01:32 AM
Laura
Carson, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Laura Longley 19423 Northwood Ave Carson, CA 90746

Feb 2, 2011 7:50:16 AM
James
New Windsor, NY

There is not much difference between sending a text alert on a cell versus a text message email. Credit card companies alert their customers to impending due dates and potential missed payments, so what is the problem with a cellular text. Regulated wire-line telephone companies must prove via rate-case each charge placed in a tariff. Because the cell providers are essentially unregulated, they are free to gouge for such nebulous nonsense as air time for a message, which is probably under one second. These money-grabbing bastards are getting rich on our backs, and you, the FCC and the FTC are doing absolutely nothing to protect the consumer, which should be your charge, being as government is of, by and for the PEOPLE, not the big money making corporations. Do your job, already.

Feb 2, 2011 11:31:39 AM
Cindy
Buffalo, NY

Please make it a requirement that cell phone companies alert their customers when they are nearing their cell phone plan limits. This will avoid the shock some of us face when we receive our bills. The alert will allow us to make an informed decision about how and when to use our phones. Sincerely, Cindy Loomis 89 16th St. Buffalo, NY 14213-2608

Feb 1, 2011 4:57:10 PM
Shawn
Portland, OR

Please make a decision that will positively impact thousands, perhaps millions, of Americans.

Feb 2, 2011 8:06:26 AM
Tal
Evanston, IL

Wireless carriers plan network bandwidth and rollout about fixed-limit plans, true, but they also plan to make money off of "overage" charges. This is silly and, frankly, predatory. Since the carriers are unlikely to agree to a rate structure that does not include a disincentive for "going over" planned air time / data usage, a simple system giving wireless consumers notification if they will soon exceed their allotment is the least they can do.

Feb 1, 2011 1:00:47 PM
Every other "service" notifies the client if there is an issue with their service. I get txt messages from my cell company about their special offers and notifying me when a new months minutes are loaded, why not do the same if I am about to run out? I see this notice as beneficial to both the phone company and the client. If I run over and am short of cash, I may have to give up my phone and this just does not make sense when the company has the records and could just let me know so I can better manage my resources.

Feb 2, 2011 5:56:49 AM
Jerry
Tucson, AZ

Stop the games and hidden charges!

Feb 2, 2011 9:39:11 AM
Joseph
West Monroe, LA

Please stop this. Joseph A Lopez

Feb 1, 2011 11:25:55 AM
Sal
S Lake Tahoe, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Sal Lopez

Feb 2, 2011 5:18:27 PM
Annette
Scottsdale, AZ

IT SHOULD BE AN EASY TASK TO TEXT OR VOICE MAIL WHEN A CUSTOMER OF ANY TELECOMMUNICATION COMPANY, IS WITHIN 30 MINUTES OF GOING OVER A MINUTE PLAN. THIS SHOULD BE MANDATORY. I HAVE BEEN IN TEARS OVER A BILL THAT I WAS NOT EXPECTING AND NO ONE SHOULD HAVE TO GO THROUGH THIS. ATT, VERIZON ETC ARE CERTAINLY NOT LOSING MONEY...BUT ONCE AGAIN THE LITTLE GUYS ARE SUPPORTING THE BIG GUYS THROUGH
Having a cell phone is a wonderful comfort to senior citizens in that we can check on them often and they can carry their phone around. For safety reasons, I no longer drive anywhere without cell phone in my purse. So, I love cell phones!!!!!! But I do not love wireless companies, because figuring out their rules is difficult and overages can break a budget. Please have them automatically warn us when we are near to reaching phone plan limits. They can program anything they want to into these phones, how about programming something to benefit their consumers. Oh for the good old days of regulation!!!!!!

Ronald
Wappingers Falls, NY

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ronald J Lorefice 21 Tanglewood Derive Wappingers Falls, NY 12590

Katherine
Streetsboro, OH

I left my cell phone carrier when my contract was up because of overage charges, and the way they were handled by their customer service department. I think that it would be simple to have a quick intercept message "The person you are calling is over their plan limit; do you still wish to proceed with this call." to avoid being charged when someone calls you, which is always a problem.

Jose
Miami, FL

It should be a very easy choice to protect consumers from those firms who play their fortunate position as controllers of the public airwaves as much as possible to turn obscene profits from the deception laid on their customers.
Feb 1, 2011 12:24:12 PM
Patricia B
Middletown, VA

This has happened to me, and it was hard to believe how much each over-minute costs.

Feb 2, 2011 10:22:40 AM
Celestin
Plano, TX

We must enforce a higher standard of ETHICS and must stop misleading people.

Feb 1, 2011 3:09:15 PM
Tom
University Place, WA

Currently wireless providers are charging exorbitant rates for minutes used beyond what one has prepaid. They are doing this with no warning to their customers before it happens, only a sudden huge bill afterwards. The FCC has the power to require carriers to notify their customers before this happens - perhaps by sending a short text message when 90% of their prepaid minutes have been used. This could be fully automated, and of absolutely minimal cost once established. Please see to it that this is done. Thank you, Tom Losh University Place, WA

Feb 1, 2011 3:29:37 PM
John
Sedona, AZ

I support the proposal for cell providers to notify their customers in time to avoid overcharges. Such overcharges are generally much higher than the cost of providing them. This is basic consumer protection. Thank you, John Losse 815 K Achina Drive Sedona, AZ

Feb 2, 2011 10:15:21 AM
Nancy
Salem, OR

This is a common sense rule that can easily be implemented by the FCC to protect consumers, and it should be passed without delay.

Feb 1, 2011 12:47:20 PM
Theodore
Elk Grove Village, IL

Please give us more options for affordable cell phone service.

Feb 1, 2011 3:01:17 PM
Neil  
Littleton, CO

My mother told me on more than occasion that she did not have me to make other people rich. The message was for me to use my head. That I have rights. That the rights of the individual outweigh the corporations of the world. At least they did in the early fifties. The constitution has not changed in that regard. Despite some jerks on the supreme court giving corporations more rights than they deserve. Let's not have the FCC join the jerk justices in favoring cell phone companies over the citizens of the US. I do not like the idea that corporations feel that there leaders need to be filthy rich being part of the cost of doing business. My mother didn't think so and I don't either. The consumer needs to be informed of limits and when we are approaching those limits. It is not easy keeping children and spouses within budgets. We need help. Please help us. Corporations do not need help. They will jump at the chance of outsourcing anything and everything to make themselves richer. They do not have the customer in mind. That is your job to keep the poor individual in the game... Thanks.

Feb 2, 2011 2:31:00 PM
Ketsia  
Brentwood, NY

I believe that cell phone companies need to inform consumers about any possible overages.

Feb 2, 2011 3:20:19 AM
Juli  
Georgetown, KY

This happened to me when I was moving across country and had to make a lot of calls. It would be so easy to implement.

Feb 1, 2011 1:59:34 PM
Donald  
Snellville, GA

It is essential that we be notified that we have approached or gone over our plan limit. This can be done automatically and electronically at very little or no expense (other than loss of revenue) once a system of notification has been set up. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Donald E. Loveless

Feb 2, 2011 4:36:22 AM
Carl  
Beltsville, MD

The physical make up of the bill plus the industry terms used are completely foreign to the cell phone user.
Feb 1, 2011 11:54:45 PM  
Li  
San Francisco, CA

I'm concerned that practices of corporations like those of my cell phone company are going unnoticed.

Feb 1, 2011 4:01:08 PM  
John  
Belleuve, NE

I currently use Vonage as my home phone provider specifically because my bill is a known entity and that helps me plan my finances and my monthly outlay. While the cell sub-industry may not be as mature as the rest of the telco I believe it is a trivial matter for the industry to send a message by txt, email, sms, or other method to notify me before I exceed my limit. I don't know why this is not being done but I ask that you support consumer notification prior to exceeding the plan limit. thank you, John

Feb 1, 2011 12:10:03 PM  
John  
Anacortes, WA

Consumers cell phone bills are shocking users while it is too late to curtail excess limit charges. Alerts or other notice must be given BEFORE limits are reached. Overage fees are very excessive. We must protect the public better.

Feb 1, 2011 11:17:33 AM  
Joyce W  
Glen Allen, VA

Yes, please notify me if I go over my limits, and why do I have to listen to your voices telling to press one?? This eats into my minutes.

Feb 2, 2011 10:54:57 PM  
Diane  
Alameda, CA

This should n't even be under discussion !! No wonder we need regulations. The Republicans want to deregulate everything no need to ask why!! Large corporations simply don't do what is right without being regulated with profit being the bottom line. What possible argument could they present that would fly in the face of all who are on to them!! They belong in the same category as the banks, and we all know their devious ways!! Fine print is the name of their game !

Feb 1, 2011 12:17:30 PM  
Sonia
Studio City, CA

Great idea. This should be done. I'm constantly sent sales messages adding an over the minutes call should not be a problem.

Feb 2, 2011 8:14:44 AM
Ellen
New York, NY

We need to have the information that allows us to control our expenditures.

Feb 2, 2011 2:30:58 PM
Jackie
Cornelius, NC

The charges are way too expensive for people.

Feb 1, 2011 4:32:25 PM
Peter
Dillon, CO

There is no reason for cell phone companies to continue to gouge their customers in this manner. It is a simple matter for them to send a text message or an email to us when our minutes limit is approached within 5 or 10% of the overage limit. This is an unconscionable business practice and should be ended by them. Since they refuse to make this reasonable accommodation for their customers they should be forced to do so through regulatory action. Last month my Verizon bill was over $100. My normal plan rate is around $40. If they had notified me I would have taken action to minimize the 150% increase in one of my monthly expenses.

Feb 3, 2011 9:38:05 AM
Wesley
Lenexa, KS

Please stop the parasitic practices by cell phone companies. They have leached the society long enough.

Feb 6, 2011 7:19:13 PM
Lata
Cordova, TN

Especially during this economy, companies need to practice very ethical billing. Now isn't the time for higher prices, taxes, or fees. Thank you.

Feb 1, 2011 12:31:45 PM
Tom
Oklahoma City, OK
Please make these company's responsible. They are acting like irresponsible kids playing games at the customers' expense.

Feb 1, 2011 8:32:30 PM
Dave
Lexington, KY

many kentuckians are low wage single parents hustling to stay afloat-small easily avoidable miscalculations-which could be easily avoided with this reform,really trash the family budget,in ways affluent,or even middle class people might not fully appreciate--please help us.

Feb 3, 2011 12:10:33 PM
Robert N.
Eagleville, PA

I feel the whole communications industry is taking advantage of the public. They should be investigated like the banks during the housing crash. Today I have to pay over $79.00 and I only have 240 minute plan.and a senior citizen Sincerely, Mr. Luckens

Feb 1, 2011 1:42:46 PM
Carolyn
Royal Oak, MI

.I would like to be warned when my minutes are running short. That is only fair.

Feb 2, 2011 2:00:28 PM
Jasper
Tucson, AZ

This is absolutely necessary in a country where students and young people - and ultimately the entire population - are not educated in any way to make responsible or defensive decisions regarding personal finances or debt. Please help stop the financial oppression by holding corporations responsible for their greed.

Feb 1, 2011 3:28:23 PM
Michele
Key Largo, FL

Just imagine if YOU were the one receiving the bill instead of sending it!

Feb 2, 2011 7:35:32 AM
Greg
Lincoln, NE
Banks have in place ways to notify you if your accounts are getting low, or a bill payment is due; so the same type of notification system should be an easy option for cell phone companies.

Feb 5, 2011 11:19:12 PM
Kevin
Orlando, FL

Consumers Union Message

Feb 1, 2011 3:21:59 PM
Carlos
Ponce, PR

It's quite abusive, what cell companies do with the bill. This should be stoped.

Feb 1, 2011 12:41:55 PM
Robert
Haddon Township, NJ

Let us please have some rights as human beings to stop the corporate control of America!

Feb 1, 2011 12:54:12 PM
Robert
Scarborough, ME

With all the technology we have these days, one of the most obvious uses would be to warn consumers when they are near or exceeding their phone plan limits and will incur often exorbitant fees. It isn't in their interests, but it IS in my interest to make phone companies notify me!

Feb 1, 2011 11:14:42 PM
Jeremy
Truckee, CA

Wireless companies are completely screwing customers by how much they are charging for text messages. It gets even worse when people go over their monthly limits. They should either by required to bill for the time you use or warn you when they are going to over-charge you. It is hugely to their advantage for customers to not know they are close to or over their monthly allocations.

Feb 5, 2011 2:53:01 PM
Arthur
Syracuse, NY

Help American consumers recover from the recession. A simple awareness tool such as this will reduce unexpected debt and help middle and working class families stay within their budgets.
Feb 1, 2011 11:10:30 PM
Denise
Los Angeles, CA

.I think they get away with enough charges. We don't need more!!

Feb 2, 2011 7:54:30 AM
Mary
Sacramento, CA

.I think cell phone companies should notify customers when they are about to go over their limit. With today's technology a simple program that sends a text to customers would be a great idea. It should also improve customer satisfaction and cut down on complaints because customers would be aware that they're close to their limit and could take necessary steps to not go over.

Feb 1, 2011 5:48:24 PM
Deborah
Vero Beach, FL

.This is very important to all families in America. Cell phone bills are outrageously high. Something must be done to control the cost of this means of communication as it becomes more and more a necessity of life.

Feb 2, 2011 3:15:06 PM
katharine
Portland, OR

.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. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. thanks for your support, K. LUndy

Feb 1, 2011 7:19:25 PM
Laura
Pittsburgh, PA

.It is all too easy to exceed one's cell phone limits. Consumers are asking for your help.

Feb 1, 2011 1:07:29 PM
Gary
Orange, CA

.Your heart will tell you this is the right thing to do!
Feb 1, 2011 2:21:53 PM  
Jo  
Rolla, MO  

Why isn't this already required? This makes perfect sense. Just warn folks before they accidentally exceed their limit. It is an automated process that would be trivial to program. Please do right by American citizens.

Feb 1, 2011 8:18:57 PM  
Scott  
Walnut, CA  

I applaud my carrier, Verizon Wireless, for voluntarily offering me alerts when I approach my limit, but we all need this reasonable protection from unexpectedly high bills.

Feb 2, 2011 2:02:10 PM  
Vicki  
Sutherlin, OR  

.I agree!

Feb 1, 2011 7:40:26 PM  
Pat  
Ottawa Lake, MI  

.Please don't make me cancel my cell and use just my land line.

Feb 1, 2011 3:47:09 PM  
Pamela  
Austin, TX  

Wireless providers can easily provide an alert to customers noting that they are about to surpass their cell phone plan limit. I urge you to create the same situation that exists in the European Union -- to obligate wireless companies to provide such an alert.

Feb 2, 2011 11:28:28 AM  
Jo  
Las Vegas, NV  

Happy customers make long lasting customers. Please consider us.

Feb 2, 2011 7:41:09 AM  
Christina  
Falls Church, VA
I agree that cell phone companies should be required to notify their customers before we go over our limits on voice, data, or text service. I view the FCC as an agency that is supposed to have look out for and ensure the general public's interests and needs are met. By not instituting a rule like this, FCC is giving in to the cell phone companies and is not fulfilling it's mission and responsibility to the public. Please pass legislation or a ruling that require cell phone companies to notify their customers. Sincerely, Christina Lydick

Feb 1, 2011 1:28:20 PM
Kevin
Fuquay Varina, NC

.Truth and full accountability should be a normal business practice!

Feb 2, 2011 11:29:25 AM
Susan
Saint Inigoes, MD

I have experienced shocking overage charges and was stunned that this company or any cell phone company is not required to disclose information in advance about a consumer's financial cost. A consumer can not make informed financial decisions about the use and plans they purchase if they are not aware of the penalties. Not one representative from the company at the point of sale disclosed what the cost of "overage minutes" would be - ever - even though 4 family members (including myself) purchased cell phones and plans with the same wireless company. It is dishonest and ethically wrong for any company not to provide all information that is necessary for a consumer to make a financial decision.

Feb 1, 2011 12:56:24 PM
Gwen
Silver City, NM

.Greed must end.

Feb 1, 2011 3:42:53 PM
Florette
Westwood, NJ

I would like notification when I am running out of phone time on my cell phone. This is something that I am sure your company can do easily, and that would save me money. The European Union is in favor of it. The FCC is in favor of it and certainly the average customer is very much in favor of it.

Feb 1, 2011 1:37:03 PM
Anthony
Titusville, NJ
Ideas like forcing cell phone companies to warn customers that they are going to incur extra costs due to the fact that they are exceeding their plan minutes is the type of idea that will provide REAL help to working Americans; helping them conserve their money and use cash instead of credit, ultimately helping this country to rise from the recession and help working Americans save money.

Feb 1, 2011 12:09:51 PM
Scott
Eden Prairie, MN

Whose side are you on?

Feb 1, 2011 12:24:10 PM
Caryn
Scotts Valley, CA

I was shocked to see overage charges from Verizon of almost $400 last year, and had no idea that had happened. It took me a long time and many phone calls to get those charges reduced even slightly. This issue needs to be addressed now! They should not be getting away with this.

Feb 1, 2011 7:53:31 PM
Charlton
Highland Mills, NY

Stop the abuse already. Why make money off of our mistakes to make already rich shareholders happy. Find real creativemeans via innovations and hard work rather than cheating people.

Feb 3, 2011 11:45:44 AM
Sandy
Los Angeles, CA

This especially affects lower income folks. Sprint provides this info online but I don't go online with my phone because it costs too much. Seems like a text message would be convenient for people like me.

Feb 1, 2011 6:52:19 PM
Stan
Guilford, CT

Monthly text plans should include notification when Monthly messages are approaching the monthly limit. Why aren't text message overages deducted as phone calls. I have huge quantities of roll over minutes and i am paying for Text Messaging.

Feb 1, 2011 12:54:26 PM
Michelle
Philadelphia, PA
This is exactly what happened to me when I started using my cell phone. I moved up to the next payment level which gives me 5 people I can call and receive calls from for free. Problem solved. But, it would have been nice if I had been warned that I had gone past my payment level. I would have gone up to the next payment level immediately and saved a bunch of money.

Feb 2, 2011 3:17:36 PM
Daniel
Manchester, NH

As a cell phone user who has experienced this outrageous money making tactic, I cannot advocate for the passage of this consumer protection provision strongly enough. Unfortunately, this tactic often hits those most vulnerable - low income families and kids who have no sense of their usage - and must be curtailed. A simple notification is certainly not too much to ask and no more onerous than the numerous marketing messages that the carriers see fit to pass on to us unsolicited. Please consider the needs of the people that you are there to protect - the American public. Thank you for your time and attention.

Feb 2, 2011 10:42:28 AM
Valerie
Seattle, WA

Verizon just randomly charges me large amounts for things that I did not use. If I do not keep on top of it, it becomes quite costly. Please put regulations on cell phone companies so that they cannot continue these practices and more deceptive practices.

Feb 1, 2011 6:50:53 PM
DONALD
Vass, NC

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Don Mangas Vass, NC

Feb 1, 2011 4:07:21 PM
KENNETH
Westerville, OH

While I seldom go over my various cell-phone account allowances, I do believe that the notification of any such occurrence(s) should be common practice among wireless companies.
Feb 1, 2011 12:42:56 PM
JAMES
Williston, FL

HELP US SAVE MONEY.......PLEASE

Feb 1, 2011 1:27:22 PM
RICHARD
Brighton, MA

WHY! I ASK THIS ? EVERY TIME. IT'S NOT LIKE U NEED THE MONEY! SO QUIT ALLOWING US TO GO BROKE. A WARNING MESSAGE IS ALL IT WOULD TAKE.

Feb 2, 2011 10:08:27 AM
JOHN
New Port Richey, FL

PLEASE SUPPORT THIS EFFORT IT WILL HELP OUR FAMILY'S AND CHILDREN THANK YOU

Feb 1, 2011 1:15:56 PM
CHERYL
Newton Falls, OH

.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.

Feb 1, 2011 12:16:23 PM
HARRY
orange, CA

tired of no warning and being taken advantage of.

Feb 7, 2011 7:55:13 AM
Kevin
Mentor, OH

If a cell company will send text to remind me a payment is due or late, they can send me a text or voicemail to tell me I am near my minutes limit.

Feb 1, 2011 4:51:46 PM
Daniel
San Antonio, TX
I request that you take steps to end the cell phone industry on their practice of letting their contract minutes run over the limit without warning the customer, and charging bonus amounts. Another option is to cut off cell phones when the minutes reach the maximum. Thanks.

Feb 1, 2011 12:59:44 PM
JENNIFER
WOODINVILLE, WA

Please address this issue- we're tired of cell phone bill shock!

Feb 4, 2011 4:39:31 PM
R. N.
Vernon Hills, IL

.Yes !!!!Stop the CELL PHONE BILL SHOCK !!!!!

Feb 2, 2011 1:03:29 PM
MICHAEL
Rio Vista, CA

.The costs are so high I may have to get rid of my phone service.

Feb 1, 2011 1:21:27 PM
JOHN
PORTLAND, ME

.THIS IS THE ONLY FAIR THING TO DO TO PROTECT THE AVERAGE USER

Feb 1, 2011 11:55:29 AM
MARY
Encinitas, CA

DEAR DECISION MAKER, OUR FAMILY RECENTLY HAD A FAMILY EMERGENCY THAT CAUSED ME TO HAVE TO USE MY CELL PHONE TO DO ALL OF MY BUSINESS FOR NEARLY 2 MONTHS. THE URGENCY OF THE SITUATION DID NOT ALLOW ME TO TAKE TIME TO CALL MY CELL PHONE COMPANY TO NEGOTIATE A NEW DEAL AND I WENT WAY OVER MY LIMIT. I WAS VERY FORTUNATE THAT MY PHONE COMPANY (AT&T) WORKED WITH ME BECAUSE OF MY FAMILY EMERGENCY AND REFUNDED MY OVERRAGE CHARGES AND SET ME UP ON A NEW UNLIMITED PLAN THAT COST TWICE AS MUCH AS MY REGULAR PLAN, BUT I STILL AVOIDED THE REALLY BIG BILL. HOWEVER, IF I KNEW THAT I WOULD BE NOTIFIED IF I WAS GOING TO GO OVER, THEN I WOULDN'T HAVE TO PAY FOR AN UNLIMITED PLAN TO PROTECT MYSELF. PLEASE REQUIRE CELL PHONE COMPANIES TO NOTIFY ITS CUSTOMERS WHEN THEY ARE NEARING THEIR LIMITS. THANK YOU. MARY MORTENSON
DEMOCRACIES ARE RULED BY THE PEOPLE, FOR THE PEOPLE AND WITH THE PEOPLE......AND NOT THE CORPORATIONS.

THIS can't be hard. cell phone companies send us junk mail on how to upgrade our services, costing more $, so why can't they help us save money for a change.

I've been with ATT for the past couple of years. They are the worst provider I've ever had with both reliable service and surprise billings. They bill erroneously sometimes enormous amounts that catch a person off guard. It then takes hours and hours on the phone with ATT to straighten out their overcharges! Arrrgh!! Please pass this bill. Make mobile phone providers give us advance notice of "supposedly" over-use. Consumers need to be protected. Please - Give Us a Break by stopping them in their tracks. Thanks!

The arguments from the phone companies protesting the requirement to alert customers when their limit is near are ludicrous. Those same companies sent marketing alerts that, we think, they charge us for! But now they're saying it would be burdensome to send the alert text! This is simply greed in action! They know some customers would curtail their usage so profits would be lower. That's not a justifiable argument. We strongly support the proposed FCC action.

It is just plain ole good customer service to communicate with your customers. This is a partnership, not a hostile relationship. Start acting like you care about keeping your existing customers.
Thank you for paying attention to my request.

Feb 1, 2011 12:04:17 PM  
Kelley  
Grand Forks, ND

.I would love it if this bill were passed. Thank you

Feb 1, 2011 2:50:07 PM  
Francis X  
Deville, LA

.Speaking for myself and a great many fellow Americans we would really appreciate it if just for once the government actually did something for us instead of to us.

Feb 1, 2011 12:48:27 PM  
Barry  
Sunnyvale, CA

Please stop with the deceitful practice of silently accumulating unjustified charges without warning the customer.

Feb 1, 2011 1:21:04 PM  
Chris  
Long Beach, CA

Can't America's phone companies turn a profit without undercutting consumers? Do they even care?

Feb 3, 2011 5:05:31 PM  
Katherine  
Livonia, MI

Cell phone companies should not have a problem texting me when I'm about to reach my limits, because they text me with offers, etc. anyway.

Feb 1, 2011 12:49:58 PM  
Peter  
Murfreesboro, TN

.The cell phone companies seem to operate under the old mantra "Never give a sucker an even break." Receiving a warning that one is approaching contract limits would even the playing field and allow the CUSTOMER to decide how much he can afford to spend. It's hard to respect a company that depends on subterfuge to increase their profits. Peter MacNichols 2922 Pellas Place Murfreesboro, TN 37127-6954
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Kristyn MacPhail 9236 W Euclid Ave Littleton, CO 80123

If this action fails, at least the cell phone companies could show on my screen how many minutes I have left when I turn the phone on and connect with a tower. This would cost virtually nothing as it would all be done by computer.

My wireless telephone service should be administered in a just and reasonable manner.

It appears to me that this is an easy one to answer and, despite their objections, an easy one to implement. They have no problem sending me extra texts (at no charge to me) every time something changes on my account or I speak with customer assistance about a problem. "They want to ensure customer satisfaction." OK, give me a warning text when I'm approaching my limits.

Customers should be notified when they are about to go over their allowed minutes. If they don't receive any timely notice then they shouldn't be penalized.
Feb 1, 2011 6:49:34 PM
Elissa
New York, NY

I budget carefully and don't want my cellphone bill to exceed the regular monthly charge - but it's very hard to monitor my usage in real time. Advance notice of impending overage would go a long way.

Feb 1, 2011 11:29:56 AM
David
Glastonbury, CT

This is a question of fairness and unfortunately regulations are necessary when dealing with the wireless companies. The European Union requires notification if cell phone customers are about to exceed their monthly limits and this requirement should also exist in the US.

Feb 1, 2011 6:22:11 PM
Sandra
Dallas, TX

I got a bill that was double my normal bill. I contacted customer service and it turns out that my unlimited texting somehow got canceled. I could have found this out and taken care of it earlier if I had been notified. The reason I had unlimited texting was because a few years ago we had a day when we had to text and that one bill was enough to convince me to change. Luckily, for me, that time we were not doing much texting except for that one day or my bill would have been sky high with no warning from the phone company.

Feb 1, 2011 12:57:35 PM
John
Bellingham, WA

If Europe can do this, why can't we?

Feb 5, 2011 12:54:05 PM
Moh
Clifton, NJ

Cell phone companies should provide an optional service free of charge to 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. Wireless companies may be charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Moh Mark Madavi
Feb 1, 2011 12:56:13 PM  
Marlo  
Vacaville, CA  

Consumers need a method to control the run away cost of phone usage that for the most part is hidden.

Feb 2, 2011 4:03:48 PM  
John  
Granada Hills, CA  

Cell phone companies should notify me before I go for my limits on voice or data service. I should have the opportunity to decide not to go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution; and I urge the FCC to approve the proposal that wireless companies can alert me before I go over my plan limits.  
Sincerely, John Maddox. 13125 Courbet Ln.. Granada Hills, CA 91344.

Feb 2, 2011 3:09:19 PM  
Diana  
Rocklin, CA  

Like most Americans we are fixed incomes and in some cases diminishing incomes. We need to know and beware of what when we are going over the limit. Technology exist for them to do it. I am charged for incoming and outgoing calls. It is too much to keep track of. I can be more responsible if I can avoid those overcharge fees. I have had too many shocks with this and too much flimsy excuses.

Feb 1, 2011 2:10:52 PM  
Mary  
Manistee, MI  

Just like the internet there is just a greed to see how much $$$$$$ they can get. I watch the politicians carefully when there are votes coming up. I am neither a rep. nor a dem. so parties make NO difference. Don't represent me and I will NOT vote for you!

Feb 1, 2011 12:23:22 PM  
John  
Denver, CO  

Please put an end to cell-phone bill 'surprises'! It only seems fair that we are warned about upcoming charges, overages, etc. before it's too late, and we are now stuck with a fat bill we never wanted- and would've done something about, given fair warning! It doesn't seem very difficult a thing to do... Thanks, John Maeda

Feb 6, 2011 2:41:10 PM  
John
Litchfield, CT

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. I need notification since I have a family plan with 3 teenagers. Please help. Sincerely, John Magaldi

Feb 6, 2011 3:36:45 PM
Patricia
LITCHFIELD, CT

This is a no-brainer. There should be some sort of alert before one goes over their limit.

Feb 1, 2011 6:47:02 PM
Adrian
Fallbrook, CA

Please provide the tools for a fair relationship between consumers and providers.

Feb 1, 2011 11:53:26 AM
Jennie
Los Gatos, CA

Have courage and stand up for we American citizens. Do what is RIGHT!!

Feb 1, 2011 2:57:26 PM
Alice
Haverhill, MA

Cell phone companies should notify me before I go over my limits on voice, data or text service. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Alice Magrane 82 Beechwood Drive Haverhill, MA 01832

Feb 1, 2011 2:41:26 PM
Emily
Los Angeles, CA
We have all heard the saying "caveat emptor," or "buyer beware." But allowing -- even encouraging -- businesses to prey upon human weakness makes for a distrustful society in which people may appear to be free but are really not. If cellphone companies are dependent upon overage charges to be profitable, why not simply level with consumers and up the fees. Charge customers what the service really costs. Plain and simple.

Feb 2, 2011 5:35:23 PM
Karen
Rancho Cucamonga, CA

No consumer should be charged for anything they are unaware of. This bill needs to be passed. It is also wrong to have to pay for minutes that expire. When I pay $30 for a certain amount of time and then have $20 left over and they just TAKE the money. It's wrong!

Feb 1, 2011 11:35:23 AM
Edward
Norwell, MA

I have personally received very large bills for phone charges that I believed were included in my plan. I was surprised to learn that the cell phone companies did not feel any obligation to notify you that you were exceeding the allowed minutes. Profit was the only object.

Feb 1, 2011 11:25:05 AM
Glens
Raleigh, NC

I write prior to the deadline and provide input on cell phone atrocities. I own a Verizon pre-paid cell phone. Verizon's pre-paid telephone must be replenished on a timely basis. The amount of linear time the account is validated through depends on the amount of dollars you use to replenish with. HOWEVER, if you replenish PRIOR to the previously given deadline, then the DAY you replenish becomes the BASELINE for calculating the new replenish-by date. Since being given this verizon phone as a birthday present 2 years ago, I have lost over 6 weeks of previously paid for service--i.e. a few times I've replenished up to 10 days before the replenish-by deadline, because I was going abroad for a vacation. Or replenished a couple of days early so that I wouldn't forget to do so. It all adds up. Through this entire 2 years, I have not had less than 10 hours of pre-paid airtime in the balance of my account. However, if I don't replenish prior to the stroke of midnight on the pre-prescribed replenish-by date, then my telephone number and all airtime hours will be forfeited by verizon--you can see why I pay early--lwhat if a power outage or some other issue wouldn't enable me to replenish? Please do something about this.

Feb 1, 2011 4:32:30 PM
Julia
Binghamton, NY

If consumers do not wish to have this, please let them have the option of "opting out" of the service. Thank you for your continued public service. Julia Mahar
Feb 1, 2011 3:59:22 PM
Kathleen
Ocean, NJ

This would be a simple matter for wireless carriers to implement.

Feb 1, 2011 4:53:41 PM
Kay
Montgomery, TX

Cell phone companies are charging ridiculous prices for going over set limits.

Feb 1, 2011 12:59:29 PM
David
Hebron, ME

Cell phone companies should notify customers before they go over limits on voice, data or text service. That way responsible consumers can get control over bills and avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute over budget. Customers should have the opportunity to decide if they want to pay that, or cut back usage so so as to not go over plan limits. This is a simple solution that puts consumers in control of wireless expenditures. I urge the FCC to approve its proposal that wireless companies alert customers before they go over plan limits.

Feb 1, 2011 1:00:18 PM
Kathleen
Utica, NY

It is bad enough that cell phone plans and billing arrangements are nearly impossible to decipher; the least they can do is level the playing field and give us a sporting chance by giving a "heads up" notification when plan limits are about to be exceeded incurring exorbitant overage charges.

Feb 1, 2011 2:28:55 PM
Marie
Roseville, MI

Please have the wireless industry do the right thing, and notify cell phone users BEFORE they go over their limits. Let's stop the horrible surprise of overcharges. Let's offer an opportunity for providers to practice good business concerns for their customers. Isn't it better to be loved than hated?

Feb 1, 2011 1:55:52 PM
David
Houston, TX
It should be clear that the refusal of cell phone companies to notify one that his billing limits are close to their limit is another underhanded way of defrauding the consumer.

Feb 1, 2011 1:55:53 PM
David
Houston, TX

It should be clear that the refusal of cell phone companies to notify one that his billing limits are close to their limit is another underhanded way of defrauding the consumer.

Feb 1, 2011 1:44:39 PM
Cristine
Capistrano Beach, CA

I have the right to know when I'm getting near the "limit" of minutes on my account. This is a service the cell phone companies SHOULD provide!

Feb 1, 2011 1:22:24 PM
Marc
Chatsworth, CA

Do what is obviously the right and moral thing to do; isn't it time as we have had enough of businesses pulling the rug from out beneath us and restore decency and regulation to businesses.

Feb 1, 2011 2:53:39 PM
Hilal
McLean, VA

It is clear that the FCC doesn't have the courage and power to regulate the industry in a way to prevent the wireless operators from abusing their dominant positions, from bundling their services, and from pricing unreasonably as they go about extracting exorbitant fees from consumers. I think the least the FCC can do is to make it easy for consumers to know how much they will be paying for the service. The industry wants to be discriminatory in pricing its services (for no good reason other than greed). They should be telling the customer what his next call or next data will cost. My operator's price per minute ranges from less than 10 cents to 30 cents or more (300% higher!) and the price per megabyte can be as low as 1 cent and as high as 7 cents (700% higher!). With such an obscene scheme, shouldn't I know when the price changes? Shouldn't I have the option to opt out of the higher price?

Feb 1, 2011 11:47:33 AM
Frederick
Wilton Manors, FL

Why does Europe always have to beat the US when it comes to common-sense legislation to protect consumers? Shouldn't the world's greatest Capitalist Democracy be first?
Feb 2, 2011 7:15:38 PM  
J.  
Decatur, GA

Since our tax dollars made it possible for corporations to hog the spectrum and use other infrastructure built with public money, please recall that the FCC must indeed act on behalf of the interests of taxpayers, not the corporate welfare lobbyists and groups that seek every avenue to charge consumers in deceitful ways.

Feb 3, 2011 5:41:25 PM  
Maxwell  
Los Angeles, CA

Let's make it easy on our citizens! Go America.

Feb 4, 2011 7:02:31 AM  
Howard P  
Philadelphia, PA

I've been there with Verizon it took me months before I was able to convince Verizon to stop billing me for texts I didn't use, ordered or subscribed too. Oh they will get you help us decision maker. Going over I just paid because they said I went over...

Feb 1, 2011 11:22:51 AM  
Kevin  
Trumbull, CT

I don't think wireless carriers should slam me with charges without telling me first!

Feb 1, 2011 4:20:56 PM  
Kathleen  
Villa Park, IL

I agree cell phone companies should be better regulated.

Feb 1, 2011 1:58:38 PM  
Marc  
Citrus Heights, CA

Cell phone users deserve easy access to their billing and overage information, before they exceed limits on voice, data, and messaging usage.

Feb 1, 2011 4:26:17 PM  
Brenda Jo  
Tijeras, NM
Stop raping the American people. We have enough to worry about. Jobs, rising costs of fuel and food. I think you need to consider all of this.

Feb 1, 2011 8:38:29 PM
Ross
Mesa, AZ

Just do what is right for the consumer.

Feb 2, 2011 6:09:23 AM
Debra
Somerville, NJ

Phone companies are almost a monopoly. Asking them to notify before you ring up a big bill does not sound too much to ask.

Feb 2, 2011 12:04:44 PM
Pedro
Houston, TX

I want a real change.

Feb 1, 2011 6:08:30 PM
Ernie
Jermyn, PA

Get after these thieves it is terrible what they charge

Feb 1, 2011 5:01:53 PM
Jack
Garrett Park, MD

I don't want to get hit with another extra charge - unless I know it's going to happen. If wireless companies can add up all the fractions of minutes and know precisely how many minutes I've used to date, I think they can also easily subtract that amount from my monthly total and inform me when I reach a particular threshold. This ain't rocket science.

Feb 1, 2011 1:23:25 PM
Alan
Los Angeles, CA

Don't be greedy. Notify subscribers when they have reached their phone plan limits.

Feb 2, 2011 9:27:14 AM
Paul
North Kansas City, MO

Please pass legislation to require cell phone companies to send its customers a text, or texts, when approaching one's monthly contract limits and nearing overage charges. This works well in Europe. The cell phone industry's argument that this practice would infringe upon their First Amendment Rights is a poor argument because they frequently send texts to their customers for advertising purposes. It's clear that the cell phone industry is only seeking to improve its bottom line at the great expense of the customer. Thank you.

Feb 1, 2011 12:19:10 PM
Harry
Irvine, CA

Wireless companies should respect their customers wishes. this is the very least they should do for them. The out-of-control gouging via charging for unwanted incoming texts may be the last straw.

Feb 4, 2011 11:44:17 AM
Joseph
North East, MD

.I support a bill requiring cell phone providers to notify consumers if they are about to run over their plan minutes.

Feb 1, 2011 1:57:29 PM
Chris
Brentwood, MO

. They are ripping us off and you all know it and have known it for years....

Feb 1, 2011 11:34:36 AM
Michael
Valhalla, NY

.The day I see the FCC do anything to help the people will be the day Bats will fly from my butt.The political process is in such a lock with corporations that these little suits in DC can't use the John with out corporate premission.The joke is a bad one and it is always the people that are the dupes.

Feb 1, 2011 12:28:25 PM
Robert
Boynton Beach, FL

I support having my wireless provider send me a text or alert before I hit my cell phone plan limits. This way, I can decide if I want to cut back on my phone time, or pay more for the extra minutes for voice, text or data.
Feb 1, 2011 1:41:33 PM
Brent
Memphis, TN

How about looking out for regular people for a change?

Feb 1, 2011 1:11:12 PM
David
Roseburg, OR

Please help us! What has happened to the Real FCC? Are you selling America out to the socialist agenda of our current government? It was not that long ago that the FCC had Moral Standard's, because to us with some it seems as if your selling us out?

Feb 1, 2011 12:01:17 PM
Auda
Portland, OR

By implementing this policy, it is another way that will ultimately benefit the carrier, in that people who are being pinched financially, might be more willing to drop their current service because of the size of their bill!!! Plus, it builds good relationships and it's good customer service!

Feb 2, 2011 7:38:37 PM
Marilia
Hav, PA

Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. I'm tired of wireless bill shock, and ready for some real control. Cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can get control over my bills and permanently avoid bill shock. This is a simple solution that puts me in control of my wireless bill. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Marilia Marien Haverford, PA

Feb 1, 2011 3:24:34 PM
Shirley
Dayton, OH

.clmoland@aol.com,curlykare@gmail.com,stephanieathas@yahoo.com, christinaathas@gmail.com

Feb 2, 2011 10:42:34 PM
Mario
Long Beach, CA

I don't exactly like the idea of forcing a company to say something to me, but it is really unfortunate that companies don't do this already broadly and consistently. My family subscribes to Verizon Wireless' service, and I have occasionally received notifications that I am "on track to incur charges", which is really vague. I would like better service than this, everyone should have it. I read on the Consumer Reports website that Verizon says a notification system which monitors our accounts for overages would be "costly to do". Perhaps the design, administration, development, and implementation would be a costly initial investment, but I don't think it would be hard to maintain once it is up and running, and it would provide a great service to Verizon's customers. They charge so much for their service, they should be willing to enhance it further, rather than make absurd amounts of money constantly.

Feb 3, 2011 1:50:13 PM
Hsueh
Wallington, NJ

.I don't use my cell phone as much as other people I know, however, the amount for someone who barely makes calls sometimes takes my breath away. Currently, I gave up my landline so that I can rely on wireless, and the rates that are coming out as they vie against each other is astronomical for the customer. I especially hate the contracts that you need to sign up for in order to get a "free phone" and should you not be able to afford to keep that contract....well, you can't afford to not keep it either. I believe we should be standardized. Does anyone actually look out for the people's interest?

Feb 1, 2011 12:24:07 PM
Jay
New York, NY

There is only one reason why the carriers would refuse to implement this service, and that is obvious: so they can make more money. It would be nice to see them take this action just because it's the right thing to do. And while they're at it, how about eliminating the absurd 15 second recording that precedes the record tone? Here is something that serves no purpose other than to increase the billing time on every call we make.

Feb 2, 2011 4:18:47 PM
Stanley
Fresh Meadows, NY

Just recently I was stricken with pancreatic cancer and many of my friends called to see how I was feeling. When I received my January statement, I was shocked that my bill was over $300.00 since my family plan is 69.99. I think some indication should be given the customer to let him know that he is in danger of exceeding his plan. Especially since the phone companies can send you every alert about new options to their plans. Sincerely, Stanley M. Mark 161-10 Harry Van Arsdale Jr. Avenue Flushing, New York 11365
Feb 1, 2011 12:19:19 PM
David
North Andover, MA

It seems to me this a very reasonable requirement to place on cell phone companies, especially given the increased usage by young children.

Feb 2, 2011 4:55:46 PM
Leni
Newark, DE

. it is the least that you can do to make customers happy- give a warning- stop cell phone shock- let the customer have sufficient information to enable them to take in control

Feb 1, 2011 3:00:10 PM
Steven
Irvine, CA

Quit screwing around with our cellphone usage and time!

Feb 1, 2011 4:12:09 PM
Michael
Cleveland, OH

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Michael J Markic 10608 Parkhurst Dr Cleveland, OH 44111-3658

Feb 1, 2011 2:31:49 PM
Judy
Washington, DC

Cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can keep control over my bills and permanently avoid bill shock. My company currently does this when I am overseas and I appreciate it greatly! So, I think it would be easy enough to do with everyday service. I and everyone should have the opportunity to decide if we want to pay that, or cut back on usage so we don't go over plan limits. A quick text from my company would allow us to make that decision. This is a simple solution that puts us in control of our wireless bills. I urge the FCC to approve its proposal that wireless companies alert me and
others before we go over my plan limits. Sincerely, Judy Markoe 1515 Q St NW Washington, DC 20009

Feb 1, 2011 2:21:00 PM
Amy
San Francisco, CA

I have too often been the victim of overages without warning. I am generally very careful, but would benefit greatly in these tough economic times from a warning mechanism. Amy Markowitz 527 30th Street San Francisco, CA 94131

Feb 1, 2011 3:05:21 PM
Margo
Salt Lake City, UT

It would be very easy for cell phone companies to set up an automatic alert to let consumers know when they are close to their limit of messages, texts, etc. This would earn them good will although fewer dollars! Another option would be for cell phone companies to allow free and quick phone access for consumers to see how close to their limit they are. This leaves the responsibility with the consumer, but is not too onerous. Going on line is not always easy or convenient or possible for a cell phone user. Thank you for your attention..

Feb 1, 2011 7:27:14 PM
Michael
Marietta, OH

This is only fair. My wireless provider keeps track of everything I do so it should be easy too.

Feb 2, 2011 9:07:16 AM
Deirdre
Lutherville, MD

This is especially important to people who have family plans -- with teen-agers, and people who are on the road a lot.

Feb 1, 2011 11:20:57 AM
Richard
Phoenix, AZ

Cell phone companies already have the computerized, automated capacity to notify users of literally anything. It's time to use that for the benefit of the users, and not just for the the phone companies.

Feb 2, 2011 10:20:16 AM
Anthony
Cresskill, NJ
Please take action to force cell phone companies to send an alert to any of its customers when they near the limit of the calls per month. Not doing this just makes the companies richer & the user poorer by their unknowingly going over the limit.

Feb 2, 2011 4:29:41 PM  
Thomas  
Walla Walla, WA

This is a straightforward proposal which makes perfect sense to the consumer, and would seem only logical when applied to any other business. Both cell phone carriers have gotten away with treating the consumer like a child, and slapping you over the head for some infraction that you weren't even aware you had committed. This would seem like an easy solution to notify the consumer when his rate charges are entering into the stratospherically expensive zone. We already get texts about great deals, or bills that are 5 days overdue, or when we can upgrade to a new (more expensive) phone. Please support this change.

Feb 2, 2011 12:04:12 PM  
Donald  
Webster City, IA

How about siding with the people for a chang you remember us the ones that voted you in. If they can send a text for advertisment they can let us know about running over on time.

Feb 1, 2011 6:23:39 PM  
Arnold  
Woodlyn, PA

Please stop over charging for minutes used over the time allowed.

Feb 1, 2011 2:16:59 PM  
Ted  
Burlington Junction, MO

Please fix the credit card mess.

Feb 1, 2011 1:40:34 PM  
Antonia  
Brooklyn, NY

Communication companies must be regulated to protect citizens and consumers!

Feb 1, 2011 12:17:32 PM  
Clement  
Burlington, VT
Feb 1, 2011 2:21:32 PM
Robert
Portland, OR

.I was one a big victim of sticker shock. Please give cell phone users this important protection.

Feb 1, 2011 12:56:39 PM
Jon
Millers, MD

Please help stop bill shock.

Feb 1, 2011 2:22:10 PM
James
Providence, RI

Banks now must notify customers before levying an overdraft charge on debit cards and ATM withdrawals. The same kind of rule should apply to wireless companies regarding limits on their plans.

Feb 1, 2011 9:33:23 PM
Phillip
Montgomery, AL

.A couple of weeks ago a friend of mine was hit with a $400 phone bill from AT&T or Verizon. He was on a limited $50.00 per month plan with an extra line that shared the minutes. The phone company does NOT inform him or his second like that his wife uses that they are running out of minutes. And of course these companies charge large sums for extra minutes. This is ridiculous. Walmart's Straight Talk limited plan for $30.00 tells you how much time you have left BEFORE each call you make. If they can do this then ANY cell phone company can do this. The only reason that companies don't want to do this is so they can rake in tons of extra money for people going over a set number of minutes. This is a ridiculous, loan shark like practice that must end!

Feb 1, 2011 3:32:47 PM
Craig
Long Beach, CA

.I want to join my voice to the thousands of others who have been burned by wireless cell phone bills that went way out of control.

Feb 1, 2011 2:47:51 PM
Daniel
San Francisco, CA
The consumer should come first!

Feb 2, 2011 4:27:59 AM
E.
Davis, CA

Unexpected overage charges can be financially damaging, especially in this time of economic difficulty. If other countries can be so sensible and consumer-friendly regarding cell phone plan limits and notifications, why can't the United States follow suit?? Please help Americans to manage their budgets by passing this legislation requiring text messages when one's plan limit is drawing near.

Feb 1, 2011 2:04:41 PM
Michael
Lincoln, NE

.PLEASE require Wireless companies to notify their customers when they are reaching the limits provided in their plan.

Feb 1, 2011 10:00:49 PM
Robert
Newbury Park, CA

https://secure.consumersunion.org/custom/graphic/1496952455.custom.png

Feb 2, 2011 12:24:13 PM
Shannon
Baltimore, MD

Wireless carriers continue to evade meaningful regulation of their consumer practices, and persist in the sort of anti-consumer behavior that engenders. Requiring notification before overage charges are applied would be a small step in the right direction.

Feb 1, 2011 3:50:22 PM
V
Los Angeles, CA

If you don't change your policies, cell phone carriers, I will simply switch to a go-to phone and use skype for everything else.

Feb 1, 2011 12:19:29 PM
Brian
Parker, CO
.Please reign in the excessive costs for cell phones. I use my phone for my business and the costs are out of control.

Feb 1, 2011 1:43:26 PM
Joseph
Granby, CO

It is long past time to give back to consumers control over their cell phone plans. I agree with the European Union and the FCC that notifying customers that they are close to going over their plan limits is a needed change. The wireless industry should step up and show that they are in favor of looking out for their customers, rather than cynically waiting for their users to rack up extra fees.

Feb 1, 2011 4:46:48 PM
Melanie
Manchester, NH

There is no reason the cell phone companies should continue to ride roughshod over the American people with the same impunity and favored child status enjoyed by the health care industry and the banks. This simple protection would benefit the average person, clearly and easily, although big business will surely protest every step of the way. Please use your position of leadership to protect the working person.

Feb 1, 2011 12:35:03 PM
Cecil
Tulsa, OK

.We all know that the phone company's ahve the technology to make this simple change to protect the consumer's interest. I ask on behalf of many other consumers like me for your assistance to make this change on our behalf. This request is nothing more that ethical responsibility on the wireless carriers part that they seem to not want to do. I do apprecaite your assistance with this issue.

Feb 2, 2011 11:53:50 PM
Drew
Lake Worth, FL

Please protect people from shocking cell phone bills.

Feb 1, 2011 11:43:00 AM
Ed
Blaine, WA

What is good for the European Union is good in the US as well!

Feb 1, 2011 5:29:36 PM
Jack
Poughquag, NY

.txt me before i exceed my threshold

Feb 6, 2011 2:27:56 PM
Leonard
Ballwin, MO

This is not an imagined nor inflated fear. In the last year, I have been repeatedly surprised by overage charges I had never encountered before with my carrier. I have adjusted my plan to compensate for anticipated overages but still, I exceed my limits.

Feb 1, 2011 1:06:04 PM
Leslie
Mendota Heights, MN

This isn't an anti-FCC or even an anti-cell phone company message, it's simply a consumer friendly one. I'm a responsible and well educated consumer but somewhat impaired due to medication (I've had cancer twice--at a young age!-- my stomach is partially paralyzed for no apparent reason, etc., etc.). Wouldn't it be great if all companies helped consumers by informing them ahead of time that they're over the limit? Kind of like an ATM. If you don't have the money in your account, it informs you that you'll go into overdraft mode. OK, here comes the official Consumer Reports part of the letter.

Feb 6, 2011 1:59:41 PM
Linda
Columbia, MD

.Cell phones should not be tied to just one cell phone carrier.

Feb 1, 2011 12:37:47 PM
Lynn
Bishop, CA

I don't use a cell phone myself, but it's clear to me that the current system, in which cell-phone users can unwittingly exceed their paid-for minutes and thus incur significant extra charges, harms many Americans who need to limit their expenses. For many cell-phone customers, it would be quite difficult to devise and implement a system for counting their own monthly minutes of cell-phone use. However, service providers, with economy of scale, can relatively easily and inexpensively program their software to notify customers before they incur the extra charges. This will allow each customer to make a choice based on his/her best interests. This will be a great improvement for many Americans and will end a practice of gouging. (The remainder of this message, below, has been prepared by Consumers Union, and some of what it says doesn't apply to me personally.)

Feb 1, 2011 12:39:38 PM
Lynn
Redlands, CA

Overage minutes are difficult to calculate on a family plan with Verizon. The bill alone is confusing. I believe they have a responsibility to notify the consumer in an user friendly manner that overage minutes are being used.

Feb 1, 2011 3:52:33 PM
William
Columbia, MO

Please make a point of notifying your customers before running over allotted minutes in user's plan. thanks

Feb 2, 2011 2:08:20 PM
Tim
Rhinelander, WI

This would be VERY helpfull in saving people money.

Feb 1, 2011 8:06:12 PM
Doris
Great Neck, NY

It is only fair that consumers receive notice when they are going over their plan limits before it happens. I urge you to support this protection for the consumer. Thank you. Doris Master

Feb 3, 2011 9:09:53 AM
Don
Cols, OH

This seems to be well within the capacity of modern computing technology.

Feb 1, 2011 8:25:33 PM
Frank
Washington, DC

Please assist us with decreasing the abusive fees that cell phone providers hit us with for any services or ending of contracts. I have a broadband computer wireless connection. I was told I had no contract until I tried to get out of it and was told that I had to pay a fee. Please help us.

Feb 1, 2011 12:22:53 PM
Catherine
Leonia, NJ

This makes sense!
Feb 1, 2011 11:53:00 AM
Mary
Bend, OR

Please read the following important request, thank you:

Feb 2, 2011 11:56:25 AM
Marcy
Sandia Park, NM

Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision.

Feb 1, 2011 12:22:25 PM
Tom
Little Neck, NY

As the country shifts from land line phones to wireless, we need to do lots of things (of course, one of these is improving access to the wireless network and permitting one phone company to provide access to customers of another company). Another important improvement is to stop ensnaring customers with huge additional costs for overage in minutes usage without offering an opportunity to shift usage pattern or to purchase a temporary addition to minutes. Emergencies happen, usage patterns may need to be adjusted to meet these urgent needs and a temporary change to the plan may be needed - without changing plans, extending the silly contract terms, etc, which simply make consumer traps larger. Don't get me started on teenagers ....

Feb 1, 2011 11:34:07 AM
Donald
Kennewick, WA

It is time to protect the consumer from being hit with overage charges, many of which are sizeable amounts because the customer doesn't fully understand the cell phone contracts, mostly due to very poorly worded agreements, and/or not clearly/completely explaining the agreements.

Feb 2, 2011 5:33:41 AM
Michael
Hanover Township, PA

Wireless providers should have to send the customer a text alert to let them know they have gone over their plan limits so the customer can make an informed decision about whether to pay the overage charges or cut back on their usage. Nobody should be shocked to receive a bill much higher than what they expected.
I have personally suffered on many occasions because of overage charges to the tune of over 1000$ on 4 separate occasions last year. Some of this was for data usage abroad that occurred after I asked AT&T to remove data usage abroad. On at least one occasion I got a large bill for data usage, that was just for the hidden cell-phone to tower communication, every time I "changed tower" i.e. move from one location to the next it communicated with the tower and that resulted with a data charge - even though I never initiated ANY data usage myself. AT&T told me simply that "I must have used data because it was on my bill". Further, AT&T told me that they couldn't block data usage abroad, which is nonsense, if they can selectively block voice they can block data. Other companies can do this, they manage to automatically send me text messages everytime I arrive in a new location, they can easily do this when ever I go over on usage charges for both voice and data.

Feb 1, 2011 7:06:01 PM
Sharon
Kansas City, MO

It only makes sense that the wireless industry should use available technology to alert those who are approaching or have exceeded their plan minutes--it is highway robbery to charge the high rates they charge for overages! The bank provides such alerts, so should other industries.

Feb 4, 2011 7:27:26 AM
Vela
Melbourne, AR

We are living in very hard times, people are struggling to make home payments and put food on the table for their children, jobs are hard to find. Can't you have a heart and not do this?

Feb 1, 2011 12:59:46 PM
tom
falls church, VA

This is a simple thing to do and one that can help me manage my family's cell use with 3 phones in three different states (kids away at college)

Feb 2, 2011 8:15:48 AM
Rena
Louisa, VA

It is quite difficult & time-consuming for me to keep track that I'm staying within my plan for monthly minutes of cell-phone use. However, service providers, with economy of scale, should relatively easily and inexpensively program their software to notify customers before we incur the extra charges. This will allow each customer to make a choice based on his/her best interests.
This will be a great improvement for me and many more Americans and will end a practice of gouging.

Feb 2, 2011 7:49:21 AM
Ronny
Austell, GA

I frequently try to work with the phone company to reduce my bill. Hopefully this will help. Now I think I have opted for a higher plan to avoid the shock. This idea will allow me to choose a lower cost plan and avoid the bill shock.

Feb 1, 2011 3:14:38 PM
Alvaro
Delran, NJ

Stop the madness and inform the consumer when they are reaching their plan limit!

Feb 1, 2011 3:49:41 PM
Irene
Round Rock, TX

Stop cell phone bill shock.

Feb 1, 2011 3:52:49 PM
Janie
Cypress, TX

Cell phones should send out alerts if cell usage is going over.

Feb 4, 2011 3:09:57 PM
John
Malverne, NY

And I would like to add that any notifications sent will be understandable and not suspiciously confusing.

Feb 1, 2011 3:07:57 PM
John
Montebello, CA

In these tough economical times please help us consumers save as much money as possible. That way we can purchase other commodities.

Feb 2, 2011 2:45:20 PM
Reynaldo
McAllen, TX
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Reynaldo Martinez 1324 E. Keeton Ave McAllen, Texas 78503

Feb 1, 2011 12:59:06 PM
Dora
Philadelphia, PA

Please as good business policy and customer service courtesy do send a warning to costumer when allowed air time is exhausted. Thank you.

Feb 3, 2011 2:58:36 AM
John
Elk Grove, CA

My cell phone provider has recently started notifying me when I get close to my plan limits. However, some time ago they didn't and I had to pay a large overage amount.

Feb 1, 2011 7:15:08 PM
James
Berrien Springs, MI

Let's unite to help people with minimal resources be able to have and keep a cell phone by helping to keep accidental over use and excessive over-charges under control.

Feb 3, 2011 11:16:28 AM
Nancy
Denver, CO

After I'd agreed to a reasonable price for a Verizon phone contract for two years, my bill came and was almost twice the price they had quoted me. What a rip off. Now I'm stuck for 2 years unless I pay them again to break the contract. It's clear I'm just a no name bonus to them, although I'm just squeaking by with a small pension and also caring for my mentally ill sister. I need a phone, but I feel trapped.

Feb 1, 2011 10:41:32 PM
James
Andersonville, TN
If my wireless company can send me alerts for their advertising there is no reason they can send an over use alert. It's time for some consumer protection.

Feb 3, 2011 9:26:31 AM
Mary Ellen
Philadelphia, PA

Too many confusing and/or overlapping charges, surcharges, service charges and taxes. Little or no explanation for all these charges, and many seem overlapping.

Feb 1, 2011 6:10:47 PM
Lynn
Burien, WA

Help us with this issue as it is hurting the budget during this economy crisis.

Feb 1, 2011 6:17:41 PM
Danielle
Lisle, IL

I want to know before I go over my minutes...I want a reminder when I'm getting close so there's no random checking, which is completely hit or miss.

Feb 3, 2011 11:39:13 AM
Catheryn
Tulsa, OK

This is just common sense, and delivers real value to consumers. Please support it.

Feb 4, 2011 11:55:34 AM
Jeffrey
San Diego, CA

Sometime problems have easy solutions. This is one of those times. The European Union has implemented this easy solution; it's time for the United States to implement it.

Feb 3, 2011 9:48:08 PM
Lark
Overland Park, KS

It is only fair business practice to notify a customer if they are about to exceed the limits on their coverage for agreed upon services so they can make a conscious choice about whether to do so or not. Please pass this measure on behalf of consumers and ethical business practice in our communications services.

Feb 1, 2011 10:47:00 PM
Pamela
buford, GA

.Verizon is the pits

Feb 1, 2011 12:29:59 PM
Paul
New York, NY

This is a very important and simple solution please act on it

Feb 1, 2011 11:58:59 AM
William
Dallas, TX

.Please end the marketing nonsense that leads to insanely high bills compared to my land line charges. Bring the same sanity to wireless that now exists for land lines. Please

Feb 1, 2011 5:53:00 PM
Alison
San Francisco, CA

There is absolutely no reason why cell phone companies should not be able to alert customers when they near their plan limits. It should be just as easy as the texts the companies already send advertising deals. Cell phone companies should make their profits by focusing on service and honoring the adage "the customer is always right." Keeping consumers in the dark and then gouging them is wrong. It's unfair to the consumer and it is surely bad business once consumers become aware of the practice I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Alison Massa 1836 Pine Street San Francisco CA 9410

Feb 1, 2011 12:00:54 PM
Rigel
New York, NY

This has happened to everyone, and it shouldn't. Please do the right thing and urge the FCC to approve its proposal that wireless companies alert people before they go over their plan limits. Rigel Massaro

Feb 1, 2011 12:23:23 PM
Brenda
Ventura, CA

Stop the predatory practices of companies that provide everyday services to consumers. It has become a full-time job to decipher a phone bill and the additional "fees" listed. RIDICULOUS! Let's pass some legislation PROTECTING consumers.
Feb 1, 2011 11:20:46 AM  
James C.  
Ventura, CA  

End cell phone bill shock! It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data.

Feb 1, 2011 9:58:00 PM  
MaryJo  
Indianapolis, IN  

It is alarming how much my utility bills - and phone bills are right "there" - have risen in the last ten years. In the meantime my SS and pension are the same, minus larger deductions each year for Medicare. Poverty is right around the corner for me, who always considered myself middle class.

Feb 1, 2011 12:09:06 PM  
Linda  
Winchester, VA  

Have you ever gone over you "minutes" because of a family emergency?? Or a melt down by your Boss? I want to KNOW BEFORE I go over my minutes and since everything is done by computer now(have you ever tried to talk to someone) it shouldn't take but a few seconds to have the cell phone companies do this for us!

Feb 1, 2011 6:35:03 PM  
Lorne  
Boulder, CO  

I think that this would make sense. I'm not sure how it should be implemented since there is such variation in customers, from single cell phone accounts to multi phone family accounts.

Feb 1, 2011 1:28:25 PM  
Juel  
Portland, OR  

Please help us hold down our cell phone charges. The rates are too high as it is and the overage charges can make a person go broke if they don't realize they have gone over their plan minutes, etc.

Feb 2, 2011 9:32:31 AM  
Stephen  
Sunny Isles Beach, FL
I don't paying overage charges as long as I know when they start. It's only fair.

Feb 1, 2011 7:48:45 PM  
Carol  
Elkhart, IN

It is only fair that consumers be alerted if they are going over their wireless limit.

Feb 1, 2011 6:22:00 PM  
Arthur  
Rio Rancho, NM

While I don't have a cell phone yet, I planned to do so. BUT I want fair and honest dealings from the provider. Sincerely, A Mathiasen.

Feb 2, 2011 9:03:01 AM  
Erik  
Tehachapi, CA

Require cell companies to notify us when reaching our plan 'limits'.

Feb 1, 2011 3:14:49 PM  
James  
Sussex, WI

I think that it is reasonable to expect cell phone companies to give notice of impending overages on cell phones. James Mathie (N57 W24192 Sycamore Circle, Sussex, WI 53089

Feb 1, 2011 4:51:33 PM  
Ed  
Powell, OH

I have been caught with unexpectedly high bills several times and would very much appreciate it if the carriers were required to warn you when you're about to start incurring their extremely high overage charges. The technology to do so is there, and it would cost them next to nothing to provide a service that would be very beneficial to millions of people!

Feb 1, 2011 10:06:15 PM  
Hooshyar  
Glendale, CA

It would be nice if I know my usage a week prior to the statement cutting date. Then I can cut back my usage if its close or over my limit. A quick text from my company would allow me to make that decision. thanks, H nik matin 212 w garfield ave #207 Glendale, CA 91204

Feb 1, 2011 12:35:04 PM
Thelma  
Reno, NV  

.AT&T does it. why can't everyone else

Feb 1, 2011 11:27:59 AM  
Michael  
ADA, MI  

For a product that you use so closely, has bill with zero control over it. The cell phone companies needs to get reined in.

Feb 3, 2011 9:05:46 PM  
Demetrios  
Ellicott City, MD  

.Since wireless companies cannot treat their customers ethically with respect to approaching overage fees, the government needs to regulate them.

Feb 1, 2011 1:58:07 PM  
Dana  
La Palma, CA  

.This is a good idea, it will bring you more good will and customers will stay with a company that is honest.

Feb 4, 2011 10:58:23 AM  
Michael  
Exton, PA  

.Hello I am all for these alerts. Please bypass the lobbyists and help Americans. Please help every day consumers deal with these surprise charges. As a father of two children, I have seen first hand when minutes go over. It wasn't a happy day!! The wireless carriers aren't struggling like many American families are. Let's make them help their customers and not just gouge them when they aren't looking. Thanks very much! Michael Matteo

Feb 1, 2011 8:18:53 PM  
Charles  
Atlanta, GA  

Please do your job and help to protect we the consumers. We are all very busy trying to keep up with the many demands of our busy and stressful lives and a little help would be appreciated, particularly since we have the technology available.

Feb 2, 2011 12:26:53 PM  
Daryl
lompoc, CA

It really is sickening what these cell phone companies are allowed to do to consumers such as myself, over charging people who has family plans that were supposed to be unlimited and all of a sudden right around christmas time here comes the the charges all into the following year then you ask them to explain to you why does'nt you bill, correspond with your call history that only gets deleted after that bill has been paid

Feb 1, 2011 11:33:30 AM
Donald
Moorpark, CA

Please consider this requirement carefully. It does not add any cost to the providers and protects the consumer. I urge you to pass this requirement. Thanks

Feb 1, 2011 4:53:59 PM
Janet S
Rockville Centre, NY

In these financially difficult times, many struggling families have only a cell phone, having given up their landline as a luxury. They should not now have to worry about going over budget on their remaining way to communicate with family, friends, employers, doctors, etc.

Feb 2, 2011 2:59:25 PM
Charles
Erie, PA

About time for goverment agncy to startworking for the tax payers

Feb 1, 2011 1:39:12 PM
Marcia
Santa Monica, CA

For many, a cell phone is a matter of personal safety. They have little choice about the rates they are charged, and so price-gouching results. This is really a heavy burden. 'Customers' are locked into agreements, and so there is not the spirit of competition that might otherwise encourage lower rates.

Feb 2, 2011 7:59:54 AM
Mary
Murphys, CA

Naked greed is unconscionable. Don't take us down that path.

Feb 1, 2011 12:50:34 PM
chuck
Framingham, MA

Cell Phones are very expensive, on top of all the texting charges, which are insanely expensive and without merit.

Feb 4, 2011 8:30:36 PM
Mark
Groton, CT

It is about time that the FCC figured out who they are working for. It is the PEOPLE, not the companies. Just look around there is NO real competition for cell phones companies. If ten times the normal rate is not price gouging then where does the FCC draw the line. It is time to require some fairness in pricing.

Feb 1, 2011 7:59:32 PM
Joshua
San Diego, CA

...For customers who do not have a data plan, it should be explained what certain features will require data use and CLEARLY state the charges. When an "Unlimited Messaging" feature is offered it should include messages that include images, audio, and video clips WITHOUT accruing data usage charges. For customers who DO have a data plan, accurate and timely information about data use is critical to responsible usage by customers. Providers MUST be made to require EXPRESS, EXPLICIT consent by the customer for any overages to continue, not just "add another" as is done now (I can confirm with AT&T as I have an iPhone). Americans, and wireless customers, deserve to know WHEN we are about to use more than we are allotted, and should NOT have to ask to NOT be charged for a service we may not want.

Feb 1, 2011 12:52:55 PM
Joan
Edgewater, FL

The FCC really disappointed with their ruling on net neutrality, so I am in hopes that they can get this one right. As a federal regulatory agency I would hope that the FCC would be in favor of anything this easy that would assist the consumer. Over minutes charges can really add up. Currently a lot of carriers have policies to ensure that the consumer does not have easy access to this information.

Feb 2, 2011 3:20:04 PM
Jeremy
Aurora, IL

It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data.
Feb 1, 2011 2:18:42 PM
Sari
Washington Depot, CT

Information about our money and cell phone usage is vital to our well-being along with much other information. Please help us to be informed best possible about the overage of cell phone usage, NOW. Thank you. SMF

Feb 1, 2011 12:46:53 PM
Daniel
Williamsville, NY

Please help protect the consumer. Cell bills are high enough without these outrageous charges.

Feb 1, 2011 12:34:42 PM
Juanita
Las Vegas, NV

As a consumer, I feel it is unfair to be rendered powerless by cell phone companies that take advantage of us by overcharging or charging us without full knowledge of what we are being charged on cell phone usage. Please level the playing field!

Feb 1, 2011 2:25:54 PM
Tatiana
Boulder, CO

Don't be ridiculous. Of course cell phone companies should send you a text letting you know you're about to exceed your plan. It's common courtesy, if nothing else. This really is a no-brainer!

Feb 1, 2011 2:12:54 PM
Charles
Universal City, TX

Additional charges should always be pre-authorized by the user. In the case of cell phone charges, communications companies have been taking advantage of consumers for too long. Please make them notify us before automatically charging overages. I realize this may mean suspension of services, that is the trade-off.

Feb 1, 2011 5:37:34 PM
Denise
McCloud, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to
nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Sincerely, Denise
May P.O. Box 544 McCloud, CA  96057

Feb 1, 2011 6:00:54 PM
Heather
Rockford, IL

Please approve this proposal to stop the cell phone companies from taking advantage of their customers-me.

Feb 2, 2011 5:03:15 PM
Ron
Columbus, IN

Please make cell phone companies notify us when we are about to go over our plan limits.

Feb 3, 2011 11:59:09 AM
Sharon
Saratoga Springs, NY

We need to know this information with the economy being so bad Thank you

Feb 1, 2011 2:06:58 PM
Sue
Beaverton, OR

In our techno age, this is so simple & easy for providers to accomplish!

Feb 2, 2011 1:45:37 PM
Laura
Plankinton, SD

I am positive this would be a very easy task, so please consider your customers' best interest and start notifying us when we are close to going over.

Feb 2, 2011 11:45:29 AM
Elliot
Monsey, NY

Please require wireless providers to send a text or alert before cell phone plan limits are exceeded. Thanks.
Feb 1, 2011 5:54:20 PM
Karen
Granada Hills, CA

As a disabled retiree on a fixed income, it is essential that I do not exceed my allotted minutes, and since my phone does not have the capacity to alert me when I have used all my time, it would be immensely helpful if the carrier could do so. Of course, my carrier is AT&T, so I don't expect much. Thanks for your consideration.

Feb 1, 2011 6:54:16 PM
Oscar
Portland, OR

The service contemplated by the proposed rule is well within the capabilities of the cell phone industry. The companies in this industry already have the ability to make detailed assessments and offers they think will interest me based on their records of my activities. This rule would call for simply another such assessment and offer. The only downside for them is not a lack of capability or any burden on those firms; it is simply the potential loss of revenue stemming from such notices - plus the opposition to any effort to tell them - or any other business or individual - how to conduct its affairs. I firmly believe that we as a society can "legislate" morality, and that in many instances we must do that in order to maintain a fair and viable social fabric. This proposed rule is a good example of the need for a rule saying, "Do the right thing" when the firms themselves are not, and will not be, doing so on their own. Please, go forward with this rule. (Please note that I did not write the remainder of this message, and that I also discover that I cannot delete any of it. Apparently, if I want to send my message, I need to send what follows as well. Since my sentiments run in the same general direction, if not in the same language, as the rest of this message, I will go along with that.)

Feb 1, 2011 2:40:24 PM
Steve
Ashland, MA

. Common sense and a sense of fairness demand this.

Feb 1, 2011 6:04:35 PM
Thomas
Saint Louis, MO

Dear FCC Decision Maker, I am amazed that cell phone companies still do not notify me before I go over my limits. I can't tell you how many times I have received cell phone bills more than $50 over what was expected. I would like to control the usage before this happens. Cell phone companies charge much more for minutes when you exceed your limits so I should have the opportunity to decide whether I want to continue my usage. If they could send a text, like they do now for other promotional offers, to notify me of exceeding my limits, it would allow me to control my usage. I urge the FCC to approve its proposal that cell phone companies alert me before I exceed my plan limits. Sincerely, Tom Mayer 5528 Perigord Dr. St Louis, Mo. 63129
This doesn't affect me as much as most other cell phone users, since I am so terrified of the myriad extra charges cell phone companies tack on that I use a "pre-Paid" plan, and try to confine my usage to less than 250 minutes per YEAR! We do much of our calling via the Internet. I put up with inferior service (can't get service in many areas, have to open a window to get service when I am at home), because I am afraid of ugly surprises.

We need this kind of warning. Cellphone bills are often incomprehensible and we need to be able to control our family expenses. John

Free us now from this avoidable exploitation!

You catch more flies with honey than you do with vinegar. People might warm up and let loose if they actually thought you were working WITH them!

This is just a no brainer.

I've been a cell phone user for over 16 years, and am appalled at the business practices of this industry. One of their worst offenses is the penalty imposed for exceeding usage minutes, often unexpectedly and without warning.
Peter
Kingston, RI

.It is unjust that we are charged such a high tariff as a penalty for a few minutes of overage.

Feb 1, 2011 4:18:08 PM
Edward
New Orleans, LA

.What is wrong with being notified that your phone usage has increased and thus you will owe more money to the cell phone company? Make this happen now!

Feb 2, 2011 10:22:48 AM
Johnny
Belle Glade, FL

.'m tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. SINCERELY,
JOHNNY MAYS

Feb 6, 2011 1:26:56 PM
Christine
Schenectady, NY

Please notify every cell phone user when they are about to exceed their limit on voice, text, or data messages. Stop the overage fees!!!!!!!!!!

Feb 1, 2011 12:49:20 PM
Mary
Marlboro, NY

.Sprint is absolutely NOTORIOUS re: "mystery" charges & fees!! And it's like a hellish catch-22; you can not leave the cellphone free-fall... they're phones are increasingly worse...they consistently charge late fees when you mail the check in TWO weeks early!!! Aaaaghhhh!!! :-(

Feb 1, 2011 2:44:46 PM
William
San Ramon, CA

.End cell phone shock
Feb 1, 2011 1:01:25 PM
Louis
Smithfield, VA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Lou McAdory 903 Smithfield Blvd Smithfield, VA 23430

Feb 3, 2011 9:10:06 AM
Mariah
West Hartford, CT

Please help protect consumers from adding to their debts.

Feb 1, 2011 1:38:12 PM
Kim
Waterford, MI

.You're kidding me, Right? we have to fight for this? Of course the cell service providers should send a notice for charges over the limit. The banks and credit card companies do and do so willingly as do many other types of businesses. It's often very easy to sign into your accounts and set preferences for notices. The fact they oppose this is just amazing. Yes make them comply.

Feb 1, 2011 5:58:56 PM
Sandra
Richmond, VA

.I would like to be notified via either email or a text message when my usage approaches my plan limit. I understand there is such a proposal in front of you and I would like this proposal approved. Sandra McAllister 8008 Walnut Knoll Lane Richmond, VA 23229

Feb 1, 2011 1:21:40 PM
Charlie
Chicago, IL

.Wireless telephone service providers have too little accountability when it comes to overage charges. Please require them to make this simple change to a system that already tracks phone usage in real time, and it will be a great help to many people.
Feb 1, 2011 3:25:26 PM
Steve
Missoula, MT

...Be a good company and do the right thing! Life is too busy to have these unexpected shocks.

Feb 1, 2011 11:56:05 AM
JOYCE
Spencerville, OH

.PLEASE SERIOUSLY CONSIDER THIS DECISION AS ALMOST EVERYONE NOW HAS A CELL PHONE. PLUS MOST OF US DONT ALWAYS PAY ATTENTION TO THE AMT OF MINUTES WE USE UNTIL IT IS TOO OOOOO LATE!!

Feb 1, 2011 5:22:25 PM
David
Lake Worth, FL

.To whom it concerns,

Feb 1, 2011 2:28:30 PM
Eileen
Taylorsville, UT

Especially with family plans, it is not enough to keep track of one's own minutes..

Feb 1, 2011 8:33:41 PM
James
Laurel, MD

I want to receive notice from my wireless provider when I am approaching the plan limits for cell phone service. The provider has no problem knowing how many minutes remain on the plan and knows exactly when to start billing for overage minutes. They also have no problem sending me marketing messages.

Feb 1, 2011 1:31:55 PM
Martha
Doylestown, PA

.This is particularly important for people who have their children on their cell phone plans. Kids don't have the same concept of bills that adults do!

Feb 1, 2011 1:48:33 PM
Bebe
ridgefield, CT
Be reasonable and notify customers if they're about to go over their limit. It's the right thing to do.

Feb 1, 2011 12:39:26 PM
Bridget
Tarrytown, NY

This is a simple idea to solve a very aggravating problem

Feb 1, 2011 7:35:23 PM
Kathleen
Modesto, CA

This is a simple idea that will help consumers. Just do it!

Feb 3, 2011 9:09:10 PM
Thomas
Woodhaven, NY

The power should always be in the hands of the consumer. All too often business' hide fees or use small print to discourage reading the terms and conditions of their product or service. Let's not wait ten years to correct this problem. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Thomas McCarthy 91-54 91 Street Woodhaven, NY 11421

Feb 1, 2011 5:38:32 PM
james
Los Angeles, CA

A simple courtesy text when getting close to my limit is not burdensome to the company. It would take an IT person less than a day at work to put together the program. Don't let the phone companies continue an unreasonable practice to allow them to pad their pockets when a little info would help all their customers.

Feb 1, 2011 3:51:36 PM
Garret
Rochester, NY

I pay way too much for cellphone service.
Feb 1, 2011 12:07:01 PM
Bob
Lansing, MI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Bob McCauley 6439 W. Saginaw Hwy Lansing, MI 48917

Feb 1, 2011 7:07:19 PM
Danice
Longmont, CO

The power of the marketplace must rest with consumers and not the huge corporations that will destroy that marketplace if allowed to serve only their own interests and not the interests of their customers as well.

Feb 1, 2011 3:15:41 PM
Dave
Las Vegas, NV

.The charges they level on you when you want to change your service are absurd. I just tried to cancel my service after seven years and the charge was $400.00. the surcharges that appear on the bill that only benefit the carrier need to be stopped..

Feb 1, 2011 2:45:14 PM
Michael
Madison, WI

It is unconscionable for the phone companies to profit as they do from excess-usage charges without warning the consumers ahead of time. Please put a stop to this now!

Feb 2, 2011 3:34:26 PM
Ben and Karen
Kensington, CA

Simple fairness--and good business practice--demands that customers be notified when they are about to exceed the limit they have agreed to. Remember the operator who used to come on during long distance calls to remind us that "your three minutes are up"? We need the modern equivalent on cell phone usage!
Feb 1, 2011 1:04:49 PM
Ardith
North Royalton, OH

Please do something!

Feb 2, 2011 10:41:53 AM
Daniel
McCall, ID

It's time for the FCC to require cell phone providers to notify consumers when their account is nearing it's maximum on minutes. In addition, I think the companies should be required to let customers know that they can disable texting on their phones. I know they are required to do this if asked but many people do not know this and they should be required to let them know in advance or at least as part of their bill. Many consumers, myself included, are not interested in texting and are especially not interested in receiving bills for texts received from solicitors or other "junk mail". This is just one other way that cell phone companies take advantage consumers. thank you for your support! Daniel McCluskey

Feb 1, 2011 5:43:46 PM
Sharon
Madison, WI

This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits

Feb 1, 2011 2:40:31 PM
Greg
Huntington, WV

This is a no brainer and I can see why the wireless companies are fighting this. They rake in millions each year in overage charges and like the banks, don't want to lose this cash cow.

Feb 2, 2011 9:50:41 AM
Richard
Big Bear City, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.
Feb 6, 2011 1:12:49 PM  
David  
Rochester, NY

Companies keep hidden the contract, and the charges. You can stop this now, and help people.  
David McConnell

Feb 1, 2011 12:07:46 PM  
Lorraine  
Carrollton, TX

Almost everyone has a cell phone for many it is their only phone. This bill can be a higher monthly expense than some utilities. No stimulus money just a fair regulation for this industry and the many families that rely on their cell phone.

Feb 2, 2011 10:24:12 AM  
George  
Nokesville, VA

Help stop bill shock. Make it mandatory to notify before going over limit.

Feb 3, 2011 4:57:24 PM  
Thomas  
Palm Coast, FL

Many of my friends and relatives tell the same story. They and or their children go over on their wireless minutes resulting in a huge bill that throws some of them into economic hardship. The bill payer in the family has a hard time tracking everyone's phone use until it is too late. It is a new problem in new times but could be easily remedied by the service provider by notification to the customer. If for any reason a family didn't want this service they could be offered the option to opt out.

Feb 2, 2011 1:10:05 PM  
David  
Norwalk, CA

Love is the AnswerJohn 3:16 Please take care of the consumer.

Feb 1, 2011 4:09:01 PM  
Kathleen  
El Dorado, CA

There is no excuse for cell phone providers to charge customers more than the agreed upon charges.
Feb 1, 2011 12:37:35 PM
Robert
Somersworth, NH

This seems like a no-brainer and good public policy. I have been lucky in avoiding extra charges but I do that my monitoring my account daily if I think I am close. I shouldn't have to take the extra effort. Also an argument that this regulation would be burdensome is specious at best. I get an instant text message with my information from Verizon Wireless. Since I have to do this daily the law may relieve the carrier of more text messages. All this is automated already.

Feb 1, 2011 3:53:17 PM
David
Herndon, VA

THIS IS TOO EASY NOT TO BE DONE!

Feb 1, 2011 12:36:22 PM
Edwin
Los Angeles, CA

These overcharges and fees are outrageous...stop this practice now!

Feb 1, 2011 1:28:41 PM
Margaret
Pottstown, PA

If the wireless corps can send marketing messages.. they can also send advance alerts. DUH! Corps are taking advantage of the short attention span users... 15 years ago it didn't take me long to figure out the scam overage charges - at the time it was "roaming"charges. I don't "buy into" all the "overcommunicating", instant gratification BS ....[truth is fb, twitter, texting.. is NOT doing ANYONE ANY GOOD.. albeit another issue-- OT here.. but since it is current "reality" - -] Given this "reality", protect consumers from their SAS and IG addiction - (Short Attention Span and Instant Grat) - until YOU EDUCATE them. I do prepaid with T-Mobile - 1000 min/yr..never use it all. Teach people to talk less and think ahead.. and more.

Feb 2, 2011 4:30:49 PM
Henrietta
Wilmington, DE

Please send text when minutes are close to running out.

Feb 1, 2011 1:36:18 PM
Julie
Las Vegas, NV
This truly is a no brainer folks. Please do the right thing and do what it takes to have full disclosure for the consumer.

Feb 2, 2011 12:26:57 PM
john
Skillman, NJ

While this may be a "canned" message, I'm still very much behind it. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, John F. McCullagh 1743 Route 206 Skillman, NJ 08558

Feb 2, 2011 2:55:53 AM
Errol
Brunswick, GA

Please do some thing to make them let us know before we go over our minutes thanks.

Feb 2, 2011 11:54:12 PM
Carol
Palm Desert, CA

Please read. I'm tired that the people of the U.S. is under the grinding heel of companies.

Feb 1, 2011 12:52:31 PM
Gail
New York, NY

This is an issue of fairness, not service!

Feb 1, 2011 2:49:08 PM
Lezlie
Bellingham, WA

This is a no brainer!

Feb 1, 2011 1:47:35 PM
Gary
Abilene, TX
It is time for the FCC to put some ethics in our wireless companies. It will not kill them to start acting like a responsible industry. A 'good citizen' does not only go for the people in the United States, but also for the companies that does business in our country.

Feb 2, 2011 3:30:02 PM
James
Naguabo, PR

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, James McDonald PO Box 1004 Naguabo, PR 00718-1004

Feb 1, 2011 1:37:57 PM
Kristin
Bow Mar, CO

This makes great sense. We should DEFINITELY have this consumer protection.

Feb 1, 2011 12:45:03 PM
Mara
Madison, WI

I don't have cell phone shock, largely because I use CREDO as my phone supplier. However, I can imagine plans like ATT doing all they can to suck money from consumers. I urge that the only right thing to do is notify consumers before they go over their minutes.

Feb 1, 2011 2:01:18 PM
Robert
Independence, MO

It would be greatly appreciated if the FCC would institute some policies to curtail the unexpected overage charges that one can accrue. I think the consumer needs protection from the way the companies do business. It is a sad state of affairs that we have to resort to this, but in today's society, big business can come up with many ways to stick it to the consumer.

Feb 1, 2011 1:13:47 PM
Thomas
Bedford, MA
When you are retired like myself, we have to watch our expenses. Allowing our cell phone bills to double or triple just due to usage is a real hardship for us.

Feb 1, 2011 1:11:21 PM
Damian
Bridgewater, MA

As the son of a retired telephone company executive I know firsthand that they are gouging based on the creation of cells from years ago. You have to use common sense here and understand that most people use cell phones rather than line-based phones. The rates are beyond ridiculous especially considering the idea behind them was to have safety not just luxury so people could call wherever they may be and not just because they couldn't wait to get to a land line. With all the programs a cell phone has, limits programmed in the phone, are too easy to ignore and our kids need help in understanding the essence of it's use. When I was laid off, I could not pay the rates on my phone and was left a sizeable debt that has accrued too much interest to pay back. I am now stuck so that if my car breaks down or I am in an emergency I don't have a phone to get help all because of the overwhelming rates of a greedy business.

Feb 1, 2011 8:22:37 PM
Michael
New Rochelle, NY

It's a common sense rule for our country where we unfortunately have a lot of people that have no common sense. I think if the cell/data providers just send an alert when you are approaching you monthly free limits then its just good business and also being a nice socially conscious company. The companies should tell us this info without this legislation but they don't. That's why its needed. Some consumers just need to be alerted. Please pass this basic rule. The companies send alerts to us all the time for things such as your "bill is ready", or trying to sell something else to us. They can just add this.

James
St Petersburg, FL

This is a scam. We all know it. More legal robbery by corporations.

Feb 1, 2011 1:16:05 PM
Joe
Marshfield, MA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Joe McDonough PO Box 1079 Marshfield, MA 02050

Feb 2, 2011 10:17:09 AM
Rod
Pueblo, CO

Please pass this bill!

Feb 1, 2011 6:33:37 PM
Yvonne
Augusta, GA

Helping consumers manage their finances is simply good for business in the long run. Please do the right thing.

Feb 3, 2011 9:57:45 AM
Dolores
San Jose, CA

It is time to take the consumers' side and force cell phone companies to give them a break by notifying them when they are about to go over their limit.

Feb 3, 2011 11:16:45 AM
Orvell
Belton, MO

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Yours Truly Orvell McElroy 18809 Lakeside Dr. Belton, Mo. 64012-9524

Feb 3, 2011 9:11:47 AM
Ronald
Port Townsend, WA

Cellular companies already get too much money. Stop them from taking advantage of their customers.

Feb 4, 2011 9:41:24 AM
Matt  
Shoreview, MN  

Please give the hard working people of this country a little bit of power against these big businesses. It's really tiring putting up with big corporations and their abuse of power and lack of competition. Please do not let them continue to obtain more and more money do to misleading practices, fine print, and intentionally corrupt policies. Stop the corporate greed!!!!!! Thanks  

Feb 1, 2011 5:19:10 PM  
Becky  
Greenville, PA  

No one likes to be caught by surprise, especially by the huge charges that result from overage fees. A simple warning could prevent this and/or result in a subscriber upgrading their package to reflect their increased usage. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,  
Becky McFadden  
205 Lynwood Drive  
Greenville, PA 16125  

Feb 1, 2011 12:35:26 PM  
Ed  
Peoria, AZ  

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.  

Ed McFadden  
Feb 1, 2011 9:52:56 PM  

H  
Bozeman, MT  

Please protect us from this manifestation of rampant corporate greed. It's only fair to let folks know when they are about to incur charges. The phone companies hold all the cards. Let's even things out--deal in the consumers. Thanks.  

Feb 1, 2011 2:04:35 PM  
Richard  
Conway, AR  

This should have been done long ago.  

Feb 1, 2011 12:44:35 PM
Terence
Santa Monica, CA

We all want consumer confidence. Stopping wireless bill shock will help!

Feb 1, 2011 2:15:26 PM
Richard
Frederick, MD

I received, this month, an overage coverage charge of $72.00! I did not even know that I was roaming! I was informed at signing that roaming was free, but was informed that only applied to my regional area.

Feb 2, 2011 6:47:36 AM
Toni
Mebane, NC

For the past year, I was building a house in Mebane and was using my cell phone to make calls. For several months I was hit with a cell bill that was four times what it usually is. I understood that I would be going over and understand that it is my responsibility to pay that bill. What gripes me is that they have my e-mail address and to send notification that my bill is going to be drafted, your contract has expired; please upgrade but they neglect to contact me when I'm over my minutes. It seems to me that it would be just common sense to notify people so they can pay the bill or make arrangements. Thanks for listening.

Feb 2, 2011 12:25:00 AM
Patricia
Sierra Madre, CA

I have had ongoing problems with Verizon's billing. They constantly charge at at least $100 over my normal bill. It takes me at least 1-2 hours every month to challenge them and get the bill changed. They will not give me an authorization # either to prove that I don't owe them that much. I want the cell phone companies controlled.

Feb 1, 2011 2:27:08 PM
Robin
Martinez, CA

I've experienced the "shocking overage charge" and it was enough to make me up my minutes plan, now paying for minutes I don't use just to avoid that jacked-up fee. It occurred during a time of a death watch of a loved one and was particularly onerous. There are so many ways the phone companies nickel-and-dime us, can you please see your way to help the consumer on this one?

Feb 1, 2011 12:54:53 PM
Al
Charlotte, NC

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.  Al McGarity

Feb 1, 2011 1:01:07 PM
Michele
Harvey, LA

I've been shocked a time or two by my cell phone bill. Being on a VERY tight budget, this only adds to the stress.

Feb 2, 2011 10:25:02 AM
Mike
New York, NY

Please help thto make this a reality and give the people a break

Feb 1, 2011 12:36:04 PM
Mike
New York, NY

Please require cell phone carriers to notify customers when they're near their limits. Its obvious they have the ability (technology) to do so. Thanks.

Feb 1, 2011 1:42:03 PM
Edwin
Albion, PA

I and many others in this country are totally disgusted by the climate of greed that has taken over our country. You have the power to do something about it, the ball is in your court and you know what the right thing to do is in this situation. So the question seems to be are you going to do the right thing?

Feb 1, 2011 5:29:21 PM
Cheryl
Rocky Point, NC

This issue is important to me.
I've been hammered with bill shock being the father of two. It's ridiculous that kids can be lured into signing up for costly phone and data services and incur enormous charges and I only become aware of it when I receive a $500 bill in the mail. These kind of shenanigans are becoming commonplace for cell phone companies, insurance companies and others who aren't satisfied making good profits by selling in a straight-forward manner.

Cell phone companies unfairly take advantage of customers when they exceed plan limits, stop their exorbitant fees!

Please do not let the wireless companies tell you this is difficult to do. It's probably not more than a one day change to the billing system. As a former IBM consulting rep, it is mind boggling to see something as simple as this to impede customer awareness of their billing exposure

Please see the consumer's point of view.

I am one of countless people who have opened their bill and been so stunned by the numbers I saw that words could not express the frustration and anger.

This is an excellent opportunity to provide some bill relief to many Americans who are challenged by the current economy troubles. Please help protect consumers.
It is a scam, pure and simple, for these companies not to notify their customers when time limits are reached. The software to do this is already in place. It's used to notify you when the bill is overdue. The same software can be used for other limits. There is practically no cost to implementing this.

I personally have had to fight, several times, with both Verizon and AT&T, regarding over charges on my cell phone bill. Because of this, I scrutinize my monthly cell phone bill with a fine toothed comb to make sure that all charges are valid and that I'm not being ripped off. Not only is it a ridiculous waste of my time to fight these charges, but more importantly, I shouldn't have always be on guard looking for over charges on my monthly cell phone bill. I feel sorry for those folks who are too busy or uneducated to even know that they are being ripped off!

Cell phone Companies should not have the ability to charge you without you having the option to say no I have used my minutes cut my service off for the rest of the month until my new billing cycle starts. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, La Nette McIntosh

This is a simple solution to the problem of cell phone companies reaping huge profits from people going over their minutes. Before you say that people should just pay more attention to their accounts, consider my story. The only time this happened to me was when my husband was in the hospital for a bone marrow transplant. The last thing on my mind was my cell phone plan, but because we spent four weeks in the hospital, I had to use the phone much more than usual. After the hospitalization, I was hit with a huge cell phone bill from the calls I made while
living in the hospital room. Had I received a simple notification (which can be easily automated), I would have increased my plan minutes and avoided this excessive charge. Thank you for using common sense and backing this legislation.

Feb 2, 2011 7:51:34 AM
Clara
Tabernacle, NJ

We've only had this problem once, but a warning would have been appreciated. Our normal phone and text plan was suddenly overwhelmed when a family member died. The bill was a shocker.

Feb 1, 2011 1:08:03 PM
Donald
Richmond, VA

The billing system used by major phone companies needs revision and simplification. The statements are too long, too complex, and contain numerous unnecessary taxes and fees. The statements need to be more user friendly and linked to less expensive charges for consumers.

Feb 1, 2011 1:07:14 PM
Jason
Canyon Country, CA

This something that definitely needs to happen. This is very similar to a scam or a trick, and not actually part of the service.

Feb 2, 2011 7:08:44 AM
Peggy
Pelahatchie, MS

This is extremely important since most teenagers now have cell phones and are definitely not of an age to be diligent about their usage. Most families have budgeted for the rate that they have selected and cannot pay the exorbitant fees that the cell phone tacks on when the underage users go over their limit.

Feb 1, 2011 2:21:26 PM
David
Wisconsin Rapids, WI

We have to have some realism here. We all spend plenty of money on our cell phones so there is no need to gouge.

Feb 1, 2011 2:42:01 PM
Gerald
Manteca, CA
Nobody should have to pay over the limit charges without being notified prior to their over limit, so they can do something to prevent the charge, such as, increasing their coverage, or deceasing their usage.

Feb 2, 2011 2:02:47 AM
Mike
Houston, TX

I just terminated my family's 3-phone contract over a $100 over-minutes charge that i had absolutely no idea was happenning. Service providers are given free reign to do as they will. ATT switched on texting to our phones without notice and i refused to pay because i had expressly forbidden texting or other services that resulted in a charge to my bill. They did remove the $200 charge. I wonder how many prople who were ignorant of this practice ponied up the $$$ ???

Feb 2, 2011 9:41:51 AM
Lennon
Indianapolis, IN

Cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can get control over my bills and permanently avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Lennon H. McKendry 6230 Antler Ct Zionsville, IN 46077

Feb 1, 2011 12:11:23 PM
Mark
Brooklyn, NY

My cell service provider already provides a reminder when I am close to my monthly limit. I want others to get one as well. Manipulating customers or subscribers by the deliberate withholding of information is about the same as providing misleading information. Consumers have the right to save money just as companies have the right to make it -- but not at each other's undue expense. That is not only ethical, it should be the law. Cell phone users don't ask for free cell phone minutes, so why should the phone company get free money out of their pockets by failing to tell them what their computers already know? What's fair is fair. Please make cell phone companies help their customers instead of using them like cash machines.

Feb 2, 2011 5:50:20 AM
Dan
Haysville, KS
We sincerely hope you will give every consideration to this customer-friendly solution. Thank You for all you do!

Feb 1, 2011 1:47:23 PM
Bonni
Chicago, IL

This has happened to me two or three times. It would be simple for the phone companies to send an automatic text message notifying you of impending extra charges.

Feb 1, 2011 1:46:29 PM
Kieron
Grants Pass, OR

Dear FCC, Grow a pair and stand up to these corporate cabals! Stop selling out to the owners of congress.

Feb 1, 2011 4:17:59 PM
Henry
Tulsa, OK

Please implement this proposal. It is fair and consumer-friendly. The current policies of the wireless companies are unfair to the consumer. Thank you. Sincerely, Henry J McKinley 10436 S 66th East Ave Tulsa, OK 74133

Feb 1, 2011 3:00:18 PM
Cole
Columbia, SC

Make it mandatory that the cell phone companies alert their consumers when they exceed their call limits.

Feb 1, 2011 1:02:34 PM
David
Winchester, VA

Assuming you are not completely owned by big telecom, this should be a no-brainer. Please do what's in the best interest of citizens. Thank you!!

Feb 1, 2011 12:13:34 PM
George
Tuttle, OK

Do the Right Thing for the Right Reason. George

Feb 1, 2011 4:53:54 PM
Philip  
Great Falls, VA  

Having worked in the telecommunications industry for over 25 years, I am tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.  
Sincerely, Philip McKissick  
10913 Lake Windermere Drive  
Great Falls, VA  22066  

Feb 1, 2011 11:02:39 PM  
Freddie  
Georgetown, TX  

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.  

Feb 1, 2011 3:30:03 PM  
Terry  
Wichita, KS 

Unknown theft is not a good thing and that's exactly what cell phone companies are doing by not notifying you when your credits run out. Please help us stop this abuse. Thank you.  

Feb 1, 2011 3:47:42 PM  
Donna  
Longview, WA 

Would appreciate notice from wireless providers when we are about to exceed our minutes. (Even banks are being asked to notify customers when they are about to exceed their funds.) This service is a requirement in European Union countries.  

Feb 1, 2011 7:29:54 PM  
Kris  
Plano, TX
It's the least you can do. Warn us when we're close. All it would take is a little technological tweak. Thank you,

Feb 1, 2011 2:27:36 PM
Melody
Richardson, TX

My bank notifies me when my account gets below a certain level. It should be a cinch for cell phone companies to set up this notification feature for our minutes.

Feb 1, 2011 12:54:09 PM
Michael
Palatine, IL

Cell phone operators easily have the ability to notify its customers when I am about to exceed the limits of my cell phone service. There is absolutely no reason that the operators shouldn't be required to notify its customers in this circumstance. The customer can then decide if he wants to pay onerous overuse charges or not. I can think of no reason why the FCC shouldn't approve this simple requirement. Sincerely, Michael McLaughlin 821 W. Gilbert Rd. Palatine, IL 60067

Feb 1, 2011 12:51:27 PM
Marcia
Novato, CA

Thank you for your consideration.

Feb 2, 2011 11:05:18 AM
Christie
Raleigh, NC

Since it is not always easy to know when I am about to exceed the monthly minutes I have contracted for with my cell phone company, I support a ruling which requires the cell phone company to alert me to that fact. I am told that the cell phone companies are fighting this proposal citing costs. However, since we receive all kinds of promotions from them all the time, it is difficult for me to see this as all that costly.

Feb 1, 2011 2:31:29 PM
Kirk
Paola, KS

Since they are incapable of ethical practices on their own please mandate the warning before overage charges

Feb 1, 2011 8:03:21 PM
Donald
Sellersburg, IN
Clean up the cell phone industry...stop the rip offs!!

Feb 1, 2011 4:22:44 PM  
Eileen  
North Caldwell, NJ

I have received excessive bills due to my daughter's texting and I wasn't notified in a timely fashion. I recall having to pay over $200 extra one month. Would you please take care of "We the People"? Thank you for your consideration.

Feb 1, 2011 11:42:00 AM  
David  
Quincy, CA

Do it now!

Feb 2, 2011 8:09:30 PM  
Howard  
Wilson, NC

All cell phone companies should notify customers when they are approaching limitation boundaries on plan categories. That certainly appears to be the ethical action to employ in an honorable business to client relationship. At the point of notification the client/consumer remains the sole party accountable for any additional charges. Be men and women of honor. Do that which is honorable and you will receive a just recompense. Sow good seeds and you will reap a bountiful harvest. H.R. McKinney

Feb 1, 2011 11:45:46 PM  
Greer  
New York, NY

I can't believe there is any opposition to alerting people when they will incur penalties for going over allowable minutes. Companies will make less money than they do now. But they will NOT lose money, because they shouldn't be relying on income from misuse of their service. The only reason companies would expect significant revenue from misuse of their service (using too many minutes, texts, etc.) Is if they are deliberately misrepresenting their service or making it difficult to comply with their terms and conditions. For instance, there is a short number I can call frm my phone to find out how many minutes I have left. I have no idea what that number is or how to find it. Is that my fault or the mobile carrier's fault? If I were reminded with a text that I am near my limit, I would find that useful. I can't believe there is a user of cell phones that wouldn't support this idea. Mobile carriers would have to make money on the legitimate services they claim to provide.

Feb 1, 2011 6:42:52 PM  
Sarah
Tampa, GA

Please protect consumers.

Feb 1, 2011 11:10:54 PM
Eugene
Provo, UT

We will all benefit from a change in the regulations to have cell phone companies notify us when we are near the limit of our minutes.

Feb 2, 2011 1:08:53 AM
Meadow
Pine Bush, NY

It would help me considerably to have prior notice.

Feb 1, 2011 12:45:48 PM
Randi
Crestwood, KY

Cell phone wireless providers really do hold Americans hostage, even though the wireless phone really has given us our freedom. Not just the overage issue, but that you have to sign for 2 years to get any reasonable price on a phone. I have had to buy several replacement phones, and to afford them at all, add to my contract. Fortunately I am with Verizon, the best bar none, in my long history with them. But, the European, and probably world wide except for here, system is better. Competitive priced phones, competitive priced provider, we save more money.

Feb 2, 2011 2:12:41 PM
Justin
Walterboro, SC

I think it is obvious that customers should be notified before going over their plan limits. Please take steps to make this a requirement.

Feb 1, 2011 7:55:18 PM
Michael
Post Falls, ID

This is not a desired need it is an absolutely necessary one. Why should the public not be aware of these things prior to them getting into difficulty? I would assume the companies have adequate computers to track all credit card levels that are getting close to their maximum allowed limits. They should be required to so advise their clients when this is taking place. It seems to me that it could be programeed to take place automatically!
Pam
Ridgefield, CT

.This should be a no-brainer, and certainly non-partisan. Please urge the FCC to support notification by wireless providers when a subscriber is about to go over their message minutes.

Feb 2, 2011 7:14:58 PM
Pat
Mahopac, NY

.This certainly seems like a "no brainer." Please support the plan to require cell phone companies to warn users before going over their cell phone plan limits!!! Thank you.

Feb 3, 2011 10:22:36 PM
R
Vancouver, WA

.Please. This is not just a "polite" action, or just a good business decision, although it is both.

Feb 1, 2011 5:32:37 PM
Eileen
San Jose, CA

.Since it is your job to protect the public from being extorted, I am hoping you will ensure that we will be informed by our Cell Companies when we are reaching our data/phone time limits.

Feb 7, 2011 12:19:14 AM
James
Moraga, CA

Allow consumers to make informed decisions about their spending.

Feb 1, 2011 3:39:08 PM
Laurie
Hinsdale, IL

Please look out for the consumer by passing the proposal to require wireless companies to alert the customer as their monthly minute limit is reached.

Feb 1, 2011 12:33:09 PM
Yvonne
Fredericksburg, VA

./

Feb 1, 2011 1:26:04 PM
Charles
Chester Springs, PA

Our government needs to require cellphone service providers and all service providers that charge for excess usage, to give warning of impending extra charges. Instead of a warning, a usage meeter needs to be provided by the service provider.

Feb 1, 2011 12:57:51 PM
James
Boulder, CO

I got slammed by text and voice minute overcharges when my son's girlfriend moved to New Jersey. He had no idea how much he was racking up, and I had no idea he was talking for hours in the middle of the night. Once we got the bill, we were able to change our plan. Of course, Verizon happily accepted the payment for the overage. If I had gotten an alert before we reached our limit, I would have changed my plan then. Poor Verizon would have been $200.00 poorer.

Feb 1, 2011 3:48:05 PM
Janet
Mesa, AZ

It's a 'no-brainer' to have my wireless provider send me a text or alert before I hit my cell phone plan limits. This way, I can decide if I want to cut back on my phone time, or pay more for the extra minutes for voice, text or data.

Feb 1, 2011 2:34:38 PM
Barry
Stillwater, MN

. Please remember it says, of the people, by the people,and for the people. Not, for the business, by the business, and for their profit. Time to do your job and stop the abuse of customers by money grabbing business, in this case cellphone companies. Get it?

Feb 1, 2011 1:42:14 PM
Chris
Arroyo Grande, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Chris McMullen 400 Nelson Street, #D Arroyo Grande, CA 93420
Feb 1, 2011 1:39:02 PM
Vivian
Santa Clara, UT

Yes, please pass this bill. We shouldn't be hundreds or even five dollars over before the cell phone company notifies us. They should send some notification when we get within 50 to 100 minutes of going over. Thank you

Feb 1, 2011 9:42:22 PM
William
Lansing, MI

Wireless phone companies must notify its customers if they go over a certain dollar amount that month for their bill.

Feb 1, 2011 12:51:36 PM
Michael
Carrollton, TX

It's time for the FCC to stand up for consumers.

Feb 1, 2011 1:40:53 PM
Sean
Boulder City, NV

Passing this rule is a no brainer

Feb 1, 2011 12:15:51 PM
Harry
Fanwood, NJ

I agree that cell phone programmers can do whatever is in their interest but should also do what is in interest of customers. The programming costs nothing compared to each customers difficulty in controlling their account, especially when programmers don't help, or worse hinder as in my case of being over-notified when my bill payment is coming due and it is paid automatically!

Feb 2, 2011 4:51:37 PM
Joannr
Nashua, NH

I was just sold a phone and there was a huge sign with my new phone pictured on it. It said I would get $10 internet and the salesperson charged me $30. When I asked why, he said that was for 4g and I showed him my phone said 4g on it, and he said he was giving me 6g. After many attempts, I still couldn't understand, and gave up. I needed a phone. Cell phone sales people are
so deceptive..I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.  Joanne McNamara  53 Abbott St, Nashua, NH 03064

Feb 1, 2011 3:18:40 PM
Karla
Baden, PA

.As economic times become more difficult, this step is a must to balance our own budgets. Dr.Karla McNamara

Feb 2, 2011 5:42:29 AM
Mark
Lima, OH

.This seems to be common sense, and is easily implemented these days. Let's end yet one more scam that relies upon consumer ignorance to pad pockets.

Feb 1, 2011 12:57:20 PM
Daniel
Charlotte, NC

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Daniel McNaught 9331 Bellegarde Drive Charlotte, NC  28277

Feb 1, 2011 11:48:07 AM
Denise
Fort Worth, TX

.Please pass this bill to help consumers.Denise

Feb 1, 2011 1:44:47 PM
Ann
Bay City, MI

Thank you for doing the right thing!

Feb 1, 2011 1:09:15 PM
Pamela
Forest Knolls, CA

THis makes sense. Inform people of what is happening.

Feb 5, 2011 10:44:21 AM
Karin
Berkeley, CA

I have lost $50-60 to ATT when their roll overs no longer carried the old amount forward. And with their monopoly there was no recourse if I wanted to continue to use my cell for emergencies!! I am of the land line generation....with my cell being protection as a single woman!!! Please do not cave in to the wireless companies!! KM

Feb 2, 2011 12:30:00 AM
Mark
El Cerrito, CA

I never send out petitions like this but Consumers Union are almost always right. Please take a look and forward it to 5 friends if you believe cell phone companies need just a tad of regulation.

Feb 1, 2011 1:21:42 PM
Priscilla
Vista, CA

A few years back now I got my daughter a new cell phone. I got her a plan I thought should be plenty phone and text minutes for her. In the very first bill I got, the bill was over $1200, about $800 over the highest overage bill I had ever gotten previously and it put me into a financial panic! I cried and begged for any sort of reduction of the bill I could get but there was absolutely no leniency and I had to pay the whole thing. I took away her phone for several weeks until I could pay the bill, suspending her service but still it was quite the family financial emergency! This would have been quickly nipped in the bud if I had just been able to get some alert of her overspending on our family plan. As we had no home phone, we had switched to just cell phones, I had to ask our neighbors to allow her to phone form there if there was any emergency while I was gone. It was QUITE a harrowing experience and the first real big disagreement I had with Verizon customer service policies.

Feb 1, 2011 12:22:05 PM
Susan
Olympia, WA
We now have regulation to require banking institutions to be more honest about charges and stop hidden fees. Similarly, cell phone users should be protected by receiving adequate information to make decisions about their usage.

Feb 1, 2011 10:56:37 PM
Henri
Cincinnati, OH

Have been a subscriber of AT&T, formerly (Cinglur) for last 5 yrs or more.............and Have good relations until this past year, 2010. Have been charged unknowingly of going Over Minutes........ An Alert to me would have prevented same. HMcS

Feb 1, 2011 1:26:53 PM
Suzy
Kirkwood, MO

It seems so obvious, why not do the right thing? Many thanks for your time and consideration.

Feb 2, 2011 10:57:52 AM
Martin
Ocean, NJ

It's long past time to end wireless overcharges, hidden charges and gimmicks.

Feb 1, 2011 4:45:15 PM
John
Hillsboro, OR

It is poor business practice and unjust to not notify people when they are about to incur a massive bill and that could be rectified by changing their plan or stop using it. The FCC should, for once come down on the consumer's side in the use of the Public Airways.

Feb 2, 2011 7:04:08 PM
Thomas
Broomfield, CO

Help us make a difference for consumers.

Feb 2, 2011 11:25:22 AM
Donald
Kennesaw, GA

Cell phone companies have no problem sending unwanted marketing texts. The idea that sending a useful text is burdensome is ludicrous.

Feb 1, 2011 3:27:18 PM
Ted
Pittsford, NY

.A warning when you've used up 75% of your monthly allotment would be good.

Feb 1, 2011 2:30:53 PM
Rick
Shelburne, VT

It's a 'no-brainer' to have our wireless providers send you a text or alert before we hit our cell phone plan limits. Please help to promise this reasonable change of phone charging. Rick

Feb 2, 2011 9:05:23 AM
Tom
Livingston, NJ

.I wish you could get the cell phone companies to be focused o their customers. Their focus seems to be on how to get an extra bag of dollars out of us no matter what plan we choose.

Feb 1, 2011 1:10:16 PM
Michael
Breaux Bridge, LA

.All these little charges and does the FCC charge actually go to FCC?

Feb 1, 2011 1:11:29 PM
April
5324 Tegan Road, CA

.Recently my sister died and my mother who has a cell phone for emergencies used her cell phone from "Jitterbug" over her limit and got a whopping $200 over the limit charge. My mother is on a fixed income and all of her family members had to help her pay this bill. These phones are targeted at the elderly who do not use a computer many times so that they can see what their available minutes etc... are.

Feb 3, 2011 1:46:52 PM
Pedro
Miami, FL

.We have to stop the surprises before they occur, this will save time and money that can be used with better purpose.

Feb 1, 2011 10:20:28 PM
Marna
River Vale, NJ
.Wireless companies notify costumers with ease when they want to sell something. Yet they don't notify costumers when they are about to go over limit. THIS PROPOSAL HAS TO PASS. DO THE RIGHT THING. Sincerely Marna Meding River Vale NJ 07675

Feb 1, 2011 1:50:02 PM
Roger
Iowa City, IA

I think the proposal for wireless companies to alert me when I approach my plan limit is a good idea and should be approved.

Feb 5, 2011 12:53:18 AM
Melanie
Genoa, NV

Please protect consumers, not the industry! It isn't hard for wireless provider to send me an alert before I exceed my plan limit. Those over limit minutes cost a fortune. Certainly the FCC can require mobile phone companies to play fair with their customer; you know they won't unless you require it. Times are tough enough without phone bill shock. Sincerely, Melanie Meehan-Crossley PO Box 410 Genoa, NV 89411

Feb 2, 2011 2:31:28 AM
Diane
Las Vegas, NV

With all that is going on with foreclosures, unemployment, and poverty on the rise and still phone companies like Verizon, AT&T, Virgin Mobile, and T-Mobile have been stealing money with your consent. I think that the time has passed for them and its time for you to do as you are sworn to do and protect people from this kind of upset and realize that this is 2011 not 1911.

Feb 1, 2011 1:59:49 PM
Carole
Kansas City, MO

This is just common sense and fairness.

Feb 1, 2011 1:04:04 PM
Patricia
San Jose, CA

I am in favor of letting people know when their cell phone limits are about to be reached.
Dear Sir, I have been in this situation too many times and I'm tired of wireless bill shock, and ready for some real control. 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. As it is, the wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Gaurang Mehta 5438 Sherwood Way San Ramon, CA 94582

Feb 2, 2011 11:10:55 AM  
Christine  
Rio Rancho, NM

Please help us consumers and voters with this problem.

Feb 1, 2011 7:17:24 PM  
Rick  
Portland, OR

This takes little mental effort or intelligence to understand that this is a good thing. Do it now!

Feb 1, 2011 11:36:32 AM  
Peggy  
North Branch, MN

Cell phone companies readily have this information available - it should be up to them to inform their customers that they are making calls that are not in their normal contract. I thought that Canada was included in my plan, so made a long call to my cousin. I was totally shocked when I got a huge bill for that call.

Feb 1, 2011 2:02:23 PM  
Ron  
Tampa, FL

We don't all have termination dates about phones and contracts on our calendars. Maybe we should. It is clear the phone companies do and they use it to do renewals, whether we want them or not. Corporate mischief in the US, especially with the phone system, needs public regulation.

Feb 4, 2011 9:14:47 PM  
Robert  
San Diego, CA
We are ever increasingly dependent on our mobile devices. It’s about time we begin to limit our Cell Phone Company’s strangle hold over powerless customers locked into contracts impossible to break!

Feb 1, 2011 12:52:28 PM
George M
Raytown, MO

I’m tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I’m over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don’t go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I’m tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,

Feb 1, 2011 6:13:17 PM
John
Toms River, NJ

Every month I’m concerned that we will go over our minutes. Our carrier, Verizon makes it difficult to get an accurate report of minutes used on their website. Extra minutes if we go over are 49 cents each. A typical family with a cell phone contract spends over $100.00 per month which amounts to billions of dollars per year in revenue. While I am all for corporate profits and shareholder value, there is very little fairness in this arrangement with high over the limit costs for minutes, penalties for early contract termination, and high markup on cell phones.

Feb 1, 2011 12:08:31 PM
Wayne
Napa, CA

In a free society the ability to communicate is a right not a privilege. If ‘for profit’ companies that provide communication services obstruct this right to converse with punitive rates then regulations similar to PUC entities must be put in place to prevent usury rates on the consumer/communicator!

Feb 1, 2011 1:00:02 PM
William
Norfolk, VA

This should be a no-brainer. Require notification of any limit being approached for text, email, voice or whatever comes in the future. Thank you

Feb 1, 2011 7:10:05 PM
William
Santa Barbara, CA

"...why don't you just do nothing until it is a crisis and kick all responsible action down the road until it is too late .....as usual. bill"

Feb 1, 2011 6:38:28 PM
Judy
Florissant, MO

I am always shocked, amazed and disappointed in the ridiculous charges added to my cell phone bill.......they advertise these GREAT plans for what appears to be a reasonable cost and then once you sign up they ratched up the bill!!

Feb 2, 2011 8:19:17 PM
Roman
NEW HARTFORD, NY

"...Why is this even something to debate. How hard would it be for cellular companies to program their computers to automatically send a text message when a customer is within range of exceeding their limit? If these companies insist on keeping the status quo on this issue, then they should be required to roll-over unused minutes or to refund the consumer on a pro-rated basis."

Feb 1, 2011 2:37:01 PM
Frederick
Milton, FL

"...The technology currently exists to do this type of notification. Let's take advantage of the system potential and require this type of notification."

Feb 1, 2011 5:39:49 PM
Jasper
Tucson, AZ

"...I strongly support the proposed requirement to have cell phone providers inform customers that they are about to exceed their plan limits on voice, text or data. Knowing that they can make a decision to - alter their plan (an option with my provider), reduce their use, or continue activity because the value exceeds the cost. Informed consumers can make their own decisions. Our cell phone suppliers have demonstrated their ability to send automatic messages to us, so no technical difficulty is present in this requirement."

Feb 1, 2011 12:59:03 PM
Johnny
Owasso, OK

"...We need to find ways that will help make this Nation stronger for everybody, Corporate Greed is Destroying it."
Feb 1, 2011 12:55:22 PM
Alan
Albany, NY

For many people the cell phone is their only connection to the rest of the world. I live in an Assisted Living facility where at 79 I am one of the younger residents. Nearly every resident has, and frequently uses, a cell phone. Many are not able to keep track of the time they have left on their contract and hence may run over and thus subject to added charges. A warning is needed alert them to cut back on their calls.

Feb 1, 2011 11:57:48 AM
Vonda
West Suffield, CT

I received a large bill, because I was unaware I was over my minutes, big shock. I think you should be alerted when you get close to the minutes.

Feb 1, 2011 2:48:08 PM
Elissa
Dorchester Center, MA

This is a matter of fairness on the part of the industry. It's time they show some integrity!

Feb 1, 2011 4:35:53 PM
Jeff
Howell, NJ

Regulate the thieves ... please

Feb 1, 2011 12:40:45 PM
Carlos
Phoenix, AZ

The last thing people need right now is to get surprised with high bills! Help your clients keep track of their usage so you can keep them happy and keep them as clients.

Feb 1, 2011 1:38:50 PM
James S
Brooklyn, NY

ALLOW TEXT ALERTS BEFORE PLAN LIMITS ARE REACHED!!

Feb 2, 2011 5:15:48 AM
Ronald
Mount Laurel, NJ
Please help us. We all know the money cell phone companies are making and the tricks they use to increase their revenues. With trying to keep up with life it is easy to forget the plan limits. Please help us.

Feb 2, 2011 2:51:21 PM
Bethany
Forest Dale, VT

It is outrageous and sleazy to take advantage of people, without notifying them of an overage of use on cell phones. These are the exact same sleazy tactics that both banks and credit companies have used, and have caused so much damage to peoples' bills and ability to pay. Act with integrity, and do the right thing: notify people BEFORE they go over the limit.

Feb 1, 2011 9:05:05 PM
Donna
Lincoln, NC

I have a right to make informed choices about my phone usage. An alert that I will be billed additional for overages can help me make those informed choices.

Feb 2, 2011 12:10:41 AM
Leslie
Kent, WA

Please require cell phone companies to notify their customers before overage charges apply. People are already financially strapped, and huge unexpected extra bills could force some to choose between eating their next meal or paying their bills.

Feb 1, 2011 12:12:44 PM
William
Palm Beach Gardens, FL

Please pass this rule. Thank you.

Feb 2, 2011 10:49:19 AM
Robin
West Linn, OR

Please make cell phone bill shock go away. This pratice is abusive and takes advantage of those who can least afford to take the hit.

Feb 1, 2011 1:01:55 PM
Vin
Tiburon, CA
I personally am annoyed at how ATT includes random charges in my bill every month. Since a
lot of us do automatic payments people just expect the same amount to go through every month.
But this is never the case. In the past several months I was charged hundreds of dollars extra
which luckily I check for every month. On calling ATT they always tell me that it was a mistake
and that they will correct the charge immediately. I think they do this on purpose to get away
with people who never think of checking their bills and never call to get them corrected. This
way they can make more and claim it was a mistake and not be sued for it. All cell phone
companies are crooks and the government really needs to step in and take action against these
money mongers.

Feb 1, 2011 11:31:27 AM
Tim
Boulder, CO

Stories abound where people are shocked at the end of a month by a cell phone bill; no one
should need to guess how much money they (or their kids) are spending.

Feb 1, 2011 3:09:17 PM
Gena
Euless, TX

.I want even more. In my decades of cellular use. I have found how the companies cheat even
the saavy buyer like me. I have a plan they don't offer anymore. I had my bill wrong every
month for years, and after I would near burst a blood vessel, I would then hear, the reason for the
bill problem is because you need to upgrade your calling plan. We don't offer your poan
anymore. I was given every type of lie they could make up, including, the computer system
doesn't know how to translate since we meged and changed our data system because your plan is
not offered anymore. After threats from my estate because I had to call an ambulance due to waht
they ad just put me through again, someone finally "higher up' I was told, said, this is a 5
minute fix. My bill was right finally after 2 years of monthly nightmares to try to force me to
change to a plan that didn't serve me better at all. Next, lulled into, "they fixed the problem" and
"reassure you that nobody istrying to force you to change your plan", I was ready to go on the
limb. This time, fully armed. I knew every dirty trick. I asked be allowed to fax my setup for
each lines services. "we have no means". Can I email it? "We have no way". They force you to
place orders verbally. This time I tracked and trapped. I caught them in a lie, and the new "chat"
won the day. I had asked at least one dozen about a particular thing I needed to prevent
overages, which I had outlined would be service on one line in particular, when I had set up. I
was told, no charge. I said, no way. Nothing is free, and I paid for it before. I dont know hwat it
is called but then it seems it was called some type of "Data Plan" and it was "unlimited use". I
started seeing the history starting (BTW left out, when I bought 5 new phones with 5 contract
renew, 3 of the 5 phones I picked, I was told would not work on my calling plan. I had to
change plans. I said no way. I forced the subject, and after I pitched a fit because I researched it
OUTSIDE. They finally said, "yes they will work, but your plan doesn't include some of the
features they are set up for". THAT IS A BIG DIFFERENCE FROM, THIS PHONE WON'T
WORK ON YOUR CALLING PLAN. There we were back to them trying to bully me into
giving up my plan I loved. I got the correction and proceeded) After trying so hard to get them
to stop the overages because I had the order taker write and read back to me what I demanded
she put in writing about overages on that feature she claimed was free and I said it wasn't as
nothing is, and I made her write and repeat to me: "There is no feature on any phone that can
incur any overages or unexpected surprises other than the occasional directory assist or random
nominal fee, of a few dollars or up to twenty in general" When the bills came and the overages
were there, everyone said same thing. I said, I told the person I did not want this service if I
couldn't have the data plan that I pay a flat fee and it is unlimited so I got no overages. I just don't
know what it is called. While he was still saying no idea, I ALT+TABd to the internet and
google my company name, and the words flat fee unlimited use data packages. It was returned
that just like I had added unlimited texting for $15, unlimited roaming $5 1000 Texts for $10, and
on and on. Guess what the name of the Unlimited Use Data Package was called I kept asking the
name of, and now much it was? The fee was $15 per month instead of the overages of $300 plus
I was getting for overages. After I asked him to confirm no such thing. I then asked, do you have
an add on for $15 flat fee, for Unlimited Use Data Package? I got a yes. I had to be lied to until I
pasted it into the chat format where I caught them. So if you force them to disclose every option
to adjust specific use to each user phone, and the add on cost instead of "calling plans" then they
could never do this. ASK ME FOR MY CHAT COPY, AND I WILL FORWARD IF YOU
NEED.

Feb 1, 2011 1:41:47 PM
Lucy
Oconomowoc, WI

Once again, the EU is ahead on consumer protection. Please do the right thing and implement
cell phone company subscriber notification when account minute limit is approaching.

Feb 2, 2011 1:43:31 AM
Kent H
Anderson, IN

We are likely to add another family member to our plan in the near future. This will increase
the possibility of exceeding our present total monthly "air-time" minutes. Our monthly monetary
budget has increased just barely over 3% during the last three years. Of course, the cost of living
has gone up; a little over 5% in our case. Since the cell phone carriers are so good at texting us
with things we are NOT interested in, they should be able to send a text message warning us we
getting close to our minutes are close to exceeding our monthly limit. This would be a great help
for us to restrict "unnecessary" air-time minutes and avoid disproportionate fees. Anything that
can help us stay within our monthly budget is a good thing! Thank you for giving this
communication your attention. Make it a great day!

Feb 2, 2011 9:37:11 AM
Jason
Valley Park, MO
The horror stories I have heard are amazing. Hundreds or even thousands of dollars in text message and web access fees. There should be caps on what you can be charged and notifications when you go over your limits.

Feb 1, 2011 2:46:21 PM
Ron
Raymore, MO

Please invoke this regulation. It is easy to do.

Feb 1, 2011 4:40:16 PM
Joseph
Portland, OR

I am writing to express strong support in the requirement of wireless carriers (cellular) to notify consumers *prior* to going over plan limits. This is a no-brainer, *low-hanging fruit*: 1) It will be *easy to implement*; 2) It does not add significant burden to wireless carriers; 3) It *has precedent*: identical systems already exist -- carriers *already send notifications* that a consumer's bill is due (via SMS text messages, and email). 4) It will be *automated* -- once in place, it will not require manual operation to send notifications. Computer systems already handle the automated "Bill Due" Notifications via SMS. 5) It will *stimulate the economy*: Most wireless carriers are multinationals. This means much of their revenue is spent *outside the USA.* .... it does not* fund federal tax dollars, more than once. --> This requirement means consumers will now spend more of their money instead on other infrastructures, including local business.... This will help retain more jobs locally, and increase the federal tax stream.

Feb 1, 2011 5:23:39 PM
Bob
Lititz, PA

We have the technology. Do the right thing. Do the fair thing. Do the honest thing.

Feb 1, 2011 6:20:52 PM
James
Boring, OR

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. James Merrill 14553 SE Simtustus Ct. Boring, Or. 97009
Feb 1, 2011 7:07:29 PM  
Harod  
Waynesville, OH  

I think that 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Harold Merriman  
Waynesville, OH 45068

Feb 1, 2011 7:30:14 PM  
Stan  
Slidell, LA  

My wife and I were just talking about this. I also say this from a friend on facebook. Cell phone service providers are always looking for an opportunity to overcharge everyone. I'm and my friends and family are tired of it. I'm sending this letter as a complaint and will spread the word to everyone within my area of contacts.

Feb 2, 2011 7:40:42 AM  
Robert  
East Setauket, NY  

Cell phone companies should provide some customer service. Letting people know when they are going over their limit amount should be the least the cell phone companies can do for their customers.

Feb 1, 2011 5:12:17 PM  
Debra  
leonardo, NJ  

As if the mandatory contracts we have to sign for cell service are not bad enough, please have cell phone providers provide an alert before you hit your cell phone minutes limit.

Feb 1, 2011 11:35:45 AM  
Paul  
Solon, OR  

As the head-of-household for a family that has 4 mobile phones, anything that can be done to help me better track & manage our actual usage throughout the month would be extremely helpful. At the end of the day, better information for me means greater predictability, which equals more peace of mind. Ask most Americans these days...that's priceless.
Feb 1, 2011 3:15:54 PM
Ann
Easton, CT

Please regulate these companies! It is bad enough that they charge what they charge but then to give themselves a bonus when you accidentally go over your minutes,

Feb 1, 2011 2:50:42 PM
Fannie
Jersey Village, TX

I think notification to people before they reach cell phone plan limits is a great idea. But, even more, the overage charges should be no more than the regular charge for minutes.

Feb 1, 2011 11:27:05 AM
Randy
San Jose, CA

Please mandate that the wireless providers must send an email to me when I have used 95% of my allotted time. This would make it easier to stay under my allotted time and save money that I can’t afford to spend. Thank you, Randy Messer

Feb 1, 2011 2:28:02 PM
Frederic
Mount Pleasant, MI

We strongly support a regulation that would require cell phone service providers to notify customers when they are approaching the limit of their contracted minutes per month.

Feb 1, 2011 4:43:52 PM
Frank
Baton Rouge, LA

I'm tired of wireless bill shock, and ready for some real control. 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. Frank A. Messina 10253 Ridgely Dr. Baton Rouge, LA 70809

Feb 2, 2011 8:24:42 AM
Charles
Benton, AR

WE HAVE GOT STOP THE GREED IT IS TAKING THE COUNTRY DOWN

Feb 2, 2011 7:32:19 AM
Patti
Madison, WI

Let's give consumers a fair break. It will not pose an undue burden on wireless companies to alert their customers when they are close to their limit and it will help busy families manage their budgets better. If European wireless companies are already doing it then the technology is immediately available. Let's catch up to best practices and then look for other ways to even the playing field for consumers. Big money and highly paid lobbies are working all day every day for the companies. Your job is to work for the consumers.

Feb 1, 2011 2:54:57 PM
Gary
Groveport, OH

Thanks for listening.

Feb 1, 2011 3:52:01 PM
Paul
Portland, OR

We strongly believe the the FCC should be working for the people and not just large corporations. Set some standards that allow us to know exactly what our fees are at all times.

Feb 1, 2011 7:58:06 PM
William
Austin, TX

Please, just a simple text or email form the carrier when you have used up all the minutes in your plan. Thanks, Bill Metzger

Feb 1, 2011 8:47:37 PM
Aster
Livingston, MT

I was a Verizon Wireless customer for almost 9 years. I just recently switched to Credo Mobile for ethical/moral reasons. During my 105 months of service with Verizon, I experienced more than dozen 'cell phone bill shocks'. These came at trying times in my life and they definitely added to the emotional and financial strain of living. If Verizon had exercised the courtesy to let me know in advance that my time was running out, than life would have been much easier. I am self employed and when my phone is disconnected, it's very hard to make money. If cell phone companies were required to alert consumers before overage, it would be better for all. Consumers would feel cared for and be able to more responsibly handle their bills. If corporations are legally treated as people, then shouldn't they be required to do the 'humane' thing and be courteous? If you saw a gentleman on the street unknowingly drop money from his pocket, would you pick it up and return it? Or would you be content to pocket it as the cell phone companies actively do? Thank you for doing your duty and protecting the American people!
The idea to be notified by text message before I go over my monthly set of cell phone minutes makes sense. It's good business, and will keep your customers happy. It also eliminates call centers having to deal with customers who need to modify their plans temporarily or request courtesy minutes. In the end, it may even SAVE you money.

The wireless phone companies don't legislation, not competition. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Dale Meyer 17 Blue Hen Ridge Newark, DE 19711

The majority of cell phone users depend on them for emergency use, not just daily conversational interaction. We need to know when we're approaching our limit of minutes so there is the emergency allowance left.

It would be a wise move. I would like to be notified if I am about to go over the limit of my monthly minutes. My provider is T-Mobile.

Cell phone companies are preying on people. Consumers deserve to be informed. Please require text messages to warn consumers of overage charges.
Feb 1, 2011 1:44:24 PM
Jody
Cortlandt Manor, NY

I would like to end cell phone bill shock and be able to find out at any given time my used minutes for the month.

Feb 1, 2011 1:10:58 PM
Mary
Brooklyn, NY

When times are as hard as they are for consumers, it would seem appropriate to help us where you can fairly easily.

Feb 3, 2011 5:33:30 PM
Robert F.
Magnolia, TX

I would like to be notified if I am going over my limit of monthly minutes on my Verizon cell phone.

Feb 1, 2011 2:37:46 PM
Patricia
Manchester, NH

This is important to all consumers. I urge you to approve this proposal.

Feb 2, 2011 9:10:13 AM
Fred
Duluth, MN

If information is a requirement for making a wise decision, why should you not be apprised of the fact that you are close to your limit? Corporations (and others) want to keep consumers "in the dark" so as to maximize profits. Please, do what is right for the people and not the corporations. Thank you, Fred Meyers

Feb 2, 2011 8:08:56 PM
Bob
White Plains, NY

Besides the normal reasons for limiting the power of the wireless telephone companies I found yesterday a charge for $15 per month that was on my bill for over 4 years. I never authorized the service nor do I know what the service is. The amount owed to me is over $1000. I doubt I will ever see the money nor an answer to my letter. There has to be some sort of independent help for consumers like me.
Feb 1, 2011 2:00:58 PM
Ellen
Wausau, WI

Please stop overcharging our cell phone service!!!

Feb 1, 2011 12:17:57 PM
Barbara
Durham, NC

.I am a consumer who has only a cell phone for my calls as I cannot afford a cell phone and a landline with the current costs of cell phone minutes. I am also seeking employment and the various rates allowed do not meet my needs as they end up costing me the same no matter how I slice it over $100.00 per month, and I am not a talker. I would like to see a system that gives the consumer the option to know the amount of usage before they get hit with a whopping big bill. I also think there should be reduced costs for people who are unemployed and searching for work. These are my concerns. Sincerely, Barbara Mezo

Feb 1, 2011 7:09:59 PM
Daniel
Fuquay Varina, NC

.Stop cell phone bill shock!

Feb 1, 2011 3:00:43 PM
Jason
Maple Grove, MN

The united states is terrible in comparison to many countries when it comes to cell phone charges and rules. the carriers write the laws and get away with murder. this needs to stop.

Feb 1, 2011 1:45:15 PM
Tres A.
New York, NY

.I think fair is fair and we the consumer are not getting it form the companies or our elected officials. Do your damn job and make these companies do the right things. tres a. miah harlem, nyc 10037, ny

Feb 1, 2011 9:50:41 PM
Lenny
North Tonawanda, NY

People should not be surprised by Cell Phone companies unethical practice of not notifying customers when they're going over their limits on their cell phone usage. They have the ability
to send email or text messages or other methods but refuse to use it so the customer is blind sided with a bloated bill.

Feb 1, 2011 2:36:33 PM  
Suzanne  
Clio, MI

I do\'nt have a cell phone at this time just for this reason. I've heard from too many of my friends tell of the surprise charges they've been slapped with. I have enough trouble with the rip offs from the banks and credit card companys. You\'re all so greedy, thats the only real reason that you could possibly have for not notifing people when they are getting close to their limit. The way things are going in this country, with everyone out to steal from everyone it reminds me of a quote from Thomas Jefferson that goes like this; I fear for my country when I reflect that God is just. Think about that for a minute.

Feb 1, 2011 1:09:09 PM  
Michael  
Austin, TX

I have been getting notices from my cell phone company after I exceed my plan, which is a bit late for me to avoid overage charges. Sometimes the overage charges double my bill! I have had to go to the next higher plan, which is much more than I usually use. As a result, I\'m paying more than I feel I should.

Feb 1, 2011 12:37:29 PM  
Paul  
Watchung, NJ

.Put an end to this ripoff, the charges are totally unreasonable and are escalating continuously. They are entitled to a REASONABLE return on their investment, not all they can grab.

Feb 1, 2011 12:23:09 PM  
Kenneth  
Lancaster, VA

.Please do this to protect you constituents...not Phone Companies.

Feb 1, 2011 11:54:13 AM  
Bernie  
Hartford, CT

.I would agree that this is common sense and the right thing to do. If it requires legislation to make it happen then so be it. The Wireless providers should be doing this voluntarily.
Missouri City, TX

And tell the FCC while they're at it to stop the cell companies from adding all these hidden charges. I don't care how small it is. If they're gonna add a charge, I for damn sure better know about it beforehand!

Feb 1, 2011 12:12:38 PM
Frank
Weston, CT

...The industry reaction to this is that it is "burdensome" to do this notification. Apparently it is not too much trouble to send ads and other special offers. If presented properly this notification process could actually increase business by giving users a sense of partnership with the company. Sincerely, Frank Michels 7 Joanne La Weston, CT 06883

Feb 1, 2011 1:29:31 PM
Arthur
Los Altos, CA

Well, duh!

Feb 2, 2011 12:29:13 AM
Mark
New Berlin, WI

I am definitely in favor of requiring wireless providers send an alert (text or otherwise) before a cell phone plan limit is breached. Once or twice in the past I have gone over my limit, usually because I didn't realize I was "roaming," and ended up paying big bucks for my phone calls. I also have several friends who inadvertently have gone over their limits, and wound up with huge wireless bills, as well. It's not as uncommon as you may think. If the wireless companies can send me useless texts and try to sell me extra services via text messages, they can certainly set up automatic texts for overages. Please add my voice to those that want this notification to be mandated to all wireless providers.

Feb 1, 2011 12:36:38 PM
Wolf
Simsbury, CT

Cell phone minutes are expensive enough for us seniors, I'm tired!

Feb 2, 2011 10:21:40 AM
Laurian
Springfield, IL
Since receiving an appalling bill for a small time overage, I spend the end of every billing cycle in fear of slipping over. We need to be alerted. Please vote affirmatively on the proposal to notify customers when they are nearing their monthly allotment.

Feb 1, 2011 2:00:25 PM
Barbara
Fayetteville, NY

The cell phone companies are quick to inform us (via the cell phone) of anything that might make them more money. So we know it is easy for them to send a message. Notifying us when we are nearly out of minutes would not be difficult, but it will require legislation, because the over-minute charges are a source of revenue that most cell companies will not give up voluntarily.

Feb 1, 2011 3:59:27 PM
William
Munster, IN

My cell phone provider is Verizon Wireless. They offer an "overage protection plan" that costs $5.00/month. If you exceed your allocated number of minutes, the plan simply disables your cell phone. Obviously, nobody is going to use this plan. Overage notification is a simple matter that could be implemented by a cell phone provider by sending a text message to a phone when you are exceeding your plans minutes. This would protect cell phone users from situations where their phone is cloned and excessive cell phone minutes are consumed. The cell phone industry uses overage surcharges as a mechanism to ensure that cell phone users purchase a huge number of minutes every month--just to ensure they do not encounter an overage situation. Most people buy way too many minutes on a monthly basis. Also, there can be an emergency situation where a cell phone user may need to exceed the number of minutes used per month. For example, AT&T is my landline provider. In the past I have encountered situations where I lost landline phone service for several weeks and had to use my cell phone to make and receive phone calls to my home. The way cell phone providers structure overages, if you encounter a situation where you will exceed the number of minutes per month, you must contact them and agree to go into a higher plan. Frequently their plans are structured so you cannot go back to a lower plan after your overage situation ends. Also, when you purchase a plan upgrade, you must make a case for "overage forgiveness." None of this occurs in Europe where cell phone plans are more competitive and significantly cheaper than in the United States.

Feb 1, 2011 5:15:24 PM
Kevin
Avon, CT

Please!!!

Feb 1, 2011 11:13:11 PM
Robert
Lakewood, OH
The Federal Communications Commission must decide in favor of America's cell phone customers on the proposal to require cell phone providers to send a text before the customer hits their cell phone plan limits. Overage charges add up. A September survey found that half of respondents who said they were hit with an unexpected bill paid at least $50 in overage charges. I've probably paid that much or more cumulatively in each of the past two years, and I was not happy about it. I was charged 45 cents for each minute of overage. That's AIRWAVE ROBBERY. It doesn't help that their definition of evening, weekend, and off-peak are ill-defined or ever-changing. Consumer Reports calls the FCC's proposal to have companies send you a text before you go over-limit a "no-brainer that should be a snap for today's sophisticated smart phones." Of course, the wireless industry is fighting this proposal tooth and nail. They even claim it violates the First Amendment because it's "burdensome" for them to send you a text when your limit is near. Interesting, considering they now text you deals and offers tailored to your account. It's a spurious, completely ridiculous objection. The European Union recently started requiring similar alerts, and they appear to work well. It's time to turn the tables on cell phone providers. They've been sticking it to us for too long with their outrageous charges and rotten service.

Feb 1, 2011 4:25:06 PM
Alan
Maumee, OH

It would be easy for the phone companies to notify a customer if they are about to go over their minute limit. I hope you make them do it.

Feb 1, 2011 3:36:13 PM
Nicole
Eagle Point, OR

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Nicole
Milam 8 Chantrell Ct Eagle Point, OR 97524

Feb 1, 2011 10:02:56 PM
Gary
Eureka Springs, AR

Usually we don't go over or minutes, but when I had cardiac bypass surgery, tracking minutes was the last thing on my wife's mind. When we got the bill, it was nearly $200 in overage
charges at the worst possible time. If she had been notified, it would have saved us a lot of badly needed money. Thanks, Gary

Feb 1, 2011 5:38:30 PM  
Edie  
Madison, WI

Cell phone overages are outrageous. There should either be a limit on how high they can be or phone companies should have to give people fair warning about whether they are close to going over their allotted minutes.

Feb 1, 2011 2:33:43 PM  
Joel  
Renton, WA

I have a teenager. It is wildly expensive to have an unlimited text plan. However, I'm trapped. It's either pay the very high fee, be shocked by the over usage charges or have no cell phone. It's a struggle in today's economy.

Feb 1, 2011 4:17:06 PM  
Kelly  
Myrtle Point, OR

Please do the right thing.

Feb 3, 2011 2:00:16 PM  
Joseph  
San Jose, CA

I am sending this email to the Federal Communications Commission to support a proposal that will help us get some control over our cell phone bills. The idea -- require wireless companies to send us a simple voice or text message BEFORE we go over our plan limits. This will help us control what we pay, and end 'bill shock' from outrageous overage fees!

Feb 3, 2011 9:47:57 AM  
James  
St Augustine, FL

Please act to protect cell phone users from unexpected overage fees Without FCC oversight the consumer is helpless in dealing with a huge and growing segment of the Nations communications industry. Cell phones have become an integral part of our daily lives and the consumer deserves protection from abusive charges.

Feb 1, 2011 7:39:21 PM  
Barbara  
Franklin, NJ
It is time to protect cell phone users from excessive overage charges and have telecommunications providers inform customers before they run up huge cell phone bills.

Feb 1, 2011 11:48:21 AM
Betty
Mechanicsburg, PA

With everything increasing in price, no unnecessary extra charges are acceptable. From a senior citizen's point of voice, any new or unnecessary costs are prohibitive.

Feb 1, 2011 1:18:46 PM
Carolyn
Boxford, MA

PLEASE require wireless companies to send us a warning if customers are about to hit plan limits!! It is an easy, LOW COST way of doing business in an HONEST WAY.

Feb 1, 2011 6:18:17 PM
Checko
High Falls, NY

Support this "no-brainer" or risk "no-voter"

Feb 1, 2011 11:29:16 AM
Donna
Saint Cloud, FL

I'm tired of wireless bill shock, and anxious for some bonafide control. Cell phone companies should notify me PRIOR to my going over my limits on voice, data or text service. That way I may finally have control over my bills and permanently avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I wish to pay that, or cut back on my usage so I don't go over my plan limits. A simple text from my provider would allow me to make that decision. This is a very simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me PRIOR to my going over my plan limits. Sincerely, Donna J. Miller 1416 Indiana Ave. St. Cloud, FL 34769

Feb 2, 2011 8:16:01 AM
Elaine
Ashville, AL

While cell phone shock doesn't affect me personally, as I have an unlimited plan, it greatly affects several friends and thousands of other consumers. It makes no sense that the cell phone companies would be "burdened" by having to notify us when we're about to reach our limits. By
denying us this one thing, they're saying they would rather we do go over so they can make more money. This bill really is a no-brainer. Please let it pass.

Feb 3, 2011 12:35:17 PM
Gerald
Nederland, TX

Since the cell carriers send text messages on other items, like promotions to sell you something, then an advance notice on approaching plan limits should be simple.

Feb 2, 2011 10:41:04 AM
Gerard
N. Chelmsford, MA

Stop ripping off the consumer. If I have the information then I can make the decision to proceed or not.

Feb 2, 2011 7:44:24 AM
Hermineh
Reston, VA

Customer Service is such a joke these days. The supposed inability of these cell phone companies to send email to their customers about a pending overdraft is ludicrous. Just another example of corporate greed.

Feb 1, 2011 12:57:54 PM
Irwin
Los Angeles, CA

I have had enough of these unscrupulous practices! please help the consumers thank you!

Feb 1, 2011 1:58:15 PM
Jennifer
Austin, TX

Cell phone companies in the USA have no right to overcharge or proprietarize!

Feb 1, 2011 3:22:03 PM
Jerome
Mission, TX

This is a good idea. Please put it into place.

Feb 1, 2011 1:35:48 PM
Jerry
Austin, AR
Please rule in favor of the consumers on this issue. Thanks. Jerry Miller

Feb 2, 2011 12:18:37 PM
Julie
Albany, NY

Please notify me when I go over my minutes. I have five phones on my bill and it is hard to keep track of my minutes. Also, I pay so much money now, it would greatly help knowing my bill could be potentially even higher than it already is.

Feb 1, 2011 12:51:58 PM
Julie
Snohomish, WA

If we pay our bill then I think your responsibility should be to inform form us that we are going over our limits. That is unless you are out for the money and care nothing about the people you sell too, but we can change servers too.

Feb 1, 2011 7:10:15 PM
Laurie
Aptos, CA

This is my personal comment: We pay for a phone plan that allows us plenty of minutes so I never have to worry about this issue, but "there [really] ought to be a law" so that people are warned when they are about to exceed their minutes. The rest of this message is a form, but the issue is real and needs to be addressed.

Feb 1, 2011 8:54:38 PM
Linda
Neptune Beach, FL

Please vote to require cell phone carriers to notify users prior to exceeding charges specified in advance.

Feb 2, 2011 12:42:09 AM
Marilyn
Springfield, IL

To stop all the over charges on the Phone Bill they should be forced to notify a person that he or she is approaching their package limit since the phone companies are the ones who set the limits. The phones can do everything but cook supper these days so why can't these phones count your text messages and give you a signal when your are close to your limit so you would be prepared to limit or stop texting for that month. Make it so the person buying the phone can pre set the amount of texts they have and at what number they want to be warned in advance before going over. The wireless companies are always changing the amounts on their packing to raise the
prices. I started paying 29.00 for a package with 100 test messages and now it has been raised to 52.00 for 200 text messages over a period of around eight or nine years. I only have regular phone with text availability to 200 messages. It has a camera but I don't even use it. I am retired and 78 years old on Social Security only and can't afford extra costs as I am considered living in poverty now.

Feb 1, 2011 4:07:18 PM
Mark
Whittier, CA

It is so simple to be notified if we are about to go over in minutes. The cell phone companies can do everything else, why can't they do this?

Feb 2, 2011 5:21:10 PM
Rachel
Rochester, NY

Along with excessive overage fees, companies don't carry unused minutes over to the next billing period, and that needs to change too. I'm lucky to be with a company (CREDO) that at least applies some of my money to good causes, so that helps.

Feb 1, 2011 6:17:26 PM
Rex
Aurora, CO

You can make this right in the public interest.

Feb 1, 2011 1:10:52 PM
Richard
Chevy Chase, MD

Please act on this issue. Thank you....

Feb 1, 2011 5:59:08 PM
Robert
Endicott, NY

Cell phone usage should be accomplished as reasonably as possible. Excess profit should not be a part of the equation!

Feb 1, 2011 3:55:40 PM
Robert
Jarrettsville, MD

To ALL at the FCC. It's about TIME to do something for US POOR consumers
There are common sense milestones that are necessary for rational and fair business practices. This is no different than having a speedometer in an automobile to tell you when you are approaching a legal speed limit or your speed has increased beyond reason given the driving conditions at the time. Corporations are no less ethically required to follow suit and since they are disinclined to do so as ethical practice then the practice must be a matter of law. Even the rattlesnake gives fair warning before it strikes. Enough of this corporate predation. Their myopic perception of business ethics will only lead to the ultimate destruction of our free market place while they relentlessly pursue profitability blind to the irrevocable harm they do to the environment that feeds them.

Is there no end to the ways businesses can screw the consumer? Oh, it's European to protect the citizenry from rapacious industries. We don't want to be EUROPEAN. We want to preserve our liberty to be screwed by those with greater liberties!

.I support the FCC's proposal to require that the US wireless industry be required to advise customers when they are close to exceeding their cell phone plan limits. This would put the customer in a position to decide for themselves what to do. Roland Miller PO Box 1275 Vineyard Haven, MA 02568

Why does a cell plan have a base usage amount? You pick plan "A" for $50.00 with "X" number of minutes. If you go over the base amount you pay for a month. You are charged a higher rate than the price per minute that you paid. If you are under the number of minutes you do not get a true refund; maybe a credit (minutes) that keep going up. They should reduce the rate of your bill if all the time you paid for is not used. Also Why does a transformer (the plug that converts AC to DC) for a cell phone... Use kWh (electricity) when it is an open circuit (plugged into the wall but not the device). Why don't they make the transformers into a series circuit? So if the device is not attached no power is flowing. You don't have to unplug your lights from the wall after turning them off to save energy.
T
C Gables, FL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 2, 2011 12:27:11 PM
Terri
Toledo, OH

In these times of financial hardships for so many, having a warning method in place could help a great deal of people.

Feb 3, 2011 7:19:10 AM
Traci
Chillicothe, MO

It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits.

Feb 1, 2011 3:50:59 PM
Vontella
Honeyville, UT

It is time to allow me a consumer the information I need to know when I am nearing overages on my services. Please consider this courtesy.

Feb 1, 2011 2:56:34 PM
Wes
Austin, TX

Enough is enough

Feb 2, 2011 6:51:21 PM
William
Valparaiso, IN

Please take action!

Feb 2, 2011 2:19:05 AM
cheryl
Murrieta, CA

This is the time to stop this. I'm tired of wireless bill shock, and ready for some real control. 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. Cheryl Miller

Feb 2, 2011 8:07:21 AM
Pegeen
Fort Wayne, IN

We have a right to know what we are spending at any time on our phone bill.

Feb 1, 2011 3:31:10 PM
Ralf
Hobe Sound, FL

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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ralph A. Milliken, M.D.

Feb 1, 2011 2:41:11 PM
Gloria
Oceanside, CA

I'm tired of wireless bill shock, and ready for some real control. 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. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 2, 2011 8:49:26 AM
Frank
Pompano Beach, FL

Wireless providers should inform their customers when they're about to exceed their plan limits. Providers send promotions to entice Customers to buy additional services. Customers should be made aware they will be assessed additional charges before exceeding their plan limits.

Feb 1, 2011 10:55:30 PM
Dan
Anaheim, CA
Please help us keep control of our phone bills!

Feb 1, 2011 4:52:18 PM
John Luke
Nutting Lake, MA

Please make the mobile phone companies inform us when we approach limits. It only fair.

Feb 2, 2011 4:45:09 PM
Michael
Cincinnati, OH

.Last month I was charged over $300 in 'overage' charges. This has never happened before. The reason was they were charging minutes for calls made on the internet - which previously they said were free. Had this proposal been in place it would have avoided this. Thanks for your effort, Mike Mills

Feb 1, 2011 12:59:14 PM
Mary
Tulsa, OK

As parents who have themselves and their children on cell service and have to share minutes between them, it is almost, if not completely impossible, to keep track of their time. By forcing the cell phone companies to help all of us keep track of time spent, we will all be much happier with which ever company we choose to use!

Feb 1, 2011 11:09:10 AM
Richard
Falls Church, VA

.This is an easy solution. We should receive an e-mail and text message notification when a consumer on the calling plan is about to bust the limits of minutes, texts, data usage, etc. Please pass this one soon!

Feb 3, 2011 10:07:24 PM
Cherry
Bayfield, CO

.Obviously, no one wants to pay for extra minutes...being informed when one has reached their limit of minutes allowed on their monthly plan would be the most ethical thing for a business to do for their customers. Most of us exceed our minutes when we have had an emergency or something great happen in our lives, which means we are very busy doing things, not looking to see how many minutes we have used that month! Thank you for doing the kind, considerate thing for your customers!
Feb 1, 2011 10:33:46 PM
Arthur
San Carlos, CA

Many years ago, I got a bill that was 4X my normal bill. I went on a trip and used minutes during the "wrong time". It would have been nice to get notified when I was about to go to overage. Please give me the control!

Feb 1, 2011 12:42:12 PM
Joseph
Hansville, WA

I am in complete agreement with the accompanying statement.

Feb 1, 2011 1:02:14 PM
Katy
Bellevue, WA

Listen to the people! Protect our rights from the greed of cell phone companies who are able to text promotional messages to me but then claim that they can't send a text when I've either gone over or am close to going over my limit. They are ripping us off and it is time for the government - you know the ones, "For the People" - to put an end to this NOW! Katy

Feb 1, 2011 1:06:58 PM
Patrick
Seattle, WA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely Patrick D. Minahan Seattle, WA 98199

Feb 1, 2011 11:59:52 AM
Sabrina
Danvers, MA

Its time we have control of our spending and our budgets. its what you don't know that can hurt you.

Feb 1, 2011 2:58:41 PM
Rene
Portland, OR

You could have happier customers if you would do this. No one likes to be surprised by larger than normal bills. It is done simply with stock prices and gas prices, so why not do this for those who have a continuing relationship with your company?

Feb 1, 2011 11:17:33 AM
Eric
West Bloomfield, MI

Please stop the insanity!

Feb 1, 2011 1:20:38 PM
Caroline
Abingdon, MD

VENAL CRETINS IN BUSINESS SUITS!!! YOU ROBBER BARRONS ARE ALIVE AND WELL -- CORPORATE WELFARE QUEENS WITH GREAT BRASS BALLS!!! HANDS OUT OF OUR POCKETS!!! WE'RE JOBLESS, HOMELESS AND SOME STARVING -- AND YOU HAVE THE HUTZPAH TO DIG DEEPER INTO OUR PURSES??!!??! LOOK OUT THERE, SOME INNOVATIVE FOLKS MAY UNDERCUT AND TAKE YOU DOWN (WITH THE HELP OF US UNWASHED MASSES, OF COURSE!).

Feb 1, 2011 2:13:36 PM
Bette
Sanford, NC

This must change as the Europeans have it: End cell phone bill shock! It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data. The European Union thinks it's a good idea they require their wireless companies to do it. And our Federal Communications Commission thinks so too, since they've proposed the same here. But the U.S. wireless industry hates it, because they make BIG money off charging you overage fees! Plant & protect Danny's trees for life in 2011........

Feb 2, 2011 8:44:50 AM
Joseph
Albany, NY

PLEASE require an overage warning system. This has happened to me before and it is a huge, unnecessary cost! Plus, the cell phone company (Verizon) would not let me change my plan to more minutes immediately ... I had to wait for the NEXT billing cycle, so the per-minute charges continued. Please change this!

Feb 1, 2011 1:44:53 PM
Lisa
Auburndale, MA

Cell phone companies need to find legitimate ways to finance themselves: dragooning hapless consumers is not OK!

Feb 2, 2011 1:38:23 PM
Dale
Boise, ID

I am not happy with the fact that cell phone companies are not informing us of when we go over our minutes. Those companies are charging outrageous per minute cost for minutes that go over my budgeted plan. A simply text message prior to going over the limit would fix that problem. Then if I go over my minutes, it is not a big suprise. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,
Dale Miracle PO Box 190161 Boise, ID.  83719-0161

Feb 1, 2011 12:04:39 PM
David
Downey, CA

It's the right thing to do. Customers would appreciate it and companies would benefit by not hurting their customers. A simple text message would be great. Phone company has no problems constantly sending text to sell you something. Providing a text message notifying you that you are about to go over your limit in texting or minutes would be a great service. Even if they charged a dollar it sure would be better than some of these bill shocks!

Feb 1, 2011 6:00:29 PM
Colin
Alhambra, CA

Stop selling your Soul

Feb 1, 2011 11:47:47 PM
Galina
Milford, CT

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Sincerely, Galina Mironova.

Feb 1, 2011 11:35:25 AM
Chris
Milwaukee, WI

The carriers use their exorbitantly expensive 'per-unit' overage charges to charge exponentially more than their cost, and it's absolutely ridiculous. I don't think mandating them to alert customers that they're approaching their limits enough - they should be forced to offer overage prices in line with the actual cost of the overage. As it stands, the cost to the customer can be hundreds of times more expensive than the actual cost. It's horrible they get away with this, but as long as the big 3 or 4 use the same practices, consumers don't really have a choice, so they don't have to offer fair prices.

Feb 1, 2011 8:27:59 PM
Eileen
Brooklyn, NY

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Eileen Mislove 505 Court St., #6D Brooklyn NY 11231

Feb 1, 2011 1:00:50 PM
Lisa
Schenectady, NY

We need all the help we can get to contain costs, just as the government does. Your support of this bill would be greatly appreciated.

Feb 1, 2011 1:38:11 PM
A. R.
Tallahassee, FL

In this day and technological age, it makes sense to use technology to make our lives simpler. Computers track our cell phone usage, and computers can be programmed to automatically send an alert to our email that we're about to go over our limit.

Feb 1, 2011 2:03:57 PM
Jonathan
Madison, AL

Notification is a must. Consumers, not the wireless industry, should be your first priority.

Feb 6, 2011 7:30:19 PM
Larry
Blacksburg, VA

My current cell phone service provider has notification of remaining service every time you turn your cell phone on. The company Tracfone! OK, if this pay as you go company can do this, there is no excuse for the big boys in cell to skip out on this reporting to the consumer. Oh, yes they can't surprise you with outrageous overage charges, if you know exactly what you had already paid for. This would loose them the unearned profits. That is why they oppose the FCC proposal to require wireless companies to alert the user before they go over their plan limits. It is not an undue burden on the wireless companies, it is a desire to continue to pick the pocket of the wireless consumer without government sticking its nose in. Please stick your nose in and approve the wireless alert system requirement. Get government out of the pocket of big business and start on the path to consumer protection today!

Feb 2, 2011 6:37:48 AM
David
St Augustine, FL

Even if a compromise in the wording of the bill meant that customers could choose the bill ceiling service, or pay a symbolic fee to receive a text message when the limit was reached, this will be a great improvement for customers.

Feb 1, 2011 6:12:01 PM
Eric
Venice, CA

The FCC is an agent of the US Government which in turn exists on behalf of the citizens of this country it's about time the FCC stars showing the American public that it has the best interests of all it's citizens at heart rather than that of big business!

Feb 1, 2011 3:16:00 PM
Walter J
Canterbury, CT

Big companies rig their business to take our money and that takes away our freedom to choose what we want. Under the guise of Freedom of Choice, they take away our freedom and our choice.

Feb 1, 2011 4:04:41 PM
Jacqueline
Santa Monica, CA
My plan is an economical plan with T-Mobile for 500 "anytime" minutes and unlimited weekend, etc-- no texting. It's supposed to be $29.99 a month. Twice now, I've been hit with huge bills-- over $150 per bill because I unknowingly went over my minutes. When I called T-Mobile to complain about it, the "customer rep" said-- when I suggested sending a text message before I use up my minutes-- that they don't do that, and that I could always hit #646# to find out how many minutes I've used. This was the FIRST time anyone at T-Mobile, either in person or in writing, had ever mentioned this. It's not written anywhere in their literature or website. Instead of depending on everyone to go "over" their limit for their profits, the wireless companies need to conduct business more honestly and respect their customers by giving them information they need in a text message-- approaching their minutes limit-- instead of just sending advertising messages by text. I couldn't believe all the expense from the over-minutes-- all local calls too-- incoming and outgoing. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jacqueline Morin 2727 6th St. #308 Santa Monica, CA 90405

Feb 1, 2011 12:40:45 PM
Gavin
San Jose, CA

Consumers should have a fair warning when their time allotment has been reached.

Feb 1, 2011 1:30:55 PM
Mark
Rancho Cucamonga, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Mark Moynihan 12875 Aspen Meadows Ct, Rancho Cucamonga, CA

Feb 1, 2011 12:47:57 PM
Deborah
Alvin, TX

Cell phone bills are out of control. Please help us. This alert gives us some control and we can then make better decisions on the cost of our monthly bill. Thank you.
Feb 1, 2011 5:10:22 PM  
Jihn  
Chicago, IL

I just wanted to share my concerns and ask for your help in protecting consumers.

Feb 1, 2011 4:43:54 PM  
Kevin  
Rancho Palos Verdes, CA

I want to be notified by my cell phone carrier before I go over my allotted minutes in my plan. I need this information to be able to control my usage habits and keep my bill under control.

Feb 1, 2011 7:11:20 PM  
Mark  
Broomfield, CO

. the automation capabilities to send a text to the primary phone is there, easy fix. Cell phone providers are taking advantage of customers that are locked into contracts

Feb 2, 2011 8:48:11 AM  
Mary  
Hypoluxo, FL

. Cell phone carriers have been bilking consumers for years. They've made their billions, now reign them in.

Feb 1, 2011 1:08:16 PM  
Miriam  
Logan, OH

I work with low- and moderate-income families at risk, and unforeseen cell phone bills continue to be a barrier to families success. Please help us create educated consumers better able to meet their families needs!

Feb 1, 2011 12:28:01 PM  
Richard  
Hatfield, PA

It is past time for some consumer protections to be put into place regarding cell phone bills that approach or go over the minutes limit. Each month I buy in advance a certain volume of minutes at a certain price and should NOT be penalized with wildly exorbitant rates for using a little more.

Heather  
chappaqua, NY

It seems to me that notifying your customers that they are about to go over their limit is EXCELLENT customer relations! It's good policy to help your customers out.

Feb 1, 2011 3:49:17 PM  
Louis  
North Fort Myers, FL

The last time I had gone over my cell phone minute limit was when my wife died and I was calling my family to inform them. When I got my bill it was almost twice what it normally is and it caused a big budget problem for me. If I had been notified by Sprint that I was over I could have reduced the bill quite a bit. As it was, they charged me at a rate of fifty cents a minute for the overage. This is outrageous!

Feb 1, 2011 1:37:50 PM  
Richard  
Arlington, MA

.There is no reason not to make change that is sensible.

Feb 1, 2011 7:14:07 PM  
Carol  
Binghamton, NY, NY

.I recently gotan email from the library that my books were due in two days. Great. I appreciate the library having this kind of system. The technology is definitely there. I get notifications about my bill being ready to vew on line and about the bill being dedecuted from my bank account, how hard is it for the cell phone company to let know if I'm getting close to the limit? I have had cell phone shock several times, at least I am able to afford it, but many cannot.

Feb 1, 2011 12:46:43 PM  
Carol  
Allentown, PA

.I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Carol Moan 2610 College Lane Allentown, PA 18103
Feb 1, 2011 2:49:58 PM
John
Alexandria, VA

It happened to me during a death in the family.

Feb 1, 2011 3:58:47 PM
Michael
Clarksville, TN

This seems like a very reasonable proposal. Why not do it. The technology is there.

Feb 1, 2011 2:15:30 PM
Jeremiah
San Francisco, CA

Protect our citizens!

Feb 1, 2011 3:45:22 PM
Victoria
Hagerstown, MD

This is just common sense and it is unfortunate that the phone companies are fighting it tooth and nail but unfortunately companies must be made to do the right thing. It happened to the credit card companies and now the cell phone companies must be mandated to do the right thing also

Feb 1, 2011 5:59:10 PM
William
Alexandria, VA

The reasons given by cell phone companies for not wanting to notify their customers when they approach their plan's limits are ludicrous. They are simply a weak, hypocritical excuse for sucking more money from consumers.

Feb 2, 2011 1:15:29 PM
June
Gilbert, AZ

You would have more respect and do your customers, who keep you in business, a favor by passing this legislation.

Feb 1, 2011 5:55:57 PM
Steve
Norwalk, CA

Just a little help. PLEASE
Feb 1, 2011 11:30:05 AM  
Neda  
Issaquah, WA  

.I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Neda Mohandessi 844 6th Ave NW Issaquah, WA  98027

Feb 1, 2011 12:36:38 PM  
Susan  
Bothell, WA  

.Simply asking them to send an automated msg that warns me I'm about to go over my minutes is hardly a burden on any phone company. This is a simple request allowing me to decide whether to cut back or pay for more. It's simple. It makes sense. It allows me to control potential debt.

Feb 1, 2011 6:12:39 PM  
Joyce  
Lompoc, CA  

I encourage you to make sure wireless companies MUST notify the customer before they go over their cell plan limits.

Feb 1, 2011 5:00:20 PM  
Kim  
L.A., CA  

.I urge you to support this, thank you

Feb 1, 2011 10:56:44 PM  
Charles  
Livingston, TX  

THE LAW SHOULD ALSO MAKE IT ILLEGAL TO GET SALES CALLS WHICH BURN UP OUR ALLOWABLE MINUTES UNLESS THE ADVERTISER PAY FOR THE TIME USED.

Feb 1, 2011 12:56:49 PM  
Patricia
Please approve the proposal to make wireless companies notify us BEFORE we go over plan limits. Sincerely, Pat Molloy

Feb 2, 2011 1:14:28 AM
John
Aston, PA

Please give me the chance to avoid high bills via notification.

Feb 2, 2011 6:20:15 AM
Robert
Brookfield, WI

This seems like an straightforward measure that customers deserve.

Feb 1, 2011 12:58:17 PM
Robert
Norristown, PA

This change is just plain good business practice. If a company can't make profit honestly, they should be put out of business.

Feb 1, 2011 12:45:16 PM
Brent
Yardley, PA

I have several times had charges such as for photos turned into monthly charges. I want this to stop.

Feb 1, 2011 7:48:45 PM
Derek
Anchorage, AK

I think it is time to do away with the contract and for cell phones service. Maybe then cell phone companies will step up and provide real consumer services.

Feb 1, 2011 6:15:22 PM
Michael A.
Peoria, IL

The cost of mobile phone service in America is becoming ridiculous. Texting charges compared to the rest of the world are oppressive and the monthly data overage charges are becoming laughable.
Feb 2, 2011 1:32:02 PM
Donald
Charlevoix, MI

There is NO way we know how much time/bits/bytes/etc. and other things that has a limit of usage, that we have used - only you know! If I knew that you weren't a customer oriented Company, I would have chosen a different cell phone service provider. I assume that you are very honest, and want to be the best you can be. Not knowing where stand on a limit, is like driving a car that was never equipped with a speedometer, thru a 25 MPH speed zone, and the cop is using a radar speed-gun! I'm sure you can inform a person when usage gets near the LIMIT! Thank you in advance for your continuing assistance. Sincerely, Donald Monteith

Feb 1, 2011 2:03:20 PM
Chris
Wellsboro, PA

Largely, I think the government should stay out of regulating cell phones, but there are some things big companies use to abuse their customers. These companies get away with it most of the time. Please force the companies to notify customers if they will have a bill that's greater than $50 more than average.

Feb 4, 2011 5:08:07 PM
Mick
Dayton, OH

This is a typical rip-off, another way to squeeze the consumer.

Feb 1, 2011 1:34:39 PM
David
El Paso, TX

This practice ensures that those that can least afford over charges are the one targeted. It only makes sense to warn the subscriber if the minutes are being reached.

Feb 1, 2011 4:49:17 PM
Mauro
Albuquerque, NM

I receive so many texts from Verizon, my wireless carrier, advertising their services or their new phones. Why can't they send me a text saying I'm about to go over my limit? There should be NO problem with them doing that! PLEASE ensure that they can no longer collect like this from unsuspecting consumers. In fact, I have discovered that they figure out rates and minutes in very strange ways and have had to fight them a number of times to get my bill reduced.

Feb 1, 2011 1:16:41 PM
Michael
Cleburne, TX

Please stand up for consumers by forcing the phone companies to send email alerts about overage charges before they occur.

Feb 1, 2011 12:37:57 PM
Joseph
Miami, FL

Please pass this simple consumer protection that would allow us consumers to make an informed decision about our finances and in particular our phone bill. Help Americans take control of their finances in this time of belt tightening and in turn help the country dig its way out of our collective deficit.

Feb 1, 2011 6:37:12 PM
Charles
Clearwater, FL

. Hope you are able to help.

Feb 1, 2011 12:28:50 PM
Clyde
Newcastle, WA

. The cell-phone companies can send a notification of pending phone plan time limit, just as easily as sending all their expensive service upgrade proposals.

Feb 1, 2011 3:12:28 PM
David
Round Rock, TX

I can't see why cell phone companies can't let customers know before they exceed their contract minutes except to take advantage of their customers in the name of the corporate "bottom line". Come to think of it, this reminds me of "pay day loan" companies as well as some of the very recent mortgage company debacles. Please make sure this practice ceases immediately! David Moore PO Box 694 Round Rock, TX 78680

Feb 2, 2011 12:57:57 PM
Garry
Olathe, KS

. In today's complex world, it is very difficult to keep track of the many details of daily life. Since the United States was founded on the rights of individuals, it seems only right that a simple reminder be sent to help people live within his or her budget, especially considering the economic mess so many of us are in.
Businesses of all kinds take advantage of customers in myriad ways. Here's something the cell phone companies owe their customers. A simple notification when customers are about to go over their monthly call limit. Pass this law!

Please help.

.I wholeheartedly support this proposal! As a single parent with a teenager, this strikes home!!

.I am sending you this message on behalf of parents, particularly of teens. This simple solution could work towards solving family discord over phone bills.

.I agree with the statement below.... And in addition I feel that cell phones use should not be linked to particular carriers.

This should be done as it would be completely automatic and not a complicated programming change. It would be of great help for those trying to keep their expenses down.

.In my book, this is just a new method of usury.
Feb 2, 2011 2:42:20 PM
Peggy
Westminster, SC

Please stop gouging us with ever-increasing bills for mine and my husband's cell phones.

Feb 1, 2011 2:49:46 PM
Sheryl
Dubois, IN

Overage charges are ridiculous. Home phone companies don't give you a specific amount of minutes you can use; why should cell phone companies be able to?

Feb 4, 2011 10:04:00 AM
Steve
Madison, AL

.This should go into effect immediately. I want control.

Feb 1, 2011 1:37:54 PM
Tony
Massillon, OH

The U.S. wireless industry is an oligopoly with the potential for its members to collude with each other to manipulate the market to their advantage and to the public's disadvantage. Examples of their power is found in the contracts we must sign to have access to wireless services, the huge fees for getting out of the contract, and the astronomical charges they levy when limits on voice, data, and messages is exceeded -- not to mention that receivers are charged for unsolicited messages. One of your responsibilities is to protect us from the members of the industry abusing their choke hold on the market.

Feb 2, 2011 1:32:33 AM
Heidi
Stockton, CA

.Stop trying to screw us over!!!!!!!!!! Thats it! I am holding you accountable for everything you do that is unfair.

Feb 5, 2011 11:14:00 AM
Linda
Chicago, IL

.You are starting to act like bankers. And you know how we feel about them.

Feb 1, 2011 11:42:59 PM
Guillermo
Los Angeles, CA

It is not fair to let cell phone companies get away with charging an immense amount of money from my hard earn paycheck without letting me make the choice.

Feb 5, 2011 9:08:25 AM
Irma
Guaynabo, PR

Usually the cell phone company offers packages which offer unlimited text messages with voice mail etc. These packages with roaming are sometimes expensive and sometimes there are phones that internet is included in the price and I have to pick and settle for another cell that I don't want. Also there are other charges included that occasionally continue to rise unexpectedly. These charges should be monitored and controlled. Thank You

Feb 1, 2011 2:37:56 PM
Lou
Colorado Springs, CO

FCC: I'm one of many who have been billed for significant overages on my mobile / cell phone which I use for business. Sometimes a conference call can run longer than expected and a few of those multiplied by several employees or users adds up to quite a bit of expenditure. A simple automated text message from my service provider, perhaps repeated a couple of times before and slightly after I hit my limits, would be a welcomed alert and save my business hundreds of dollars during a year. A text message is significantly less expensive than the additional minutes, even if we have to pay for it on our plan. Since the service providers do this many times a day for millions of people sending us adds and alerts that our bill is due, I don't believe an automated message from them would be much of a burden or affect consumer costs at all. With the money we save we can build our business, better address our customers' needs and help the economy to recover more quickly. Please consider this message as one supporting the requirement of service providers to notify their customers of impending overages and potentially unexpected charges.
Thanks for listening, Sincerely, Lou Morales

Feb 2, 2011 8:16:17 AM
Marisa
Georgetown, TX

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Sincerely, Marisa Morales Caprock Canyon Georgetown, TX 78633

Feb 1, 2011 7:41:09 PM
Enrique
Toa Alta, PR

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Enrique Morales

Feb 1, 2011 1:41:27 PM
John
San Francisco, CA

It is unbelievable that they are not required to do this already!

Feb 1, 2011 11:35:08 AM
REgina
Ann ARbor, MI

I was just arguing with the cell phone company this month and asked them why they couldn't inform us before we go over. Guess what they said------???!! MAKE THEM DO IT!

Feb 1, 2011 1:48:43 PM
Mada Kay
Tempe, AZ

It is time for government to intervene on cell phone providers. I advocate notice to consumers regarding status of accounts before limits are exceeded. Mada Kay Morehead

Feb 1, 2011 1:22:35 PM
Patricia
Savannah, GA

Please make it a requirement that cell phone companies notify users when they are approaching their usage minute maximum.

Feb 1, 2011 5:00:24 PM
Laurie
Shelby Township, MI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Laurie Morettin 48538 Sutton Bay Court Shelby Twp., MI 48315

Feb 1, 2011 11:49:56 AM
Kathryn
San Carlos, CA

It is irresponsible and opportunistic for wireless companies to take advantage of consumers by not using the obvious and efficient means of giving advance notice to customers approaching limits of their usage. During this time when every American should be pulling together in a team effort to restore economic sanity and hope to our nation, this is the least that cell phone companies can do.

Feb 2, 2011 8:37:22 AM
Carolyn
Norcross, GA

When will begin to listen to the customer?

Feb 2, 2011 1:18:06 AM
David
Kingston, TN

..please do the right thing

Feb 1, 2011 11:24:11 AM
Douglas
Scottsdale, AZ

..The time of Carte Blanche is over, you need to be held accountable for what used to land people in jail.

Feb 1, 2011 11:33:39 PM
Jennifer
Beaverton, OR

..Thank you for listening to our common sense request.
Feb 2, 2011 12:48:35 AM  
Jon  
Seattle, WA

This is the smallest, most modest of reforms we should require of cell phone carriers. This is a total no-brainer. You've got to do it.

Feb 3, 2011 1:06:16 AM  
Kelly  
Sand City, CA

I urge you to please help prevent Cell Phone companies from imposing hidden and unexpected costs on their customers, since we are required to sign up for long term plans...

Feb 1, 2011 4:31:07 PM  
Kelly  
Seattle, WA

This is crazy! I rarely go over my minutes but if I were about to I would definitely want to be alerted by my cell phone company! There is no excuse for this - the technology is there. Let consumers make a choice.

Feb 3, 2011 8:09:10 AM  
Lynn  
Athens, GA

If my cell phone company can notify me about special offers and promotions, they can and SHOULD notify me BEFORE I go over my plan limits.

Feb 1, 2011 1:00:58 PM  
Randall  
Brentwood, TN

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Randall Morgan Brentwood, TN 37024

Feb 1, 2011 3:27:50 PM  
Tammy
Perry, FL

I would like to be notified when getting close to my limits. This would be a tremendous help. Thanks in advance. Tammy

Feb 1, 2011 11:02:18 PM
Denise
Rogersville, MO

It is only reasonable that you give your customers the ability to protect themselves!!! It's not like cell phone companies don't already make enough profit to sustain their business!

Feb 2, 2011 1:33:27 PM
Arthur
Kiawah Island, SC

Please require the phone companies to provide advance notice when the calling limit on cell phones is approaching. Given the computer controls in the system, it should be simple to automatically send several notices when the limit is getting close. For subscribers to constantly check their minutes, each person would need to set up reminders and perhaps check several times a week. Some companies may also charge minutes for making the call to check the balance. To do nothing allows the phone companies to take advantage of their customers, when the alternative, automatically providing the notice via a computer generated message, is simple to implement.

Feb 1, 2011 3:40:02 PM
Marian
Wetumpka, AL

Do what is right. Notify in advance.

Feb 1, 2011 4:55:39 PM
Kaz
Albany, CA

Dear FCC: Consumers are exploited left and right; if it's not oil companies, it's the credit card companies or phone companies. Here's a wonderful opportunity to help us, the helpless, hapless consumer. Please make sure we get a warning before we exceed our time limit and get ZAPPED! Thanks for looking out for the Little Guys, Kaz Mori 1433 Portland Ave Albany, CA 94706

Feb 1, 2011 7:40:15 PM
Millicent
Santa Clara, CA
As a customer of a wireless service provider, I expect good customer service from my provider. This means contacting me before I'm over budget. This should be one of the basic services provided by my wireless service provider because it is part of good to excellent customer service.

Feb 1, 2011 11:40:23 PM
John
Moorpark, CA

Please support action requiring cell phone companies to notify customers before they exceed their voice, data, or text service limits. The severity of the overage charges warrant this. This is no different than a highway speed trap, which is illegal.

Feb 1, 2011 7:25:21 PM
William A.
Farrell, PA

Why does there have to be a new stream of revenue for telecommunication giants? What about the individual consumer . . . yes, even including the employees of these corporations. Is everyone's head in the sand and these coprotaions hands in everyone's pocket?

Feb 5, 2011 8:53:01 AM
David
Natick, MA

Please consider the improvement to each individual's financial health which drives consumer spending which drives the entire economy.

Feb 1, 2011 1:08:46 PM
Daniel
High Point, NC

Maybe the FCC should outlaw yearly cell phone plans and force everyone to a "pay-as-you-go" pre-paid plan. That way no one would experience overage charges from the nation's cell phone carriers.

Feb 1, 2011 9:57:44 PM
George
San Marcos, CA

PLEASE GIVE US THE CHOICE OF CONTROL OVER OUR CELL PHONE BILL!!!!!!!!!!

Feb 3, 2011 1:50:46 AM
James
Renton, WA
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget or for each text message sent or received beyond my package. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick, no charge, text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, James Morris 4716 NE 7th PL Renton, WA 98059

Feb 1, 2011 3:54:12 PM
John
Frederick, MD

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, John E. Morris 7128 Poole Jones Road Frederick, MD 21702

Feb 1, 2011 12:15:42 PM
Karin
Washington, DC

Notifying individuals when they have reached their maximum usage is the responsible and ethical thing to do. It allows consumers the CHOICE of deciding whether they want to pay additional for making the calls.

Feb 1, 2011 1:31:18 PM
Kevin
long beach, NY

. Its common sense

Feb 3, 2011 8:52:29 PM
Pat
Springtown, TX

. We should catch up with European Union and require the Wireless companies of America to notify people when they are about to hit their established limit on their cell phone plan. There is
nothing like an unexpected huge bill because you didn't know how close you were to going over your cell plan limit.

Feb 1, 2011 5:31:32 PM
Ronald
Rossville, GA

.I want to receive a notice from AT&T when I am about to go over on my minutes.

Feb 1, 2011 3:29:29 PM
Bruce
Portland, OR

I'm an IT professional and know how easy and virtually cost free it is to warn people they are about to incur increased costs. This is a no brainer reform for consumers.

Feb 1, 2011 3:47:43 PM
George
Baytown, TX

.I really believe the wireless phone companies are "fighting" this simple plan because they are greedy and want to continue to gouge the public on their bills. Please support the notification message so the public has a choice on how much they spend. In these times of economic hardship this is a choice that could save all of us some much needed cash.

Feb 1, 2011 12:30:11 PM
Macon
Pompano Beach, FL

I've lived in Peru, where cell phone companies give you the option to cut off service (with the exception of free calls to others within your network with the same cell phone provider, e.g. "Sprint to Sprint") when you've reached your limit. Users then have the option of buying extra calling credits within the billing cycle. This works well, as there are no expensive surprises at the end of the month.

Feb 1, 2011 3:25:44 PM
Peter
Washington, IA

We need to be notified before we exceed our minutes.

Feb 2, 2011 10:28:39 AM
Doug
Rubicon, WI
I will never understand the liberal thought process. Why do we need government to intervene in something that should be my responsibility? I signed up for the plan that encompasses all my needs, why shouldn't it be my responsibility to monitor that? More government is not the answer nor is adding more rules and regulations. Take responsibility for your own actions and stop relying on government for your laziness.

Feb 4, 2011 6:50:12 AM
James
Carver, MA

Of course the Cell Phone industry would be against this new regulation...they are of course in the business of 'enhancing' their income at the expense of the millions of cell phone users. The FCC should be in the business of protecting the inerests of the American Citizens who are currently being bamboozled. Are you?

Feb 3, 2011 9:23:07 AM
Marsha
Centerville, UT

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Marsha L. Morrow PO Box 866 Centerville, UT 84014-0866

Feb 5, 2011 8:59:51 AM
Shirley
Alton, IL

Since I myself do not have a cell phone, I understand this overage because of family members who have cell phones. I feel the cost of having a cell phone is way over done in the first place. Anything that can help the cell phone owners should be done.

Feb 3, 2011 4:33:35 PM
Barry
Laguna Hills, CA

Verizon automatically send me a notice when my bill will be paid with my credit card every mth. It would seem they could just as easily send a notice informing me of my nearing the limit of my monthly allotment before going into the much more expensive "over plan" minutes. Please help institute this customer service. Barry Morton

Feb 3, 2011 11:04:46 AM
Linda
Greenville, NC

I was recently in a Verizon store to change the details of my daughter's contract. While there, the salesperson explained to us that they would send us notice of reaching the limit on our usage. When asked, he responded that they had a customer who had an overage of $4,000 in the past, and that that giving notice of the above should be very helpful to us. However, the rest of my family's account is with US Cellular and they do not have this service. Please make it a requirement for them and all others to do so. I would be completely devastated if the above example happened to me. On top of that, we asked the salesman what was the highest amount of overage he had seen and he responded that it was around $12,000. I couldn't even begin to go there. Please help protect the consumer by making this notice a requirement. Thank you.

Feb 1, 2011 3:32:49 PM
Dennis
Bow, NH

..This seems like an easy thing for the cell phone companies to do. It should have been mandatory from day 1. Imagine buying a product and not knowing what it will cost until you have used it!

Feb 1, 2011 4:08:49 PM
Vivianne
Williams, OR

..In today's lack of a real economy, people need to have a handle on their bills. There isn't the money to pay unexpected higher bills. Most of the time there isn't enough to live on comfortably, to begin with.

Feb 1, 2011 5:44:53 PM
Jerome J.
Ludlow, KY

There are times in your life when your in extreme stress, death of a loved one out of town for example. All of a sudden your cell phone bill comes after a couple of weeks and you find out you have a bill in the hundreds of dollars. Many of those times you could have changed your plan had you known ahead of time.

Feb 1, 2011 6:19:51 PM
Jeff
Minneapolis, MN

Cell phones are no longer luxuries. They have rapidly become necessities. Yet wireless companies are charging up to nine times the average plan cost for each minute users go over limits on voice, data or text service. Users must have fair warning when they approach these limits so we have the opportunity to decide if we want to pay for extra time, or cut back usage. A quick automated text from the provider would allow users to make that decision. It is a simple, common-sense way to give users the control we need over cell phone use! Sincerely,

Feb 1, 2011 1:36:24 PM
Richard
Brooklyn, NY

I'm tired of being at the mercy of wireless companies.

Feb 1, 2011 1:43:00 PM
Ellen
New Rochelle, NY

It is only common sense to have the carriers notify their customers--just as we can now request our card issuers and banks to notify us when we reach a credit limit or due date!!!

Feb 1, 2011 1:15:13 PM
Dean
Orlando, FL

It is time for someone to let American companies know that it is not OK to cheat people. It shouldn't be just about business, Have some compassion for a change.

Feb 1, 2011 12:56:57 PM
Daniel
Rochester, NY

I'm all for it even though I don't run out. The reason I don't run out is because I buy 1,000 minutes while I use a little less than 500. After one overage bill I raised it so they're making more anyway.

Feb 1, 2011 11:26:12 PM
Edwin
Corte Madera, CA

Just give me one reason Why Not

Feb 1, 2011 11:22:07 PM
Rob
Littleton, CO

This is such an easy thing for phone companies to implement, there's no reason that this shouldn't be enacted as improved consumer protection.

Feb 1, 2011 8:43:52 PM
Phillip
Wetumpka, AL

The cell phone service is over priced to begin with and allowing them to take advantage of unsuspecting users is their forte. Please help pass this bill to protect responsible users.

Feb 1, 2011 6:45:43 PM
Eileen
Newtown, PA

It makes sense! Here's the link to see more: cu.convio.net/FCC-bill-shock Thanks! Eileen

Feb 1, 2011 2:55:43 PM
Jonathan
Wentworth, NH

Cell phone minutes plans have always suffered from a lack of transparency where limits are concerned. this favors the provider, allowing them to extort exorbitant fees from customers who have no substantive way to track their usage.

Feb 1, 2011 2:26:35 PM
Deborah
Rochester, NY

All we're asking for a chance to be warned when my bill is going to exceed what I expect. That doesn't seem unreasonable. If they didn't require a contract, I could see where they would expect to put the onus on the consumer, but they force us to sign a contract so... thanks you for your consideration of this matter. anything I can do to control expenses is a big help. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Deborah Mourey 70 Arbordale Avenue Rochester, NY 14610

Feb 1, 2011 2:10:28 PM
Andreas
Wheat Ridge, CO

Let's put some responsibility in the cell phone companies' hands.
The cell phone industry is designed for the rich to get richer at the expense of the not rich. Please help to end it. Prem Mulberry

I agree with this plan. Please pass this requirement. Daniel Mulcahy 301 Springbrook Trail Sparta NJ 07871

There's no reason other than pure greed for cell phone companies not to alert customers when they are approaching limits on service.

Please do the fair thing and notify your customers before they go over their service limits.

Come on guys - pay attention to the consumer this time! Cell phone companies can text me with deals and upgrades - make them text me if I am going over my plan.

Having used cell phones all over the world, I find it totally unacceptable the way our cellular providers are allowed to scam their customers by charging outrageous fees for basic services. The US is the only country that I am aware of that charges for incoming calls, text messages, etc. that are unsolicited and, in most cases, unwanted. This has got to stop! Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. I urge the FCC to
approve its proposal that wireless companies alert me before I go over my plan limits. Richard P. Mullen 6789 Ft Deposit Dr Pensacola, FL 32526

Feb 1, 2011 2:34:28 PM
Allan
Beavercreek, OH

To continue allowing cell phone companies to take advantage of their subscribers when they go beyond their cell phone plan limits without notification of same is as dishonorable as it is for the carriers to foist that profit-multiplying on economically strapped fellow Americans. How, ion good conscience can you even consider allowing this practice to go on? Get on board with change for good. Quit following all the politicians who are talking like they want to finally do what's right for the citizenry of this country and not just the the benefit of big business. "Less Government" is a cover-up for less control, bigger profit margins, and more abuse. The blatant greed of "Less government" brought big profits to free-wheeling Wall Street execs and disaster to our nation. The fix would be easy -- the cost minimal. We need much more positive change and much less empty, self-serving denial and political manuevering. The FCC is supposed to be a servant of the people. Do what's right and pass the bill requiring cell phone companies to notify subscribers before cell plan time limits are exceeded.

Feb 2, 2011 12:46:23 AM
Christopher & Mary Louise
Murrieta, CA

Please implement this law and protect the consumer. The airwaves belong to the public and the cell phone companies are making huge profits already. This is a simple and logical step. Thank you.

Feb 1, 2011 9:45:29 PM
Mary Louise
Murrieta, CA

Also- I would also like to see a way to notify customers without a text message. Our cell phone company charges for text messages that they send us! That's kind of crazy- So we asked not to receive text messages.

Feb 2, 2011 1:51:59 PM
C
Savannah, GA

People have enough bills to pay as is, a reminder that you are diving into expensive overage territory in this day and age of technology is not a lot to ask. We are killing the American golden goose wasting money on luxuries. We need to help the less skilled and organized folks make good decisions about where there little bit of discretionary income goes. Business needs to accept that they can't have every nickel their subscriber has. cm CMulligan PO Box 16973 SAvannah ga 31416
Feb 1, 2011 7:43:50 PM
Hubert
Manchester, CT

Please make all cellular providers alert customers when they have used 90% of their allotted minutes.

Feb 4, 2011 12:26:49 PM
Trish
Pocahontas, AR

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Thank you for your time and consideration. Sincerely, Trish Mulligan 186 Bluebird Trl. Pocahontas, AR 72455

Feb 1, 2011 1:09:19 PM
Susan
Albuquerque, NM

I've had the shocking experience of finding out I was going over my plan minutes ONLY when I received a bill that almost bankrupted me.

Feb 1, 2011 4:39:07 PM
Shawn
Racine, WI

This is just common sense. Please make this a standard practice.

Feb 6, 2011 4:43:21 AM
James
Inglewood, CA

It's a simple, honest way of conducting business. Give it a try. It will benefit customers and businesses.

Feb 2, 2011 12:34:02 PM
Justin
Bernalillo, NM
I can't believe that wireless providers are not already required to send an alert that the cell phone plan has hit the time limit. Please make them let us know when we have reached the time limit. Thanks.

Feb 1, 2011 12:47:42 PM
Stanley
Evanston, IL

Please stand up for us consumers! Overage warnings are only fair.

Feb 1, 2011 1:06:00 PM
Dwight
Weatherford, TX

I don't mind phone companies making money but let's make them be straightforward about it.

Feb 2, 2011 11:26:48 AM
Robin
Keizer, OR

Cell phones are becoming the main phone for most families... they should not be taken advantage of!

Feb 1, 2011 1:23:05 PM
Bill
Pine Bush, NY

I think the requirement the phone company sending me a text message when I am about to go over my minutes is a great idea. This way I have control (and not the phone company) on what my monthly bill is going to be. It might not stop you from going over your minutes, but the decision is now yours! Thank you;

Feb 2, 2011 10:41:29 AM
Bruce
Paso Robles, CA

This proposed regulation seems like a very good idea. Wireless companies could use such a rule as an opportunity to suggest plan adjustments to customers if they repeatedly bump up against the limits of a rate plan with unrealistically low limits. By their opposition, wireless companies
are missing an opportunity to stand out as firms that prefer to act in the best interest of their customers, thereby damaging customer loyalty.

Feb 1, 2011 1:40:16 PM
Carol
Bailey, CO

Don't want to work with your customers?..Ok..I think I'll get a cricket with pre-paid minutes that I can control and fit better into my budget projections for each month. Yeah...that's what I'll do. lol...

Feb 1, 2011 11:39:16 AM
Charles
Emmaus, PA

.I agree! Let the cell phone companies report overusage BEFORE it occurs!

Feb 1, 2011 12:01:28 PM
Charles
Kansas City, MO

Good morning, I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Charles Murphy

Feb 1, 2011 9:33:43 PM
Denise
McMinnville, OR

..Some companies make this very hard to monitor, even when you are trying. Please make it so they notify the customer before the overage charges kick in.

Feb 1, 2011 4:05:40 PM
Jane
Congers, NY

..I think it would be a good idea for my wireless provider to send me a text message or alert before I hit my limit of minutes for the month. Cell phones are not a luxury anymore they are an essential part of everyday living. With two older parents I need to be in constant contact with
them. Please consider ending cell phone high bills and make it more affordable to everyone. Thank you for your time.

Feb 2, 2011 3:55:26 PM
Kimberly
San Diego, CA

This just plain makes sense.

Feb 1, 2011 5:11:53 PM
Lisa
Ashland, MA

An automatic alert should post on our cell phones when we are about to exceed the plan limits. Straightforward!

Feb 2, 2011 3:01:11 PM
Lisa
East Helena, MT

My bank has been letting me know when my checking account balance hits a low balance for several years now. I really don't understand why you, the cell phone carriers, are unable to do the same? Unless of course it really is because you want your customers to go over their limit? We are tired of business as usual. Start treating your customers as customers! And remember that the customer is always right! Sincerely, Lisa Murphy 3126 Spokane Creek Road East Helena, MT 59635

Feb 1, 2011 8:56:08 PM
Patricia
Abiquiu, NM

For the first time this month Verizon did send a text notice that my voice usage was about to exceed plan minutes.

Feb 1, 2011 2:33:34 PM
Richard
Kansas City, MO

This does not seem to be an unreasonable issue to consider. Right now, cell phone companies are really overcharging customers anyway.

Feb 1, 2011 12:22:47 PM
Robert
Oxnard, CA

I think it is time to get some control of these guys. They get away with murder. Bob Murphy
Feb 1, 2011 2:09:10 PM
Scott
Lynchburg, VA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Scott Murphy 140 Ritz Street Evington, Virginia 24550

Feb 1, 2011 2:42:46 PM
Sean
Ft. lauderdale, FL

.help us please...

Feb 1, 2011 2:27:51 PM
Shawn
Chicago, IL

Please pass this FCC proposal to require cell phone over-limit warnings!

Feb 4, 2011 2:30:41 PM
Terrence
Hamden, CT

Consumers have a right to be informed of when any situation occurs that dramatically affects the amount they are to be charged for a given product or service.

Feb 1, 2011 5:45:35 PM
William
Madisonville, KY

.To the FCC, Please pass this latest petition: To have cell phone companies send a text to customers before going over their minutes. Thank You, William Murphy

Feb 2, 2011 11:04:47 AM
Kim
Lakewood, CO
Please require prior notice of overages. To run a small business requires mental focus on other more pressing matters in order to successfully rebuild jobs for America and having prior notice of cell phone overages GREATLY increases a business owner's ability to keep on top of all the details of a business, AHEAD of time, in order to save every dime toward the success of the business. This is very important to business owners who are extremely busy trying to run a successful business. Thank you, K. Murphy, Licensed Professional Counselor

Feb 2, 2011 12:43:25 PM
Elizabeth
Sun City Center, FL

Cell phone's are ripping us off. Charging for email's we didn't do etc. There should be some way of alarming people that they are about to go over their limit, like banks.

Feb 2, 2011 1:20:36 PM
Erin
Mountlake Terrace, WA

This seems like a simple, common sense proposal that ought to be passed.

Feb 1, 2011 1:51:14 PM
James
Waldorf, MD

It's time to stop draining the public and to implement laws that protect and support "US"; Not corporate America.

Feb 1, 2011 1:13:27 PM
Jody
Sacramento, CA

Need to pass a law requiring cell phone companies to e-mail or text customers prior to them exceeding their cell phone minute limits each month.

Feb 1, 2011 6:13:17 PM
Ken
Land O Lakes, FL

We're all Americans. We all can make a living and profit by it without ripping each other off in this country.

Feb 1, 2011 12:10:44 PM
Lyn
Cottonwood, CA
I, Personally, have had "cell-phone shock" due to my daughter going over our minutes, and it would have been nice to have been notified by my carrier of that. One phone bill (normally, $145) was well over $550. I urge you to do something about this!!

Feb 1, 2011 3:30:13 PM
Rick
Crested Butte, CO

Please vote the right way. Notifying of an overage on minutes is a no brainer. Just another sneaky way that cell companies squeeze every last dime out of a customer. The consumer needs better representation here.

Feb 1, 2011 12:38:10 PM
S
Mooresville, NJ

This should have been required from the start!!!!!!!

Feb 2, 2011 10:16:33 AM
Tim
San Diego, CA

Make the cellphone companies do the right thing. They should (be made to) notify me before I go over the voice, data, and text service limits.

Feb 3, 2011 7:00:39 PM
Fred
Ortonville, MI

I was heartlessly victimized by this unsrupulous act & all the while I asked them to not let me go over my plan to no avail many years ago. I finally stuck them with the last overage & changed providers.

Feb 1, 2011 4:10:28 PM
Suzanne
Winter Park, FL

Please change the cell phone companies policy so we are not surprised at the end of the month!

Feb 1, 2011 3:45:22 PM
Richard
Bethesda, MD

This is the minimum necessary information and is far from burdensome.

Feb 1, 2011 3:52:32 PM
Mary  
Wimberley, TX

I no longer have texting or internet service on my phone because of the uncertainty of the billing. This is an issue that could easily be resolved if the phone company would provide notification via a phone message, a text, or an alert before the cell phone plan limits are exceeded.

Feb 1, 2011 4:53:01 PM
Linda  
Brookline, MA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,  [Your Name]  [Your Address]  [City, State ZIP]

Feb 5, 2011 4:21:57 PM
James  
Pahrump, NV

Consumers have endured too long the impersonal monopolistic actions of wireless providers in surprising unsuspecting customers with outrageous bills reflecting a portion of usage over the "limits." It is past time to give the consumer a small advantage by advance notification when these limits are reached. Family plans, which are encouraged by these companies, typically have several users where all usage must be coordinated and monitored, a difficult job for a family. Actual incremental costs to the provider for additional minutes are miniscule compared to the outrageous overage charges to the consumer. These overage costs are implicitly encouraged by the provider, whether the company will admit it or not. This is an underhanded way to increase profits. It is time NOW to end this practice by requiring that the wireless provider notify the consumer in advance.

Feb 2, 2011 5:56:51 AM
Karry  
Londonderry, NH

.I think it is only right for cell phone companies to let you know when you are going to go over your limit. It is difficult to keep track of usage when sending and receiving calls, and the overage charges can be very expensive.

Feb 1, 2011 4:28:40 PM
Frederick
Alexandria, VA

I want the control and therefore the responsibility to choose whether to exceed my plans limits. This concerns my ability to stay within my budget. Please allow the proposal to be passed.
Respectfully, Frederick Myerchalk
416 E. Windsor Avenue
Alexandria, VA 22301

Feb 1, 2011 6:17:49 PM
Beatriz
Miami, FL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Beatriz Myers
2121 N Bayshore Dr
Miami, FL

Feb 1, 2011 12:31:13 PM
Chrisy
Middletown, OH

Having companies notify us would be a great help, especially when it comes to text messages which can quickly add up, particularly since we get charged when someone texts us.

Feb 1, 2011 6:30:26 PM
Duane
Rochester, NY

No way this burdensome, even my dentist sends me texts. Almost anyone who owns a cell phone have been hit by over charges. A lot of people can't afford unlimited services.

Feb 2, 2011 2:00:20 PM
Kelly
Fredericktown, MO

Please help us stop cell phone bill shock.

Feb 2, 2011 10:04:51 AM
Leonard L.
colorado springs, CO

We hardly use a cellular because of the exhorbitant costs. We are afraid to.
Feb 2, 2011 9:51:29 PM  
Mary  
Jacksonville, FL

There are so many charges on top of charges associated with the cell phone industry. If the providers force their customers into limits on usage of their product, it seems logical that they could notify those customers when they are reaching those imposed limits. This is no onerous burden on the wireless providers, and is a service that can be easily accomplished with little cost or inconvenience to the cell phone providers. They have no problem alerting me by text or by phone of "offers" which are incentives to pay more to use increased services. The overages costs are outlandish, and in my opinion should be lowered as well, but at least allow the customer who might risk going over on allotted minutes to choose his/her plan of action.

Feb 1, 2011 9:52:48 PM  
Scott  
Muskego, WI

Please pass the legislation requiring cell phone companies to inform customers before they go over their plan usage to avoid shocking bills.

Feb 1, 2011 2:21:43 PM  
Khrys  
Pittsburgh, PA

There is absolutely no reason why cell phone companies cannot alert users when they are going to exceed their plan limits. It's time to stop price gouging and fleecing customers through exorbitant overage charges. Everyone does their best to avoid over use, but if my bank can send me an email when I go below a certain dollar threshold, AT&T can send me a text when I have fewer than 30 minutes left in my plan. It is unlikely that I will personally need this service, but it just makes good sense and will help consumers avoid unexpectedly high bills, especially those families who share a wireless plan.

Feb 1, 2011 2:34:11 PM  
Catherine  
Mercer Island, WA

I am very much in favor of requiring wireless companies to notify consumers before they exceed their plan limits on voice, data, or text services. The telephone plans are often complex and difficult to understand, so that if a consumer buys a plan which has less than the "unlimited" features, it is hard for that consumer to keep track of minutes, data or text actually used. Then the consumer gets a huge surprise bill! Make this stop! It's unfair to the consumer and easy money for the cell companies. Catherine Myre 6215 77th Ave SE Mercer Island, WA 98040

Feb 1, 2011 4:18:21 PM  
JOANNE  
granada hills, CA
Companies notify us immediately if it is in their interest. Now, please see to it that they notify us when it is in our interest to know how much time we have used or have left on our monthly cell phone plan.

Feb 1, 2011 1:07:03 PM
GEORGE
Parsippany, NJ

.BETTER CONTROL IS REQUIRED.

Feb 2, 2011 5:15:14 PM
DICK
tomball, TX

.PROVIDERS SHOULD ROLLOVER UNUSED TIME ON SUBSCRIBER ACCOUNTS!

Feb 1, 2011 1:10:31 PM
LESTER
Forest Park, IL

.We need this NOW! VERY MUCH! Thank you.,Mr. Lester E Nixon

Feb 2, 2011 8:19:04 PM
Ron
New York, NY

.This really is a no brainer and just good common sense. Please listen to the consumer on this one and not to the big companies!!

Feb 4, 2011 9:40:04 AM
Deanna
Amherst, OH

So many people, like myself, are struggling on a daily basis to stay in contact with family, friends, employers, physicians, etc. Although I've only gone over my limit one time, the stress of always having to check and check again to make sure I'm still within the limits is often quite more than stressful than just letting it go, and deal with it then when it does go over. I find this to be unacceptable.

Feb 1, 2011 11:38:03 PM
David
Shawnee, OK
For me personally unexpected overages have been more of a nuisance than a major problem. Yet I know of others for whom it has created great difficulties. A simple text notification is the least companies could and should do to help me and others make informed decisions.

Feb 1, 2011 8:39:33 PM
Leslie
Columbus, NJ

.I think the warning and notice of potential charges are fair and appropriate. Negative surprises are never warranted particularly when it has a negative impact on budgeting.

Feb 1, 2011 2:06:26 PM
Kathleen
Jupiter, FL

 Makes sense.....many companies and banks offer alerts......now it's the cell phone industry's turn! Come on...you can do it!

Feb 5, 2011 2:20:29 PM
Lily
Tampa, FL

. This alert should have been available as one of the alert options from the beginning. I feel this is just common courtesy for a customer. We used to thank customers for their business.

Feb 1, 2011 2:58:10 PM
Louisa
Santa Rosa, CA

The way the billing system is presently done is tantamount to forcing customers to write blank checks every month. It's insane & especially so in the Great Recession. Not changing the billing system, given how easily that could be accomplished is not only unreasonable, it is tantamount to extortion. Since the cell phone cos. clearly have no financial incentive to do so, please create a law that forces them to give some control back to the customer. Thank you.

Feb 1, 2011 4:32:03 PM
Roy
New Rochelle, NY

.Dear FCC, Please pass the proposal requiring wireless phone companies to notify me before I go over my plan limits so that I can adjust my usage. Thanks for your attention to this request. Roy Nakashima 181 5th Ave New Rochelle, NY 10801

Feb 3, 2011 4:37:37 PM
Warren
Hartselle, AL
It's past time that you took your role as "acting in the Public interest" seriously. Bill shock is far from a laughing matter. The least you could do is to alert (WARN) your customers before they reach their Plan limits.

Feb 2, 2011 6:47:31 PM
Richard
Hartsville, SC

I have had to increase my monthly minutes to prevent this absurd excess charge. The using public deserves stronger protection from the large wireless companies.

Feb 1, 2011 1:50:51 PM
Andrea Sea
Venice, CA

Ideally, people should be alerted BEFORE they go over their limit, but AT LEAST they should be alerted ON THE DAY they go over their limit, and not have the charges keep building up for the rest of the month. My regular bill was about $75 every month, and I didn't realize my usage had increased until I got a bill for almost $400, and had to agree to a $100 per month plan to get AT&T to knock off some of the overage fees. I am currently shopping for another carrier so I can get my monthly fees back down a bit.

Feb 1, 2011 4:52:01 PM
Maya
Upper Marlboro, MD

I am an advocate for notifying customers when their phone bill is about to be charged overages.

Feb 1, 2011 1:00:58 PM
Amit
Fairfax, VA

Please support this measure that further protects consumers, as we need all the protection we can get. Thank you, Amit

Feb 1, 2011 10:18:02 PM
Anne
Hendersonville, NC

Please help! I'm about to retire from full-time employment and need to pare down all my expenses.

Feb 1, 2011 1:45:14 PM
Andy
San Francisco, CA
to Whom it may concern at FCC: I'm sick and tired of wireless bill shock, and ready for some real control. Every month I get dinged overage charges and I firmly believe 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 2, 2011 4:25:23 AM
Rosemary
Tinley Park, IL

This would be so easy to do....why some phone company isn't jumping on this huge point of customer service, I don't know.

Feb 1, 2011 1:22:48 PM
Stephen
Honolulu, HI

The FCC should act to Requiring notification to individuals of approaching limits is a negligible cost to providers yet allows individuals the ability to control excessive costs. Individuals do not have the power to require these types protections from large corporations.

Feb 1, 2011 3:31:04 PM
Walter
Naperville, IL

This tactic has cost the unsuspecting cell phone users billions of dollars as most of us just pay the bill and suffer instead of standing up to you guys! This has to stop and it is completely deceitful.

Feb 1, 2011 12:48:14 PM
Stephen
Sellersville, PA

Please STOP cell phone and wireless carriers, such as AT&T and Verizon, from adding on unnecessary and unwarranted charges on my cell phone bills. This is larceny, with them being allowed to virtually steal our hard earned money, supposedly for non-existent service. Thank you.

Feb 1, 2011 3:00:11 PM
Marianne
Chicago, IL
.I pay cell phone companies money. They should be working to be efficient and cost effective for me, but that is not the case.

Feb 2, 2011 6:06:31 AM  
Cathie  
Maple Grove, MN

Can we restore another outrageous consumer charge made this time by our cellphone companies. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Cathie Ness 13647 86th Ave N Maple Grove, MN 55369-7027

Feb 1, 2011 12:17:42 PM  
Kela  
Snohomish, WA

.This seems like an easy solution to a frustrating problem, especially as a family with teen cell phone users who can easily rack up the minutes!!

Feb 1, 2011 4:02:44 PM  
Earll  
Denver, CO

.The over the limit without notice gimmick is an amazing little bit of the old slickeroo. These companies are the direct descendants of snake oil sales men and pickpockets.

Feb 6, 2011 10:51:20 AM  
James  
Burlington, NJ

.This makes good sense.

Feb 1, 2011 11:59:22 AM  
Annmarie  
Chicago, IL

Some of the most lucrative blue chip companies in America have re-crafted their mission statements to focus on making the customer happy, to having their best interests at hear. Cell phone companies need to follow suit!
Feb 1, 2011 2:31:43 PM
Dean
Holyoke, MA

Rules to force phone companies to tell you before you go over your limit are long over due! Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Dean Nimmer 146 Allyn St Holyoke, MA 01040-2550

Feb 2, 2011 9:42:56 PM
Susan
Tucson, AZ

We're already drowning in charges and enough is enough! While I'm at this, I'd like to ask a question. Why is it that companies operating in some European countries (if not all) only charge the calling party, whereas here, in the US, they charge BOTH the sender and the recipient for the call?? Both parties shouldn't be charged. Profits are record high, so allowing these "consessions" should not hinder business in anyway, other than some CEOs' bonuses.

Feb 2, 2011 7:29:09 PM
Robert
Mapleton, MN

It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits.

Feb 1, 2011 11:41:23 AM
Gladys
Lancaster, CA

Given that the public has few options for cell coverage, this is only fair.

Feb 1, 2011 2:07:56 PM
James
Brownsburg, IN

Notifying customers if they are going to exceed cell phone message limits is only common sense. It would only require a software modification that would generate an email if certain thresholds were approached or passed. These companies boast of their technical prowess until they have to do something for their customers. Obviously, they like the fact that people don't realize they are passing limits and then have to pay more money. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to
decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. Please approve the proposal that requires phone companies to provide their customers common sense service. Jim Nugent 29 Raccoon Court Brownsburg, IN 46112

Feb 1, 2011 1:00:08 PM
George
Hayward, CA

It's only reasonable that we should expect to be notified if and when our cell phone usage goes over the limit. This is especially true for families that have young kids that have their own cell phone. Please give us the means to control our telephone expense. George A Nunes 2450 Whipple Road Hayward, CA 94544-7808

Feb 2, 2011 1:29:12 AM
Irma
Encino, CA

I'm tired of wireless bill shock. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Irma Nunez 17448 Burma St. Encino, CA 91316

Feb 1, 2011 3:31:29 PM
Gerald
Youngstown, OH

With today's technology, it should be very easy to send a text message or record call to notify you that your minutes are close to expiring. They send messages advising you that your bill is due, so why not also notify you that your are reaching your limits. I have a family plan with three telephones, it is difficult to monitor the minutes used by each telephone to prevent going over our limits. Please help!

Feb 4, 2011 2:52:33 AM
Joann
Waipahu, HI

As everyone struggles to keep up with the rising cost of everything, it would be nice to have the big companies help the middle class and others. We are a dying breed. Cellular companies takes time to text for everything else... how hard can an alert text be? I don't even want to get started on how many families have been caught off guard with the massive texting bill created by our
teens. Luckily, my company helped me out; however, I have heard of others that stuck the parents with this unknown and unreasonable cost. Aloha, Joann Natividad

Feb 1, 2011 1:50:57 PM
Mary
Clinton, MA

I am having a hard time paying my bills as it is. I always get a bill that is huge compared to what I am supposed to be paying. Start telling the truth and knock off the tactics. Mary Naughton

Feb 1, 2011 12:26:17 PM
Sean
Brooklyn, NY

This kind of notification should be a basic feature of any cell phone contract. Any company that fights this is obviously out to take advantage of consumers and should be chastised and avoided.

Feb 1, 2011 12:33:07 PM
Nancy
Irving, TX

If the cell phone companies want to get paid for their choking bills, they should maintain the consumer informed about their minutes usage specially before the consumer goes over their minutes, if not, they will have a hard time collecting their shocking bills. Please help the consumer so they do not have to go through this headache.

Feb 1, 2011 12:46:42 PM
JoAnn
Brooklyn, NY

I once got a bill for $1000! Somebody had to see that coming!

Feb 1, 2011 1:59:24 PM
Sharon
Marietta, GA

If I can receive text about when my bill is due and receive deals on my phone. It is easy to send me a text when my limit is reached for my cell phone.

Feb 1, 2011 2:48:03 PM
Jeanne
Tehachapi, CA

It's way past time that the consumers got an even break! Without their votes you would not be where you are!
Feb 1, 2011 4:39:44 PM
Charles
Phoenix, AZ

If my bank can send alerts of daily account balances and transactions that exceed a limit that I specify, then cell phone companies can do similarly with ease.

Feb 1, 2011 12:38:49 PM
Rolando
Miami, FL

...This is an easy one.....a no brainer

Feb 1, 2011 8:32:23 PM
Craig
Jersey City, NJ

...I support the Consumers Union on this matter.

Feb 2, 2011 3:31:48 AM
E. James
Muskegon, MI

It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, I can decide if I want to cut back on my phone time, or pay more for the extra minutes for voice, text or data.

Feb 2, 2011 8:51:33 AM
Wade
San Clemente, CA

...I have had several "over my limit" cell phone bills. It would be so simple for the provider to text a message to your phone as you approach your contracted minutes.

Feb 1, 2011 12:57:15 PM
Fred
Lakin, KS

My state of Kansas protected me when Alltel was sold to Verizon; and I have a very reasonable contract with them that they had to honor and keep in service. Isn't it time the whole nation received consideration from all the carriers?

Feb 1, 2011 12:00:03 PM
Edward
San Diego, CA
Im tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 2, 2011 9:10:10 PM
Brandy
Jacksonville, FL

It is unconscionable that cell phone companies charge EVER so much more for overusage, when it is well-night impossible to recall how much one has used one's phone over several weeks' time! Absolutely the companies need to flag each account to autosend a text to the cell customer when that customer has gone over a specific dollar amount (to be designated by the customer), or when they're approaching the maximum number of minutes they signed up for originally. What a BLATANT attempt to collect extra monies so that phone company can fund an ice skating show! Or sponsor a football game! SHAMEFUL!

Feb 1, 2011 1:49:58 PM
Linda
Wayne, PA

With 3 children on my plan, it is difficult to keep tabs on limits on data, voice and text. Since my wireless company can send me advertising texts and emails tailored to my account, it is obvious that the wireless company can also send me notification when our plan is approaching limits. My bank does this for my balance and overdrafts, and even allows me to personalize the levels at which I receive notification.

Feb 1, 2011 1:13:12 PM
Carl
Cleveland, TN

I'm frequently surprised to see my mobile phone bill is much higher than the previous month. I check the details and find that I have used more data, texts, or both and didn't know it.

Feb 2, 2011 4:47:50 AM
Christian
Hinesville, GA

As a military service member I have to move around frequently and travel for work. My cell phone is the one consistent mode of communication I have with friends and family. My cell
phone, minutes, text messages and data usage vary significantly month to month. I have gotten "cell phone bill shock" on more than one occasion and always at the times that I am most vulnerable financially. Personally, I now have savings and this no longer risks my financial well-being. But it caused a great financial hardship when I was in my early 20's. I was between duty stations and used my phone more frequently, but I had no idea I ran up over $500 in overages at 35 cents a minute. As a leader in the Army, I have seen this happen time and time again to my Soldiers. I think it is only fair that we are notified by the cell phone carriers when we have exceeded our plan so we can make informed decisions about our continued use of our phone.

Feb 1, 2011 6:30:40 PM
David
Chula Vista, CA

Make wireless companies notify us BEFORE we go over our plan limits  David J. Nelson

Feb 2, 2011 10:22:49 AM
Dawn
Nyack, NY

Rules should be to the benefit of consumers, not the greed of corporations.

Feb 1, 2011 1:04:19 PM
Eric&Kay
Vacaville, CA

.We, Eric and Kay Nelson, strongly urge you to Enact this proposal to notify us cell phone customers BEFORE we go over our limits!! Thank you for acting responsibly and pro-actively for Americans!

Feb 2, 2011 9:44:22 PM
Peter
Lakeside, CA

.People have enough stress in their lives w/o having to deal with the devious billing practices of unethical cell phone companies. Many companies create impossibly complex billing practices in order to dupe unwitting customers into paying unpredictable fees that go way over the advertised charges. This sort of practice must be stopped!

Feb 1, 2011 1:16:48 PM
Robert
Salt Lake City, UT

Verizon has actually warned me that my usage was approaching the point of extra charges, which I appreciated. But I still respectfully suggest making Verizon's "best practices" mandatory across the board.
Feb 1, 2011 5:20:06 PM
Robert
Valparaiso, IN

Please help!

Feb 1, 2011 6:36:47 PM
Christopher
Raleigh, NC

To Whom it May Concern, Start following the ethical high road and stop creating ridiculous charges for a service that is part of everybody's life in the 21st century.

Feb 5, 2011 8:16:34 PM
Joe
Canton, OH

These cell phone companies need to be brought to bear responsibility to their customers. They send emails and text messages to me for the purpose of selling me more stuff. Clearly then can do the same easily to service their customers. Let's also require them to no longer be able to charge early termination fees. If they want to keep me they will have to provide excellent customer service.

Feb 2, 2011 1:29:38 AM
Robert
Olympia, WA

. Please protect us.

Feb 1, 2011 12:41:57 PM
Arvind
Seattle, WA

This seems to be a basic automated service. I have these setting with my bank accounts to notify me via text about certain limits and transactions. I agree that it is a no brainer.

Feb 2, 2011 3:04:21 PM
Steve
Lenexa, KS

Do something for the masses!

Feb 1, 2011 1:10:46 PM
Herb
Northport, AL
Here is your chance to begin to show consumers some respect, other than just for their budgets. Give us a break!

Feb 2, 2011 7:44:49 AM
Lawrence
Trumbull, CT

It is time to protect cell phone subscribers from over time charges by warning them when they approach their contracted limits. The telecom industry must be forced to implement this consumer protection immediately. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision.

Feb 1, 2011 1:15:23 PM
John
Oakland, CA

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

Feb 1, 2011 4:25:38 PM
Kathy
Phoenix, AZ

It is only fair to notify a customer before they go over their minute allotment (when they are getting close.)

Feb 1, 2011 5:21:01 PM
Meta
Spring Valley, CA

Imagine our shock when our 13 year old ran up $800 in charges in one month! He didn't realize that the ringtones, joke of the day and numerous (1000+) text messages all COST EXTRA!! With some warning, we could have curtailed things before it got so expensive.

Feb 1, 2011 9:16:53 PM
Linda
Milwaukee, WI

Having invested a fair amount of time into deciding on a cell plan that fits my budget and allows me to maximize usage, I can finally say I have one that works for me. However, this has not always been the case. When I started my T-Mobile cell service ~7 years ago, I soon found the plan I started with did not go far enough. When I unknowingly exceeded my allotted minutes by
only a very small amount, my bill went through the roof. When I contacted T-MO to discuss my usage for that month and find out where I went wrong, it seemed logical to switch to a "bigger" plan in order to avoid another occurrence of being charged a ridiculous amount for each minute of overage beyond the plan. T-MO was nice enough to adjust my next bill to offset some of that overage, possibly because I was a newer customer with little experience making sense of their confusing bills. That made it slightly easier to swallow the overage cost. So, reevaluating my usage, I opted to "upgrade" to the next higher tier, one with enough minutes (more than enough really) but at $10 more per month than my previous plan. As I recall that experience, with so much inconvenience from simply going over my plan by a few minutes, how nice it would have been to receive a courtesy text or eml alert from T-MO to let me know I was getting close to my limit. I then could have paced further minutes and have easily avoided those few that put me over the limit -- to the tune of several dollars more than I'd otherwise have been charged. It's no secret the cell and wireless companies are aware they stand to profit enormously by not providing alerts to customers about to reach their plan limit. With a high probability that customers will do so, possibly confused about the terms of their plans, why would those companies do anything to jeopardize such easy money? However, if with the support of the FCC, the alert were written into law, thus mandatory, the carriers could not refuse to offer it. And they would easily keep on making more than enough profit. Many banks now provide their customers with an alert (eml, text, voice, etc) when their account balance is low (and we know how banks feel about spending extra money), so it should not be asking too much of the telecommunications companies to enhance their customer service with such an alert. In my opinion, the FCC should approve its proposal that wireless companies alert customers before they go over their plan limits.

John
Sedona, AZ

I've been hit - it's terrible when your bill suddenly exceeds your monthly budget - and you have to scrimp on groceries to pay for the phone. Let's do this easy thing.

Feb 1, 2011 2:41:01 PM
Paul
Sterling Heights, MI

It's unbelievable how cell phone companies and the like do business these days. They spend millions in advertising to get customers, then sit around thinking up devious ways to rip them off. I have a plan that I pay $55.00 per month for and seldom use 1/5th the minutes coming to me. If the call phone companies are allowed to rip the customer off for going over their minutes how about making them refund any un-used minutes? And it doesn't do any good to switch plans as they all use the same excuses to steal from their customers.

Feb 1, 2011 12:54:55 PM
William T
Huntsville, AL
Seems like a reasonable proposal and I support it 100%.

Feb 2, 2011 9:45:16 PM
Marcia
NY, NY

...give people warning

Feb 1, 2011 1:02:48 PM
Ed
ROLLING HILLS ESTATES, CA

...just notify people !!!!

Feb 1, 2011 1:24:11 PM
Dorothy
Aliso Viejo, CA

Just do It!!!!If Europe can, so can you.

Feb 1, 2011 1:09:15 PM
vivian
Fort Collins, CO

This is a No-Brainer

Feb 1, 2011 12:18:11 PM
Cynthia
Houston, TX

Please stop this ridiculous attempt by cell phone companies to rape their customers....... 

Feb 1, 2011 1:52:55 PM
Katharine
Falls Church, VA

Our son opened and lost multiple mobile phone accounts as he grew to adulthood because of overages that took him by surprise! What a lousy thing to do to a young person trying to establish financial independence!

Feb 1, 2011 2:43:31 PM
Richard
Woodbury, MN

Cell phone companies should charge consumers the true cost of service, not charge overage fees without a message notifying the customer that an overage is imminent. I receive a text message
every time a bill is paid and can log in to determine my number of minutes every day. This service should be easy to set-up.

Feb 1, 2011 1:01:05 PM
Tomas
Los Angeles, CA

.We can fix this problem of being taken advantage of by the cell phone companies. Please take control over this abhorrent practice and stop it now!

Feb 2, 2011 6:44:59 PM
Dale
Carterville, IL

.Please help keep consumers from being 'BLIND SIDED' on their bills. Consumers deserve fair treatment. Thank you for your considerations. Sincerely, Dale Newstrom

Feb 1, 2011 3:47:13 PM
Carol
Los Angeles, CA

Verizon is already doing this. All others should follow suit. If not let's pass a law that mandates it.

Feb 1, 2011 12:47:19 PM
Jack
Hopkins, MN

.This overage has happened to me and caused me to change carriers because I was so upset.

Feb 1, 2011 1:01:28 PM
An
Saint Paul, MN

.Thank you Consumers Union to let me know this project that help me to understand this program.

Feb 1, 2011 1:02:12 PM
Dawn
St. Petersburg, FL

Technology is getting cheaper yet prices have gone up when it comes to cell phone service and equipment. Technology has come far enough for the overage notification to be a low cost measure to be put in place by wireless service companies. The almighty $ has really blurred the "treat your customer right" vision of the wireless service companies.
Please stop that ridiculous overcharge phone bill from those cellphone carriers. Thanks.

Do the right for the voters not the your corporate puppet masters.

I would like to be able to have the rules which the FCC suggested, and which the European Union follows.

Please disallow disproportionate over-limit cell phone charges.

I myself have never suffered this misfortune, however, I have known many who have. The price a person pays for the use of a cell phone is well above anything they should have to be paying; unless your on a family plan. I believe it is up to the company to contact a person to let them know that if they don't use the last of their minutes it's going to be one heck of a bill.

Many people have had to experience severe difficulty due to huge phone bills that are not fair or practicable. You need to do something to help these people by restricting phone companies from abusing consumers unjustly.
Every month I have to have Verizon adjust my bill because of there over charges STOP IT NOW!

Feb 2, 2011 8:08:24 AM
Jeff
Loveland, CO

Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jeff Nichols

Feb 1, 2011 1:00:15 PM
Jerry & Lonnie
George, IA

We ask that you please make it a part of our cell phone contracts that we will be notified as we approach our limit on the minutes we are allowed per month. Thank you for your attention to this matter.

Feb 1, 2011 1:30:27 PM
Marge
Altadena, CA

Please think of the impact on us consumers, not the phone companies, in acting on this issue!

Feb 1, 2011 3:18:40 PM
Dennis
Jackson, NJ

It's a fair practice to stop run away bills, it's easy and needed in today's world. It doesn't stop the phone companies from making a profit, it gives the consumer some protection from outrageous bills. Or is stealing money a part of the American dream and business practices.

Feb 1, 2011 5:10:40 PM
Robert
Corvallis, OR

My wife and I are in our late 70s--it is hard for us to keep track of the many things we need to monitor and keep track of. This measure would sure help folks like us.

Feb 1, 2011 12:18:30 PM
Paul
Mechanicsburg, PA
I'm tired of all this unscrupulousness by cell phone companies. You know how to do the right thing. Please just do it! Sincerely Paul C. Nickalls 3508 Lisburn Road Mechanicsburg, PA 17055

Feb 3, 2011 12:38:55 AM
Dianne
Helena, MT

Cell phones have become an important tool for most Americans. If companies were able to develop sophisticated cell phone technology, they should be able to develop a system to alert customers when they are approaching max capacity on voice, data or text service. The need is similar to the need for gas gauges to monitor available fuel in a vehicle's tank. Cell phone companies should have a similar device to monitor the balance of air time, or at least to alert users when they are approaching the end of their allotted use time.

Feb 3, 2011 11:51:41 AM
Charlotte
Magnolia, TX

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Charlotte Coleman Nicks 2311 E. Blue Lake Dr. Magnolia, TX 77354

Feb 2, 2011 3:30:24 PM
Robert
Weston, CT

Seems to me that cell phone companies have had the paying customer on the hook for FAR TOO LONG. Pass the bill to help the customers avoid theft of their hard earned money.

Feb 2, 2011 7:36:56 PM
Phyllis
Pink Hill, NC

It's money wasted which can be used to stir the economy and pay taxes.

Feb 2, 2011 8:49:00 AM
Ronald
Colton, OR
We want our wireless provider to send a text or alert before you hit your cell phone plan limits. thank you

Feb 1, 2011 12:22:18 PM
Valerie
Buffalo, NY

They ought to try to give people a few days notice. Or just tell people the day they are running over that they need to order some more minutes. Try to stop these corporations from pauperizing Americans. They have brilliant minds working for them. They can figure it out.

Feb 1, 2011 12:13:41 PM
Teri Lee
Bellevue, ID

This is a trap for the consumer. Please require cell phone companies to notify before outrageous charges occur.

Feb 2, 2011 9:58:11 AM
Jerry
Camano Island, WA

Let's get the cell phone notification of potential over plan activity. They now let you know when you have plenty of time left.

Feb 1, 2011 11:37:08 AM
Adalberto
Wrens, GA

It is not fair to receive a total that you do not expect. It should be against the law and all rights.

Feb 4, 2011 9:52:15 AM
Ken
Chicago, IL

It is not too much ask to be notified by a free text message when you are approaching, (say 100 minutes), of your plan limit. Why not implement it BEFORE it becomes mandated by law. A law that will no doubt win unanimous support.

Feb 1, 2011 11:57:54 AM
Kenneth
Lancaster, PA

Thank you for taking the time to consider this request.
Feb 1, 2011 1:40:02 PM
Larry
Rice Lake, WI

It is time to regulate the cell phone industry and make the companies responsible to the people that use their services.

Feb 1, 2011 7:27:35 PM
Micahel
Streetsboro, OH

My Bill already exceeds $200 I would like notification if any extra charges are made to my phone. Verizon IS the worst for this.

Feb 1, 2011 1:19:52 PM
Dave
Sacramento, CA

The PUCs can't regulate these crooks so you are my only chance to put some kind of price control on these greedy corporations. I'm already giving up $30 a month for texting, a product that costs them almost nothing. Thank you.

Feb 1, 2011 12:43:54 PM
Maria
Maricopa, AZ

My company, Consumer Cellular already does it. All of them should.

Feb 1, 2011 1:01:47 PM
Joyce
Murrieta, CA

With all the technology added, cell phone bill has been creeping up evry month and becoming unaffordable although it is hard to live without it today. Are we consumers are taken advantage of by wireless phone industry? Please stop.

Feb 4, 2011 12:11:38 AM
Jack
Ann Arbor, MI

It's widely known that "corporate policies" get implemented through legislation to the point where they threaten the American way of life. Just a few stand up lawmakers could prove their worth by moving in the public's favor for a change.

Feb 1, 2011 4:10:55 PM
Darlene
Chicago, IL

Please do what is right for THE PEOPLE, not what makes more money for big business.

Feb 3, 2011 6:49:51 PM
Gregory
Torrance, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Gregory Nolan 3406 Del Amo Blvd. Torrance, CA 90503

Feb 1, 2011 2:01:32 PM
John
Cary, NC

Will you please stand up for the "We the people." I know five of the Supremes think Corporations are people, but they aren't.

Feb 4, 2011 2:15:59 AM
William
Seattle, WA

Please pass this.

Feb 2, 2011 12:45:38 PM
Elaine
Seattle, WA

End yet another abusive practice of telecom corporations

Feb 1, 2011 11:47:50 PM
Molly
Chandler, AZ

I think it is time to end hidden fees, so I believe that it would be a great idea to have cell phone companies send us a text or alerts if we go over our minutes.

Feb 1, 2011 3:32:48 PM
Patrick
Mohegan Lake, NY

During these trying economic times, going over our monthly minutes could have a significant negative financial impact.

Feb 1, 2011 1:11:15 PM
Eric
Croton On Hudson, NY

Please make sure that this practice of Cell companies to overcharge us when we exceed the limit of our plan, is ended. They have the technology and capability to alert us.

Feb 1, 2011 1:39:47 PM
Paul
Elmwood Park, NJ

I am incredibly pleased that the FCC is close to telling the phone companies that they need to contact us before we go over our plan minutes so that we can decide if we want to continue or stop.

Feb 1, 2011 12:02:06 PM
Steven
Bay Shore, NY

.DO THE RIGHT THING, STEP UP TO THE PLATE

Feb 3, 2011 11:23:42 AM
Kirk
Sulphur, LA

I have had personal problems with this and get really fed up when I have to call the company 3 times to tell them that I had asked to have this service removed from my account, and it keeps showing up. Another incident was when they sent me an update for my phone. There was no indication that there would be a charge; I assumed it was a needed update. When I got the bill, they had charged me $75 for the download as a data transfer. The update was free, but the download was not. I had to go to a second level manager before they agreed to take it off. This was also after I had asked them to remove all Internet and data transfer capabilities from my account. Most people would just let it go because they don't check their bill that closely. Many others would call Customer Service and be told they couldn't do anything about it, not knowing that they could ask to speak to a manager. But, the question is, why should we have to go through all of that. All they have to do is be honest and straight forward about charges instead of sneaking them in. We had opted for no texting option in our plan. But, when our daughter started texting us all the time, texting back was becoming more of a necesisty, especially after we got the first bill for a few texts. The rate without the plan was exorbitant. So, since we knew we would be texting a lot more often, we finally opted for adding the texting to the plan. Some notification of cost would be very helpfull in alerting people before they send a few messages
and it costs them $100, or more. They used to do this for roaming, so I know they could do it for other services as well. They just know that they can make more money by not telling people. So much for service and caring about the customer. It fervently demonstrates their caring for the almighty dollar above all else. And by the way, AT&T land service isn't any better. We've gone through third party charges on the AT&T bill for services we never requested; they were just added. AT&T couldn't do anything about it and said we would have to call the third party. We did and got it canceled. Or, at least that's what we thought. The next month, it showed up again. Called the third party and canceled it again, reminding them that we had already canceled it. It happened two more months after that. We're hoping that we don't get the bill for this unwanted service again! Thank you for listening.

Feb 1, 2011 1:09:12 PM
Marcella
Fountain Valley, CA

.Just DO IT!

Feb 1, 2011 4:11:42 PM
Heather
Burlington, WA

With all the rules consumers have to abide by, for the privilege of purchasing a cell phone and plan; it seems the very least the cell phone company could do is to send an 'alert' when the consumer gets close to their limit, ESPECIALLY when it's a family plan and more than one individual is consuming the minutes available. Instead, it would appear the cell phone carrier is ONLY out to get as much MONEY as they can from the consumers!!

Feb 1, 2011 12:21:21 PM
Carol
Laguna Beach, CA

I once got a shock of a phone bill, as most new cell users do and I couldn't afford the bill at the time. Please change the laws so there are no shocks in cell bills.

Feb 1, 2011 1:12:23 PM
Bruce
Washington, DC

They have the technology to do this quite easily. Don't beleive the cell phone companies if they tell you it's a hardship for them.

Feb 6, 2011 2:02:22 PM
Arlene
Lisle, IL

.Parents of teens getting their first cell phones find this especially important.
February 1, 2011 2:17:48 PM  
Faith  
Salina, KS

Wireless providers should send their customers a text when they are getting close to using up their phone time. Instead of being the money hungry monsters they are. Let be kind to one another.!

February 2, 2011 7:38:08 AM  
Tina  
Kingston, GA

Do your part to help our economy recover by stopping legalized theft. These companies that practice this usury have gotten away with it far too long. Isn't it time that the government work for the PEOPLE as well as Big Business?????

February 2, 2011 1:14:33 PM  
Shelly Jo  
Fort Walton Beach, FL

PLEASE make my cell phone provider text me when my minutes are up. They are blood sucking whores and need to be controlled! Thank you in advance for making this happen. My Verizon bill was so high I could not pay it. They shut my service off and now want over one thousand dollars! This is on my credit score now. The over the limit charge was more than my plan fee! I am a widow taking care of my son and elderly parents. PAYING THAT BILL WOULD HAVE TAKEN ALL OUR GROCERY MONEY FOR THE WHOLE MONTH!

February 2, 2011 7:24:35 AM  
Caitlin  
Huntington, NY

Lets get it right for the bill payers of the world.

February 2, 2011 5:12:20 AM  
Curtis  
Auburn, NH

I would like to know when I go over on my wireless bill. It would also be nice if these wireless companies were interchangeable with each other, meaning if I buy a Verizon phone I have to join there network but if a phone I like better comes out on the ATT network I have to wait until my familys phones are up for renewal and then switch. That could take years as all phones are not up for renewal at the same time.

February 3, 2011 1:27:39 AM  
Aaron
.Who's next...Insurance, or Credit Cards???

Feb 1, 2011 12:23:58 PM
Karen
Philadelphia, PA

.With the economy the way it is the people need some help to lowering their bills. Everything is going up and we just don't have the money to pay for these overages.

Feb 3, 2011 6:42:24 AM
Nancy
Ithaca, NY

.Cell phone charges are a maze, difficult to understand and anticipate. I've never gone over my limit, but it does happen, and people should have the choice of whether to add minutes, reduce their usage, or pay a much higher rate for those calls.

Feb 1, 2011 3:08:40 PM
PI
Lewes, DE

.Since the for-profit companies are inherently incapable of serving the public good, I propose that we the people re-claim the public commons for the good of the nation. Please nationalize the telecoms, public media and thereby save America. Net neutrality and non-marketed, non-propogandized media will only be available once we remove the profit making parasites from control of these public commons.

Feb 2, 2011 3:01:01 PM
Peggy
Hyde Park, NY

.As a government agency it is your duty to protect cell phone consumers against cell phone companies over limits charges. Clearly the companies have the technology to notify their customers. If I can make a call and get my used minutes via text message, and they can send an unsolicited text message with the amount of my bill, they can easily text me a notification that I am almost at my limit. There is no hardship for the company but plenty for the consumer.

Feb 1, 2011 2:13:12 PM
Beth
Huntsville, AL

.I don't use it that much anyway.

Feb 1, 2011 11:12:56 PM
Phillip
Fort Collins, CO

There is no good reason people should not be made aware that they are about to experience a very high jump in usage charges from their mobile phone. That notification should be standard practice when users approach their monthly time limit.

Feb 1, 2011 1:58:07 PM
Tori
Encino, CA

There is no logical reason that cell phone companies shouldn't be forthcoming with their customers about impending overage charges. This type of business model is not consumer friendly and operates on a deceptive premise, raking in huge profits by tricking customers into overage charges. It is my belief that no consumer would knowingly use up their allotted minutes and gladly pay the exorbitant excess charges being billed by companies who prey on customers with these slight handed set ups.

Feb 1, 2011 12:36:09 PM
Brian
Palm Desert, CA

The FCC Needs to step in and regulate this.

Feb 1, 2011 3:44:36 PM
Russell
Madison, WI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to please approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Russell Novkov 4817 Sheboygan Ave 508# Madison, WI 53705-2917

Feb 1, 2011 12:41:20 PM
Charles
Willow Spring, NC

What would also be beneficial for consumers is roll-over minutes. I rarely use all my minutes. But as a result of medical issues or holiday conversations. There should be no restrictions. I currently am notified when I get close to going over in minutes. However if I check my minutes, I get only an estimate from Verizon. That only makes me wonder if they have adequate
technology to accurately keep record of my REAL minutes. Also my minutes were to reset on the 1st of each month. When I checked available minutes, it does not reset for as much as 3 days. Either the technology is broken, outdated or someone is being dishonest. I'm buying a stopwatch.

Feb 1, 2011 2:58:23 PM
Jacques
Morrisville, NC

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jacques Nyemb

Feb 1, 2011 11:55:06 AM
William
DeLand, FL

This is not rocket science!

Feb 2, 2011 8:18:10 AM
Vivian
Dacula, GA

I would appreciate the fact of knowing when I get close to me limit in minutes. thanks

Feb 1, 2011 11:57:06 AM
Charles
Menlo Park, CA

Let's rule for the people and not the large wireless industry.

Feb 1, 2011 12:09:30 PM
Virginia Mae
Bonner, MT

When my brother, a concrete finisher, went out of state for a construction job, he thought that he had long distance for any state. Well, his plan let him call any state from Montana, but when he went to another other state for a three week job, every call he made was not included in his plan. His daughter was a 5th grader and called him every day, because this was summer, and she was used to seeing her dad and even working with him many days. She called him a lot, but within
the minutes of his plan (if they had been made from MT). He returned to find out his cell phone bill was more than the profit from his job. He ended up having to close that account, make payments on the huge balance, and buy a prepaid phone (which was more expensive than the one he originally had). My husband and I travel out of state, and sometimes across the border to Canada, every summer for our archaeology work. I am always deathly afraid that there is some plan change that we are supposed to do whenever we cross state lines, so I end up calling customer service every time we cross the lines. I would love for the companies to send me a text if I am going over my plan amount. They have all my contact information, and know exactly how to get a hold of me. I keep myself on a strict budget, and like to know as soon as possible if there is going to be an unexpectedly large bill. It takes time to get money out of my emergency fund, and often utility bills need to be paid as soon as you receive them. So, do please, require them to send out a notification of expenses going over my plan's allotted amount.

Feb 1, 2011 1:52:37 PM
Dan
Carlinville, IL

In this time of great economic trial please require the telecoms to send an alert before overages occur. This is an issue of basic fairness.

Feb 1, 2011 7:42:33 PM
Diana
Indianapolis, IN

It would be very helpful for phone companies to provide this service, since they obviously track our minute usage anyway. Thank you.

Feb 1, 2011 2:54:35 PM
James
Chadds Ford, PA

It's about time wireless companies be fair to their customers. This is another example why we need government regulations in all matters that affect consumers. Without regulation, corporate greed is rampant. This is true for banks, credit cards, insurance companies and communications companies. My daughter recently lost her job and can no longer afford a data plan. But, do you think AT&T cares? Will they assist her by moving her to a less expensive plan? Of course not. She now has to choose between eating, paying rent or paying a could-not care-less cell phone company. She is trapped by AT&T. The government should force companies to give less costly alternatives to people who come into hard times, through no fault of their own. I'd rather see the government take control of all of these greedy business. I guess that makes me a Socialist. So be it!!

Feb 2, 2011 4:50:46 PM
John
RENO, NV
Cell companies should be required to let customers know when they are about to exceed their plan amounts. This enables us to either adjust to a more appropriate plan or make fewer calls. Thank you.

Feb 1, 2011 6:38:47 PM
Kimberly
New Haven, CT

Wireless companies should be in the business of providing wireless service, not profiting from "Gotcha" fees. It was wrong when banks did it, it was wrong when credit card companies did it, and it's wrong when phone companies do it. It's only sensible and fair for the company tracking your usage to notify you that it's about to hit a limit. It's a no-brainer.

Feb 1, 2011 1:24:40 PM
Patrick
Oakland, CA

Please

Feb 1, 2011 1:10:42 PM
Susan
Port Townsend, WA

Let's all be morally responsible in corporate dealings with the public. Thank you. Susan

Feb 1, 2011 1:13:05 PM
Denise
West Creek, NJ

please help

Feb 1, 2011 11:38:06 AM
Don
Corpus Christi, TX

Please pass this. Most voters need any tool available to save money. This will save me a lot! Thank you for your support.

Feb 1, 2011 11:23:27 AM
Ryan
Virginia, MN

Reform wireless overage fees now!

Feb 1, 2011 12:54:26 PM
Edward
Bernardsville, NJ

. Please step and do what's in the best interest of your voters and not big business.

Feb 1, 2011 4:21:08 PM
Elizabeth
Evergreen Park, IL

One would think that there would be a safeguard against cell phone minute overages. Normally, I would check my minutes, or be aware of my phone usage. However, there are extenuating circumstances, such as a death in the family, or the illness of a loved one, that may interfere with the idea of checking minutes. This happened to me last year, while I was trying to keep my family abreast of a loved one's medical condition and ultimately, his death. The last thing on my mind was the number of minutes I had (or didn't have). I was charged (by Sprint) almost $300.00 extra for overage minutes. No adjustment was made, despite my earnest plea. Keep in mind that I have a plan that meets my needs on a typical basis, and that I have never been allowed to "roll over" any minutes from month to month. I am certain that is another issue that could be addressed. Had my extra minutes been allowed to "roll over," I am sure that I would not have incurred the exorbitant overage Sprint charged. The amount per overage minute is akin to highway robbery. This practice has to be stopped. The FCC needs to step in here.

Feb 1, 2011 5:49:08 PM
Ellen
Arlington, VA

. Regulation is vitally important to corraling the cell phone companies who are currently equalling the banking business in finding endless methods to mislead and over-charge consumers. The government's responsibility is to the individuals of this nation, not the "person" of a corporation. Requiring the cell phone companies to alert their customers to usage limits and other important information is a reasonable and is in no way unfriendly to business, nor a cost. Please act on our behalf.

Feb 2, 2011 8:39:42 PM
William
Londonderry, NH

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, William O'Connor Londonderry, NH
Feb 1, 2011 3:30:50 PM
DANIEL
West Allis, WI

"it' about time cell phone company overcharges come to a halt. they make billions off the guibble people who bought the worst product ever put up for sale.

Feb 2, 2011 12:41:15 AM
WILLIAM M.
Roscommon, MI

"Please stop this practice of TRICKERY on customers.

Feb 1, 2011 3:49:39 PM
Mary
New Braunfels, TX

"In this age when cell phone usage is a must, people with kids, people traveling, iy is time cell phone companies gave good service to their customers.

Feb 1, 2011 12:54:12 PM
Cathy
Jacksonville, FL

People are happy to pay overages that are reasonable but these fees are just so egregious and make using a cell phone a very dangerous thing. So many people have been charged unfairly and no matter how outraged you are by it there is nothing you can do when you are locked into a contract and all the carriers do it. We have switched to prepaid but find the service is inferior - probably because they want us to switch back to a contract where we commit to two years of payments plus whatever outrageous fees they decide to tack on. It is a travesty.

Feb 1, 2011 2:04:15 PM
B.
Oakhurst, CA

"Thank you for making the needs of the consumer important in this decision that will effect all of us.

Feb 1, 2011 10:23:16 PM
ALAN
Northridge, CA

I am very troubled that my cell phone minute allowance goes over limit without my knowledge. My children tend to use a lot of minutes. I have paid to increased the minutes but they still manage to exceed the allowance. It would be only fair for the consumer to be informed by the carrier when their minutes are about to be exceeded. It would certainly help my family. Thank
you for your consideration of my request. Sincerely, Alan O'Hara 18339 Tuba St. Northridge, CA 91344

Feb 2, 2011 8:13:06 AM
Erin
Athens, GA

A quick text message would be great.

Feb 1, 2011 5:50:27 PM
Richard
Wilton, CT

Companies are eliminating unlimited service plans. That will place all customers at risk of being billed at unreasonably high overage rates.

Feb 1, 2011 12:20:49 PM
Patrick
Denver, CO

Under family-share plans, few have the time or inclination to keep daily track of how many minutes your other family members are using, especially when unforeseen requirements for business travel can cause those minutes to add up quickly.

Feb 2, 2011 10:21:07 AM
Daniel
East Brookfield, MA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Dan O'Leary PO Box 359 East Brookfield, MA 01515

Feb 1, 2011 9:15:51 PM
Debra
Vadnais Heights, MN

Why can't American's get corporations to work for "the people", "the citizen's" of this country rather than for their own personal gains and profit. We give corporations to much power and this is another fine example of that. Without citizens corporations would not exist ~funny how they forget that. I hope the FCC votes for the people/citizens it represents.
Feb 1, 2011 12:47:22 PM
Mary Beth
Ellington, CT

My cell phone company can notify me of upcoming offers, receipt of payment, and new services that they are offering. Why on earth would they resist notifying me that I am going over my minutes? They just want to increase their earnings without regard to the consumer.

Feb 2, 2011 3:09:29 AM
Rev. Loush
nowhere, TX

many times my family has been charged astronomical fees for going over our plan. this would not have happened if we had just been notified that we were about to go over our allotted minutes! i don't think a simple notification is too much to ask!

Feb 1, 2011 12:53:28 PM
William
Riverside, CA

Please help protect the people!

Feb 1, 2011 12:55:53 PM
John
The Woodlands, TX

There are so many electronic leeches trying to tap into our money that they truly need additional regulation. Please require that all communications companies obtain your specific permission to exceed prearranged limits.

Feb 1, 2011 12:58:06 PM
Jan
Corte Madera, CA

Lets stop this predatory practice.

Feb 2, 2011 5:36:51 PM
Elizabeth
Green Valley, AZ

Phone companies obviously keep track of minutes, and I can call in to find out how many I've used - therefore, it is a very simple programming issue for them to add a trigger that will send me notification at, say, 10% left of my minutes.
Andrea
Bellingham, WA

A simple computerized text message to your phone that alerts you that you are in danger of
going over your monthly allowed minutes, is a fair request to make of phone companies. Their
fees and rates are outrageous if you go over your limit, and it's extremely easy to do so
unknowingly. This is a good idea to help consumers. Thank you! Andrea ONeal

Feb 1, 2011 3:10:31 PM
Sean
San Francisco, CA

. Please regulate the wireless companies and make them notify you before you go over. Having
had to pay $800 in cost due to overages one time on a bill, this simple service seems logical and
fair.

Feb 1, 2011 12:42:12 PM
WALTER
Bartow, FL

.THIS REQUIREMENT IS NOT A BURDEN TO THE PHONE CO. SINCE ... OH YEAH,
THEY HAVE YOUR NUMBER TO CALL !!!

Feb 1, 2011 2:37:40 PM
DAVID
TRaverse City, MI

.THE CELL PHONE COMPANIES SHOULD BE REQUIRED TO NOTIFY CUSTOMERS
WHEN THEY ARE CLOSE TO GOING OVER THEIR BILL PLAN LIMIT CAUSING
EXCESSIVE CHARGES.

Feb 1, 2011 12:49:24 PM
PEDRO
LAS CRUCES, NM

.LET'S GET IT DONE!!!!!!!!!!!!!!!!!!!!!!!!!!! Pedro Ortiz-Molinary, paortmo@gmail.com

Feb 1, 2011 9:46:41 PM
ANTHONY
CLIO, MI

. Its time to help the consumer.

Feb 1, 2011 7:57:58 PM
DWAYNE
Bremerton, WA
This message would put the control back into the hand of the consumer where it belongs.

Feb 3, 2011 6:32:14 AM
Robert
Milwaukee, WI

Why do we as Americans have to get our clues on how to do the right thing for our citizens from Europe. Get the wireless companies to make this change and put a stop to screwing the U.S. citizen.

Feb 1, 2011 6:10:37 PM
Margery
Northbrook, IL

Having been on the receiving end of "sticker shock" when my cell usage inadvertently exceeded my programmed limit, I am adamant that the FCC require that the cell phone users receive a warning when they near that predetermined usage limit so that the EXCESSIVE and PUNITIVE charges that are inflicted on the cell phone user be diminished. In most cases, the users will adjust their usage until the next billing cycle is reached, or else contact their provider to establish an increased usage block thus allowing them to proceed with more reasonable pricing.

Feb 1, 2011 2:33:01 PM
Robyn
Boston, MA

Please require phone companies to notify customers when they are about to go over their phone plan limit. This would be very easy for the phone companies to automate, and because of the excessiveness of overage charge, it seems only fair.

Feb 2, 2011 12:51:25 AM
Richard
Cudjoe Key, FL

What side are you on, corporate greed or the consumer? Who Votes?

Feb 1, 2011 7:39:13 PM
Terri
Hoffman Estates, IL

Cell phone companies should notify consumers before they go over their limits on voice, data or text service. Consumers should have the opportunity to decide if they want to pay extra, or cut back on usage so they don't go over their plan limits. A quick text from the wireless provider would allow them to make that decision. This is a simple solution that puts them in control of their wireless bill. I urge the FCC to approve its proposal that wireless companies alert
consumers before they go over their plan limits. Sincerely, Terri Odle 914 Sweetflower Dr.
Hoffman Estates, IL 60169

Feb 1, 2011 12:59:12 PM
Joseph
Sicklerville, NJ

Cell phone carriers rip us off every chance that they get. Their fake charges that look like taxes, but are just other revenue streams for them. They charge for everything!

Feb 2, 2011 11:12:39 PM
Harry
Seattle, WA

Even though I personally have an unlimited calling plan, I support the FCC proposal to require wireless carriers to notify subscribers before they reach calling plan limits. Truly it should be done as a courtesy without being regulated, but as wireless carriers are interested only in profit, rather than serving the needs of their customers, the regulation is necessary to protect consumers from exploitative practices.

Feb 1, 2011 12:39:28 PM
Leigh
Demorest, GA

In 2008 AT&T charged me three times in overages on my cell phone of $300.00 plus (which I paid in full on two). When the 3rd bill came in with $300.00 plus in overages I call AT&T and requested to change to Unlimited and ask if they would lower this 3rd bill (which they did). The next bill I received showed that I owed 00 balance. I received a call from a Collections Agency a couple months later saying that I had an unpaid bill with AT&T. I have negotiated with now 3-4 Collection Agencies to settle if they would send me a letter confirming the settlement fee and then I would pay them. They all have refused to send me a letter and they say that I have to settle right then and the confirmation number will be on my credit card or debit card bill of the payment; however, will not send me a letter saying that this collection has been paid in full. I still have not settled and it has now been three years. I have since purchased three smart phones from AT&T and continue to pay my AT&T bill every month on time! How do I stop this?

Feb 1, 2011 1:05:52 PM
Hope
Murfreesboro, TN

I don't own a cell phone because of this issue. I believe it's only fair and that cell phone companies already make a lot of money off of their consumers. It's just another form of greed. Sort of reminds me of the banking industry. All sorts of fees and unexpected charges. Greed, greed, greed. It's what America seems to be all about these days. Sad really, don't you think?

Feb 1, 2011 12:38:44 PM
James
Atlantic Beach, FL

I'm tired of having to repeatedly call my provider to determine how many more minutes remain in my plan before the cell phone company "jumps" me with twice the bill I'm contracted to pay. Even when I call from time to time to keep up with how many minutes I've used, Sprint always reports "the quote of minutes used may not include minutes recently used." How much good is that? To say the estimate is not accurate further frustrates me when I get the bill. Request we turn the problem around and make the cell company responsible to tell their users when users are out of minutes. Recommend there be an option in each plan for the customer to configure the profile to notify them when they are within hour, 1/2 hour, or minutes, from the end of their phone plan minutes. After all, if banks and credit card companies can notify clients when they are approaching credit limits, when credit card companies received a payment, and when that payment is process, then what exempts cell phone companies from extending the same service to cell phone users? Sincerely, James Ogden 1231 Cove Landing Drive Atlantic Beach, FL 32233

Feb 1, 2011 1:35:13 PM
Susan
Hanoverton, OH

How nice it would be to know ahead of time to help keep the bill under control. Please help make this happen!

Feb 2, 2011 12:56:40 AM
Sarah
Chillicothe, OH

I personally haven't had this problem, but just about everyone I know has. I find that as consumers we are misled and lied to on a regular basis as most companies have little or no integrity. To make matters worse our complaints usually fall on deaf ears. Hopefully the FCC is listening...

Feb 2, 2011 1:24:12 PM
Ken
Marietta, GA

This is an important topic to me!

Feb 2, 2011 12:01:50 PM
Barbara
Keller, TX

It's the prudent and judicious thing to do. Please control the power the Cell Phone Companies have over us. Thank you.

Feb 1, 2011 10:40:27 PM
Helen 
Mc Leod, MT

Dear FCC, Today I got my cell phone bill, and it was almost twice as high as normal. I thought something was terribly wrong until my daughter asked me if I had used it a lot when I was out of town with my husband, who was in the hospital for 4 days undergoing unexpected surgery. Then I remembered that I had talked to many people during that time - friends and family - and I had not thought about how many minutes I was using. We live in an area that does not have cell phone service, so I rarely use over 35 minutes a month. My limit is 550 minutes, and I went over. I have to pay a lot to use my phone 35 minutes a month, so I am not happy at all for this bill. I don't use text messaging, but I can certainly see how a text message would help other people. And maybe I will get that feature. Please - there are very good reasons to let us know when we are going over our limit. It would be very much appreciated. Sincerely, Helen Oiestad 
PO Box 12 McLeod, MT 59052

Feb 1, 2011 4:03:29 PM
Patricia
Livonia, MI

This is a relatively easy fix for the cell phone companies and would save consumers real money.

Feb 1, 2011 2:41:54 PM
Martin J.
Senoia, GA

About two years ago I made contact with an old school friend. We spoke on the phone literally for hours. My only phone happens to be a cell phone. My next bill was $567. Don't you think I would have preferred a warning rather than that bill?

Feb 2, 2011 11:08:09 PM
Holly
Warner Robins, GA

Definitely feel like the wireless companies take strides to stack the deck against the consumer whenever possible. If you have ever tried to cancel any portion of your wireless service you will know what I am talking about. Just takes a click to ADD new services but you have to play cat and mouse with a 1-800 line to cancel anything. This proposal might not change that scenario but at least it attempts to level the playing field in one area. A lot of people have family plans and there just aren't enough hours in a day for a two-earner family to constantly monitor everyones usage. Consequently, it is difficult to have knowledge of overages until you get that bill. Businesses that supply cell phones to employees face the same dilemma. Do they really expect businesses to have a person on staff to do daily monitoring of everyone's usage? I agree with the sentiment of this proposal. Give consumers back some real control over how their money is spent instead of trying to game them out of their money with fine print and biased practices.

Feb 1, 2011 12:01:34 PM
Richard
Mastic, NY

Make wireless companies notify you BEFORE you go over your plan limits helping end cell phone bill shock!

Feb 1, 2011 4:30:12 PM
Anthony
Arvada, CO

Please ! end the greed !

Feb 2, 2011 12:58:02 PM
Joseph
San Diego, CA

Cell phone companies make profit by breaking down phone service into infinitesimal parts and then charging for them individually. This should be changed.

Feb 1, 2011 12:27:34 PM
Mo
Coeur D Alene, ID

We all benefit from sensible use of the new technology. Only cell phone companies benefit by making it a shell game. The technology is available to get everyone on the plan that's best for them, and help them use it to the best advantage. Let's do that here in America instead of scalping each other, OK?

Feb 2, 2011 12:21:21 AM
Doug
Santa Rosa, CA

This is a classic case of companies abusing the power they get because there is restricted competition, in this case the cell phone market. The government helped create this oligopoly, and the companies need to be made to answer for their intransigence. AT&T texts me all of the time, and has offered to charge me for the privilege of limiting my kid's phone use. They clearly have the technology and the means of warning me when they are about to hit me with overage fees. Please help me by urging the FCC to require simple common courtesy and warn me before I go over my plan limits. Sincerely, Doug Olney 4358 Panorama Dr

Feb 1, 2011 3:11:37 PM
Ron
Medical Lake, WA

I would like The FCC to require that cell phone companies notify their customers, if the customer is about to go over the minutes/ texts on their cell phone plans. The phone companies
could use existing technology to text that info to their consumers. Thank you for listening to this cell phone customer, Ron

Feb 1, 2011 12:37:18 PM
Scott
King George, VA

As the recent recipient of overage charges, I cannot stress enough, how common sense and helpful this proposal would be. Cell phone companies already inundate me with text messages tailored to my use. Their claim at having to send the consumer a text when they are nearing their limits is absurd and specious at best. They simply would prefer to stick it to their users than do the right thing. I urge you to approve this proposal and end bill shock not just for me but for the millions of Americans this affects.

Feb 1, 2011 9:43:00 PM
Timothy
Madison, WI

Frankly, this is a no-brainer. Who do you work for? Citizens and voters or the cell phone companies?

Feb 2, 2011 12:38:41 AM
Wes
Santa Barbara, CA

...PLEASE...NO MORE 'SURPRISE' BILLINGS....

Feb 1, 2011 1:04:29 PM
Alesha
Oregon City, OR

...Here is your chance to do the right thing, the honorable thing and be fair to your customers.

Feb 2, 2011 12:48:46 PM
Cara
Temecula, CA

...This makes the most sense in the world. I agree that they should notify us so lets make this happen.

Feb 2, 2011 6:37:49 AM
Charles
Cleveland, NY

...I spent a year working in England and I loved the way their cell phone system works: you add minutes only when you need them and there is no time limit. I "topped up" a couple of times in
the year and when I left there I was able to transfer my phone to a friend of mine at no cost. Why can't we have a similar system here in the U.S. I bought a TracFone but even their system has a time limit to use your minutes. We do need a change here in the U.S. Thank you for your time. Charles Olson Cleveland, New York

Feb 1, 2011 1:02:28 PM
Gail
Watsonville, CA

Please take the mystery out of cell phone usage and keep us informed. Data management and the computer make this very easy to do!

Feb 1, 2011 3:12:43 PM
Lee
Columbia, SC

Consumer reportd did a ood job of sumarizing the issue (unlike most of their liberal crap). So, I will go with them, read below. I ould also apppreciate it if cell phone companies were required to unbundle service and phones, just like lenders, builders, appraisers, etc are in the eal estate industry.

Feb 1, 2011 10:57:28 PM
Lila
Fountain Valley, CA

It is only fair to alert or at least count down the minuetes or notifi when something will cost extra money.

Feb 1, 2011 7:00:26 PM
Richard
Palm City, FL

Cell phone carriers know this is a problem door their customers & it would be easy for them to do. They should readily agree to do these notifications but the don't want to give up the extra profit that not notifying gives them even if is gouging their customers. Shame on them!

Feb 1, 2011 1:12:05 PM
Robert Daniel
Montrose, CO

PLEASE vote to REQUIRE phone companies to notify US, their customers, their source of everything, and their reason for being, PRIOR TO the limits of our service plan. One computer adjustment to send emails and/or texts when, say, 85% of our monthly usage has been met, will benefit us. They may make more MONEY if they refuse to do this; however, these are public airwaves to which they provide a service. Compliance with this regulation will garner public
support and good will, both needed ingredients for economic growth as a nation. Thank you, R. D. Olson, Ph.D.

Feb 2, 2011 11:02:35 AM
Carole
Vallejo, CA

Please support cell phone companies sending messages to consumers that their plan limits are about to be used up so that they will not be shocked by very high bills that are not budgeted for. This would be a simple thing for companies to do and consumers would be more in control - more responsible for their usage & in determining their ability to meet overages. Thank you for what you do to help make this happen.

Feb 1, 2011 1:36:13 PM
CArole
Yonkers, NY

Please vote for legislation to mandate that cell phone companies alert us if we are about to go over our cell phone plan limits. Also, please stop marketing firms from texting cell phone numbers without permission. In other countries, the caller pays--that should be the way we do business in the U.S. as well.

Feb 1, 2011 1:58:55 PM
Stephen
Madison, MS

I have worked in the wireless messaging industry for over 20 years and while working for a national paging company we implemented this feature years ago. Make them do the right thing.

Feb 2, 2011 8:16:16 AM
Michael
Ashburn, VA

It is only right to expect a warning that a contractual exceedance is about to occur.

Feb 6, 2011 12:44:52 PM
Charles
Louisville, KY

Hello, I urge you to please require the wireless companies to notify their customers BEFORE they go over their plan's allotted minutes / data usage.

Feb 1, 2011 7:27:33 PM
Helen Marie
Fairview, NC
I think that cell phone companies need to inform customers when they are getting close to cell phone limits.

Feb 3, 2011 2:41:00 AM
Lisa
Oriskany, NY

We have 4 phones and want to be notified of an overage.

Feb 1, 2011 2:22:46 PM
Stanley
Aiken, SC

.Also, why do my roll over minutes expire after a year. This is robbery!! As long as I remain with the same company, they should never expire, or pay me for them. If I go over my limit, they bill me, so why shouldn't I be paid???

Feb 1, 2011 1:11:34 PM
Vladimir
livingston, NJ

I think that it's a very good idea to make wireless companies notify consumers BEFORE they go over their plan limits helping end cell phone bill shock!

Feb 1, 2011 5:56:16 PM
Fred
Cleveland, OH

It is time to end this dishonest business practice.

Feb 1, 2011 2:53:30 PM
Richard
Wauwatosa, WI

Any effort you put forth concerning the outrageous fees and equipment costs being dumped on the millions of users is most appreciated. As the land lines go away and cell usage increases the bandits that run the various cell services need to know we will not stand for more and more. Give me a quality instrument that allows general communications without all of the applications and I will be satisfied. Enough is Enough, MA BELL is the fat lady and I hear her singing. Thank You, Dick Parkhurst

Feb 1, 2011 5:46:04 PM
Hugh
Greenlawn, NY
I have not experienced the problem because I use a no contract service, with which I am very satisfied. I can, however, sympathize with those people who have suffered from high fees when limits have been exceeded and agree that should the technology permit, warnings should be implemented in the US. As long as I renew my service continuously, my service allows me to accumulate minutes; the amount of airtime and expiration date of my current service are displayed on the default screen. This suggests that at minimum the technology exists to track the amount of airtime remaining and display it at the start of a conversation or text session. Another alternative might be e-mail notification when limits are approached. If applications have access to determine cell/wireless activity, a further alternative might be to develop an application for smart phones to monitor, calculate and display the remaining time and issue notify the user when a user selected limit is approached. My no contract service also provides text service. Perhaps a minor consumer revolt would work if the FCC won't.

Feb 4, 2011 7:43:11 AM
Nancy
Warren, NJ

.Why wouldn't cell phone companies want to help their customers keep their bills reasonable? It seems to me a wonderful way to show their customers they care and keep their business.

Feb 2, 2011 6:44:46 PM
Doug
Bowie, MD

.Rising costs have forced me to cut back on features and various plans -- please do what you can to keep cell phone costs from rising out of control

Feb 1, 2011 2:00:08 PM
Jean
Independence, MO

I'm tired of big business taking advantage of us little people. Stop the cell phone companies from raking us over the coals every chance they get! The middle class is hurting as it is. Congress, you need us! Want to get reelected?

Feb 2, 2011 9:00:15 AM
Cynthia
Stafford, VA

Dear Decision Maker, Please implement a requirement for cell phone companies to notify you when you are close to going over your limit on all programs you pay for through their company. We incurred a $700 phone bill once, because we did not originally understand our program and our daughter was texting all of her friends because she thought it was free. I absolutely believe this should be implemented as not only did it cause a huge financial hardship on us, it causes a huge financial hardship on many families who simply can not afford to pay such outlandish bills! Sincerely, Cynthia S. Omundson 27 Summerwood Drive Stafford, VA 22554
Feb 1, 2011 11:29:59 AM
Jill
Bainbridge Island, WA

People are already switching carriers a lot and this will mean more of that.

Feb 1, 2011 3:38:25 PM
John
Orlando, FL

This is a no brainer, please help the consumers!

Feb 2, 2011 6:14:43 PM
Gudrun
Shoreline, WA

There is only one reason they are not providing this service now since they send notices about everything else. $

Feb 1, 2011 1:44:50 PM
Sylvia
McCook Lake, SD

I was recently hit with a bill that was $300.00 over my expectations. I was notified, via text, for the first time in 14 years with the same carrier that there would be an overage. Since I had recently dropped web coverage on one of my four family phones and thus changed plans, I had my granddaughter, who had worked for a call center, call the company on my behalf. The company did make some adjustments, but I had to accept another plan with more minutes and more money. I haven't saved a dime from the time I was paying for the web coverage.

Feb 1, 2011 1:08:24 PM
Michele
Everett, WA

NO MORE OVERAGE COSTS!!! I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.
Notifying the consumer of excessive charges is needed and technologically feasible. Wireless carriers should be required to notify consumers before these charges are added.

Feb 1, 2011 8:09:47 PM
Lynne
Jacksonville, FL

I would appreciate a simple email reminder if my calling pattern has put me near to overage on my plan.

Feb 1, 2011 4:28:54 PM
Maggie
Pittsford, NY

Since I have a limited number of minutes I would really appreciate this cell companies alerting me when I've reached my limit before I incur huge bills I cannot pay. They obviously keep track of the minutes so I would appreciate them sharing that info with me.

Feb 1, 2011 10:15:49 PM
Patricia
Sun City, AZ

As a consumer, it seems only fair that I would know and have access to data that tells me if I am running over my limits. Make this happen.

Feb 1, 2011 5:25:14 PM
Jackson
Plano, TX

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jackson F Orr

Feb 1, 2011 9:01:40 PM
James
Fresno, CA
.Easy mistakes should not be penalized heavily. Please make sure that I know when I'm about to
go over. Then I'll make my choice.

Feb 1, 2011 1:54:43 PM
John
Wichita, KS

This is one of those "duh" type of things. How hard would it be for the phone company to send
notice? Duh. How hard are the phone companies fighting this? Duh. What's the worst that can
happen? Duh.

Feb 1, 2011 12:13:16 PM
Richard
Santa Cruz, CA

Notifying a customer before they are about to incur a penalty is common practice in my
business--banking. It certainly makes sense in the case of cell phone bills. I had a terrible shock
when my teenager went so far over our limit that the bill was in excess of $1,000! Please go to
bat for us consumers. Richard Orser

Feb 1, 2011 12:36:40 PM
Pery
Spring Valley, CA

Too often little known possibilities in contracted services exist that result in big problems to the
consumer. These possibilities when they occur, although a boon to the company, can result in
serious financial harm to the consumer and their family. I request that you fight hard to eliminate
this possibility in Cell Phone Service Contracts. It would be a minor inconvenience to the
provider, a huge benefit to the consumer.

Feb 1, 2011 1:07:59 PM
Ray
Norcross, GA

Eliminate any of those shocking charges. Last month I was over charged over 750 at .35 each

Feb 1, 2011 12:54:51 PM
Fred
Costa Mesa, CA

I think this is a great idea. Consumer Protection is vital. Pass this measure.

Feb 1, 2011 1:10:36 PM
Eric
Harriman, NY
For as long as I can remember the FCC has been voting in favor of the interests of big business rather than in the interest of the people it was originally designed to protect. Please prove me wrong.

Feb 1, 2011 1:30:39 PM
Jon
Moorhead, MN

...Please make the companies notify.

Feb 1, 2011 1:37:25 PM
Randy
Silverdale, WA

Given the current technology making this happen should be relatively easy to do for the cell phone companies. They have systems in place that already track your usage for billing purposes so it would be simple to create an automated process that automatically sends out a text when you are getting close to the limit on your plan. Don't let the big wireless companies block this legislation. It is good for the consumer.

Feb 1, 2011 1:06:20 PM
Dorothy H.
Durham, NC

It is time to give some consideration to the public!

Feb 1, 2011 3:06:32 PM
Merrill
Sand Springs, OK

...Each person should be given the chance to see what their usage is and decide for themselves how to control their usage. Any overages should be charged at the regular plan rate.

Feb 1, 2011 2:02:38 PM
Michael
La Vista, NE

In my experience, because they really like it when you increase the "base" price of your monthly service, Verizon has been good about informing me after I go over my monthly plan allotment of text minutes or voice minutes so I can quickly upgrade to the next level of service. However, as a consumer protection measure, I think it should be an obligation to be informed before going over, so it's not a case of "if you don't upgrade now, you'll be penalized."

Feb 1, 2011 1:33:14 PM
Pamela
Lompoc, CA
It seems logical to me that wireless providers alert customers before they hit their limit. Your only motive in this is profit. Families with multiple wireless users are often caught off guard when their "teens" exceed limits....you should adopt a notification plan that alerts users. NOW!

Feb 1, 2011 9:32:43 PM  
Wren  
El Cajon, CA

We need transparency in billing so we can manage our spending

Feb 1, 2011 4:13:48 PM  
Barbara  
Port Angeles, WA

I need to be notified if my minutes have run out! Require the wireless industry to tell me that fact, and don't allow them to charge me unless I have been notified and still continue using overage minutes! Thank you.

Feb 2, 2011 4:26:09 PM  
Ed  
Trenton, NJ

Enough already. Long contracts, exorbitant contract cancellation fees, ridiculously high over-limit per minute rates. The phone companies are making a fortune off a service that we all need and rigging the deal in their favor any way they can. Stop it!

Feb 1, 2011 7:23:17 PM  
Richard  
saint paul, MN

I think it is unfair the way wireless cell phone companies charge for minutes used. Choices are so limited. They jump from 700 minutes to 1400 and do not let you know when you are going over the set amount of minutes. If this change is made, they need to find an easy and clear way to notify users and give them options to make the changes that work for the individual.

Feb 1, 2011 11:29:21 AM  
Peg  
Yonkers, NY

Stop nitpicking the consumers.

Feb 1, 2011 12:40:56 PM  
Robert  
Elkhorn, NE
.The cell compaines are taking advantage of the poor and young. Requiring them to notify a customer that they are about to go over their limit, would not be a big deal for them, except it would cost them in revenue. It is the only decent and moral thing to do. It is ashame that this tyype of thing needs to be regulated, if you would have allowed enough competition in this vertical, the market would have taken care of this issue.

Feb 1, 2011 4:39:49 PM
Kelby
Morrison, IL

.why would anyone not want to be alerted by text message when they are about to go over their minutes. and another thing that would be nice is if they would carry over any unused minutes.

Feb 2, 2011 1:54:50 PM
Paul
Albany, CA

.You are criminal if you keep cow-towing to the corporate oligarchy. Think of the people, the citizens. Think of the rage that lies below the surface from the tyranny of the telecommunications industry. Think of Egypt. The time may be drawing near when you "can hear me now." Hang up on corporate greed. Have a nice day.

Feb 1, 2011 11:20:48 AM
William
Bellingham, WA

.Consumers aren't able to keep track of their phone and data time. Communications companies can and do have this information in real time. Surely they can share this data and help us to avoid bill shock. Please stand up and tell them to let us know when we are nearing our time limits.

Feb 1, 2011 5:35:49 PM
Joseph
Raleigh, NC

Sounds like a great idea. Do it!

Feb 1, 2011 2:35:29 PM
Karl
Mooresville, NC

.The cellular companies have had us by the tail for too long! Your help would be greatly appreciated!

Feb 3, 2011 3:18:51 PM
Alice
New York, NY
It is time the FCC consider the consumer instead of their tiresome support of any and all corporate requests. The most recent travesty is Comcast's takeover of NBC. Before that the "net neutrality" fiasco for the Internet. There is no reason those well paid jobs can't be shuffled to others rather than continue with management shills!

Feb 1, 2011 12:19:45 PM
Tova
Brooklyn, NY

Cell phone service providers can help their customers make informed decisions.

Feb 1, 2011 12:42:54 PM
Gerry
Santa Monica, CA

FCC. I strongly urge you to have cell phone service providers notify customers BEFORE they reach their contract limits and incur overtime charges. They have the technology to do so by email or text. I for one would be thankful to receive such a warning. Consumers deserve to have a choice and choice is contingent on timely information. Thank you Gerry Owen 320 Wilshire Blvd, #100 Santa Monica CA 90401

Feb 2, 2011 1:28:56 PM
Wendie
Brooklyn, NY

I live on Social Security Disability. I have very little descretionary funds - for such things as prescriptions, persnal hygiene products and basic household cleaning products. I budget carefully and am able to survive on my flat-rate income. A surprise cell phone bill could put me in a position where I would not be able to pay for my normal necessary expenses if the cell bill was surprisingly high.

Feb 1, 2011 3:30:22 PM
Bradley
Anchorage, AK

Please enact the proposal that requires wireless companies to notify me by email or text when I am getting close to exceeding my plan limit.

Feb 3, 2011 9:11:24 AM
Bradley
Middleville, MI

I totally support the passing of legislation that would require Cellular Telephone services to notify me via text message when I am about to exceed my monthly usage limit. These companies have taken the liberty to text me with self promotional information. Why can't they
simply notify me via a text message when I am close to my monthly minute allowance. This legislation will save users a significant amount of overage charges and will be a good business practice to prevent subscribers from inadvertently using more minutes than their plan allows.

Feb 1, 2011 8:09:34 PM
Cass
Chicago, IL

Please stop cell phone shock and keeps bills reasonable for the American consumer.

Feb 1, 2011 2:53:22 PM
Charlotte
Lithopolis, OH

.To have wireless phone companies give warning when the consumer is about to exceed her or his plan makes great sense. Businesses who depend on "gotcha" fines have immoral business plans.

Feb 1, 2011 12:56:25 PM
R.M.
Hadley, MI

.This should be already on the books and the cell phone companies should just want to keep customers aware.

Feb 1, 2011 1:08:43 PM
Robert
San Diego, CA

.As with the companies that make voting machines and say they can't produce a paper audit train for each voter this claim on the part of the cell phone companies is a complete lie. They have always made giant profits off these overage fees. Look at the number 2 iPhone free application made by ATT to help people keep from going over their plan as an example that this can be done. I write software for cell phones and know that the carriers can easily provide notice. They could even charge customer a nominal $5. for the service, but these carriers want the $50-500 overage charges and don't want to give you tools to enable the users to protect themselves.

Feb 1, 2011 1:37:04 PM
Eleanor
Brooklyn, NY

.Just today I spoke with my son concerning his cell bill. He tried to monitor his usage online but the information was inaccurate and days behind. It should not be that hard to receive information regarding your own account. The first company sending an email or text message would receive the business of all those frustrated consumers.
Feb 2, 2011 6:28:16 AM
John
Plano, TX

I have been a cell phone customer for over ten years now and have been unpleasantly surprised with overage charges on my cell phone bill several times. Text messages have been especially expensive at times even though I can't control when other people text me.

Feb 1, 2011 1:32:58 PM
Wesley
Arlington, TX

It is time that we had a little notice when our phone bill is going to be higher than expected.
Wesley Ownby

Feb 2, 2011 1:57:58 PM
Lauren
Omaha, NE

I fully support this idea. In this day and age, it should be very easy for companies to alert cell phone users before they accidentally go over their limit on minutes. This is a win-win situation. This policy would allow consumers to have more control over their spending on cell phone bills. Having such a policy would most likely make people happier to do business with their cell phone providers. Also, it would enable some people to afford to continue their service when they otherwise wouldn't be able to due to their inabilities to pay excessively high bills they incur accidentally.

Feb 1, 2011 10:28:57 PM
RENE M.
Rumford, ME

TIRED OF BEING GOUGED BY CELL PHONE PROVIDERS!

Feb 1, 2011 1:08:39 PM
JOHN W.
Astoria, NY

In addition when I contracted with Virgin Mobil they did not tell me that any top up money that was not used would not be refunded and that cost me $300.00 when I wanted to cancel my service.

Feb 1, 2011 1:22:47 PM
Ann
Wayzata, MN
This should be a no-brainer. Simply notify me when I'm near my limit. It is just one more "gotch-ya" instead of real customer service.

Feb 1, 2011 1:59:19 PM
Michael
Woodland Hills, CA

I expect my Gov't to protect me not find ways of approving fraud by my Cell provider. DO YOUR JOB!

Feb 1, 2011 2:30:45 PM
DEAB
Duluth, GA

Not having this option would play into the hands of predatory behavior on the part cell service providers.

Feb 1, 2011 4:32:18 PM
Lyn
Clinton, CT

Please make it necessary that my cell phone company notifies me BEFORE my minutes go over my limited amount. When I had ATT they had a problem with one particular phone, the one I had, and I had to replace it 3 times in one week. Each time they transferred my address book and email addresses over they used a phenomenal number of megabytes of air time which later was charged to ME even though the problem was a technical one with the phone. In addition, they said I used 6000 text messages in 24 hrs!! It would be impossible to etxt that many times even if I'd had several phones on one line but I had just one. It took me involving my State Attourney to get that resolved. BUT - if they had notified me BEFORE it went over, even THAT probably would have been caught and it would have ben easier to resolve. Thanks for your attention to this matter. Lyn Posner

Feb 1, 2011 1:33:59 PM
GLENN
North Hollywood, CA

Phone plans should be required to notify you that you have or about to go over your plan limit, rather than hit you with a massive bill.

Feb 2, 2011 9:59:35 AM
ELIZABETH
Sahuarita, AZ

.PLEASE LISTEN TO CONSUMERS

Feb 1, 2011 5:43:31 PM
SANJEEV
Saginaw, MI

Wireless carriers need to inform us before we exceed the limits

Feb 1, 2011 1:08:18 PM

KATHLEEN
Chicago, IL

Please listen to our message. This is getting out of control. I once received a phone bill for several hundred dollars that I had no idea what caused this. It was because I had gone over my limit on phone calls. This shock was very unpleasant. Please do something about this.

Feb 1, 2011 12:03:31 PM

Greg
Reynoldsburg, OH

.gee, who should I be in favor for in this matter? Consumers such as me and everyone I know who has a cell phone, or the phone companies who gouge us with extra charges that we have a hard time keeping track of. Obviously, I FULLY INSIST THAT PHONE COMPANIES WARN CONSUMERS WHEN THEY ARE ABOUT TO GET CHARGED EXTRA FOR GOING OVER THEIR PLAN LIMITS.

Feb 1, 2011 12:37:55 PM

Hector
Baldwinsville, NY

.Dear Verizon Wireless, stop trying to increase your bottom line with this unfair practice.

Feb 1, 2011 9:15:14 PM

Joanne
Toms River, NJ

This is a must! Let's do it now!

Feb 1, 2011 1:27:47 PM

Richard
Chapel Hill, NC

This is akin to the truth-in-lending regulation, in my opinion.

Feb 1, 2011 6:41:25 PM

David
Elmira, NY

.THIS JUST MAKES SENCE
Feb 2, 2011 12:14:39 AM
June
Newport Beach, CA

Those who do not have unlimited call plans, should be notified of overage time in order that they may better budget their usage.

Feb 1, 2011 12:48:11 PM
Maneesh
Yuma, AZ

.It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data. The European Union thinks it's a good idea they require their wireless companies to do it. And our Federal Communications Commission thinks so too, since they've proposed the same here. But the U.S. wireless industry hates it, because they make BIG money off charging you overage fees! I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 2:36:03 PM
Rosiris
Altadena, CA

.There was a time when companies actually cared about customer service. They could careless about customers now and only care about further ripping customers off because they know they are either tied into to a 1 or 2 yr contract which most cell companies force you into now. Some do it automatically just because you go upgrade your cell phone with out ever mentioning ---"oh by the way, this automatically renews your commitment with us". I think this is illegal in it of itself. The leastthey can do and warn people that they are about to pay more than the plan they currently carry.

Feb 1, 2011 9:32:01 PM
Tracy
Sunland, CA

.Enough is enough!!! Please do the right thing to support the public...We have a right to know before our bills run over...I have a family plan with two children on it....because I wont be notified prior I need to have the most expensive plan just to cover the possible of going over. I
can't afford that....Please fix it. Is it too much to ask to just support the little guy...Not big business....Thanks for your help...Tracy

Feb 2, 2011 7:23:59 AM
Donna
Broadalbin, NY

.I just received a cell phone bill that was double the usual amount! It took my breath away.

Feb 1, 2011 10:42:17 PM
Evelyn
Elmhurst, IL

.We are happy for the most part with our cell phone provider, Verizon Wireless. But with four lines in our plan, there are definitely times when we find that we've gone significantly over our limit.

Feb 1, 2011 2:30:06 PM
Thomas
Libertyville, IL

.Please end the practice of not notifying users when they are near their plan limit. Also, require more plan with more limits. 400 minutes is too little but 800 minutes are too much. Why can't we get a plan of 500 and 600 minutes as well.

Feb 1, 2011 5:44:57 PM
Peter
Boston, MA

This requirement of cellphone companies would be a truly consumer-friendly act by the FCC, an agency with a mandate to look after the interests of the consumers using the public wavelengths!

Feb 1, 2011 2:37:16 PM
F.-J.
Ann Arbor, MI

.Also, for those who may not have text messaging, a simple automatically generated email stating that the account is approaching plan limits would also be very helpful.

Feb 3, 2011 6:26:33 PM
Mary
Indian Land, SC

.This has happened to me and I was shocked at the amount of my phone bill.....yet they text me about new account offers. Please pass the law that says they are required to let me know if I'm going over my limit. Sincerely, Mary P Papp 2130 E. Foxwood Ct. Indian Land, S.C. 29707
Feb 2, 2011 10:35:16 PM
Jeanne
Hull, MA

Please enact this change. It is simple and would benefit so many. I have known too many people who experienced cellular bill shock, and they could have had an opportunity to do something about it if the simple text notification had been done. Thank you for your time.

Feb 1, 2011 1:39:24 PM
Mary
Cary, NC

I am not quite sure why this is even open for discussion. Cell phone companies have made millions off of overages but as any business person knows free money doesn't last forever. It is the job of the FCC to protect and regulate in the benefit of the consumer, so again I ask why is this even open for debate. Passing this is what is best for the consumer.

Feb 2, 2011 6:36:50 AM
Jody
Detroit, TX

with todays technology this is a no brainer. instead of stealing our money the phone companies should be helping all of us to save. this technology should benefit consumers instead of phone companies.

Feb 1, 2011 12:30:43 PM
Catherine & Gerard
Milwaukee, WI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. In addition, unused minutes should accumulate to the next month because we use more minutes the times we travel and much less when we are home.

Feb 1, 2011 12:41:26 PM
Joseph
Miami, FL

Cell phones are a horrible industry - rein them in.
Feb 2, 2011 9:31:12 AM
Richard
Winchendon, MA

I think this is a no brainer - it doesn't prejudice anyone

Feb 1, 2011 2:38:17 PM
Sara
Grandview, TX

All I can say to this is Amen. I am tired of all the many ways the cell phone companies (mine is AT & T.) find to extract funds illegitimately from us. Plug any loophole you can.

Feb 2, 2011 4:15:25 PM
Thomas
Venice, CA

If my company send me emails regarding things they want to sell me then they can also send me updates on my account.

Feb 1, 2011 4:37:21 PM
Judee
Hempstead, TX

Why not make it all one price and be done with it.

Feb 1, 2011 4:18:51 PM
Ronald
Los Altos, CA

The service providers are deliberately NOT putting in a warning service feature, which is something that all customers would want. It's the service providers collective greed versus serving their customers. It's up to the FCC to do the right thing. Please pass this.

Feb 1, 2011 1:49:10 PM
B Joyce
Glen Ellen, CA

It's important that you let your customers know if they are going over their minutes. Thanks you

Feb 1, 2011 12:21:03 PM
Brock
Pinckney, MI

Get off the corporate doll and do the right thing.
Feb 1, 2011 1:58:39 PM
Kenneth
Amarillo, TX

This rule is an absolute must! There is no legitimate reason for the phone companies to be able to spring a huge bill as a surprise! They need to notify me or prevent me from growing a huge bill. My credit card would NEVER just let the bill keep growing!

Feb 1, 2011 1:53:50 PM
Lowell
Thiells, NY

I'm tired of many things having to do with thoughtless and uncaring business practices, and wireless bill shock is definitely on the list.

Feb 1, 2011 8:40:53 PM
Marvin
Milford, NJ

This type of business must be stopped. America is suffering under these companies and their policies. Please help us.

Feb 2, 2011 10:47:39 AM
MaryAnn
Carleton, MI

Sending out an alert for 'any' overages on your cell phone is a great idea! When I first received my phone, I received the first bill at that time with charges for the Internet! No one advised me when I purchased the line that I would have to pay extra to pay for this feature! If its different than your plan they should automatically warn the consumer! And/or if their over their minutes!

Feb 1, 2011 7:27:09 PM
Rick
Torrance, CA

.I support this.

Feb 1, 2011 4:49:47 PM
Ron
Minnetonka, MN

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ron Parker
18606 Spring Crest Drive Minnetonka, MN 55345

Feb 1, 2011 1:40:16 PM
Shelly
El Cajon, CA

It is a common sense for a wireless provider to send a text or alert to a consumer before that consumer hits his cell phone plan limit. It is also very easily done; I get text alerts from my provider already. Please make this service the law of the land! Thanks. Shelly Parker

Feb 1, 2011 7:26:22 PM
Susan
Glenshaw, PA

I might actually use more features on my phone if I didn't have to worry about the overage!!!

Feb 1, 2011 2:10:19 PM
Tari
Onalaska, WA

. With all of your expertise regarding technology, it should be a simple matter for you to notify customer; your bread and butter by the way, when they are about to go over their allotted time. It can only make you look good and create new customers.

Feb 1, 2011 12:34:04 PM
Sheila
Belmont, MA

. Do the right thing, for a change.

Feb 1, 2011 2:04:46 PM
Patty
Corrales, NM

These types of charges by large scale business that is certainly high tech enough to do this simple notification, which requires simple programming tasks, not rocket science take advantage of a public they make their voluminous income from. With corporate earnings skyrocketing their hollow issues fall on deaf ears, deaf from being bombarded with their commercial interests. Even though this does not affect me personally, I stand up for those it does, and know that one day it could easily affect me too.

Feb 1, 2011 4:45:38 PM
Michael
Atlanta, IA

I strongly believe that cell phone companies should provide timely information as to when their customers are close to the limit of their plans. Companies should make their money on selling a product and not on taking advantage of their unsuspecting clients. I would expect that the FCC would do what is in the best interests of people of the United States and take all necessary action to put a stop to this immoral practice. Thank you, Michael Parnes

Feb 1, 2011 12:11:35 PM
Catherine
Hopewell, NJ

Please make it a Law for cell phone companies to notify me if I go over my limits on my cell phone plan. The amount of money they charge for a minute over limits is outrageous! People make honest mistakes and shouldn't have to pay outrageous fees because of going over limits. Thank-you Catherine Parr

Feb 1, 2011 2:11:47 PM
Chris
Fort Myers, FL

Out of line charges

Feb 2, 2011 10:50:26 AM
Charles
Portland, OR

Seriously!

Feb 1, 2011 2:20:55 PM
Sean
San Antonio, TX

It's amazing what people could have to pay for air! I'm also angry at having to pay stupid little extras. Lets get to to pay per call and loose the time element for good!

Feb 1, 2011 12:07:17 PM
Anna
Olympia, WA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Anna Parsons Olympia WA

Feb 1, 2011 2:18:50 PM
Janice
Freeville, NY

This is only common sense. Customers should know when cell phone minutes have been used up.

Feb 1, 2011 9:16:08 PM
Stacie
Asheville, NC

Cell phone companies have gotten out of hand and difficult for many to afford!

Feb 1, 2011 11:52:08 AM
W R
Sun City West, AZ

Please pay attention to the following: I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Bill Parsons 14206 W Summerstar Dr Sun City West, AZ 85375

Feb 1, 2011 12:52:10 PM
Walter
Walnut Creek, CA

This is a much needed change.

Feb 1, 2011 4:25:41 PM
Mathew
Middletown, CT

I AM FOR THE USERS BEST INTEREST.

Feb 1, 2011 2:00:38 PM
Jeffrey
Saratoga Springs, NY

It's time to bring some reality to these crazy rate schemes.

Feb 1, 2011 11:36:25 AM
Johnnie
Columbus, MS

Please stop cell phone shock.

Feb 1, 2011 10:42:46 PM
Steven
Chicago, IL

Please make the wireless companies alert customers when they go over plan limits.

Feb 1, 2011 11:38:01 PM
Gerald
Breezy Point, MN

We must all work to stop the overcharging by cell phone companies. We hope you will work with the people to stop the cell phone bill shock. Sincerely, Gerald W Pasanen

Feb 1, 2011 3:17:51 PM
Morton
Pensacola, FL

It is time for the FCC to step in and require wireless phone companies to notify their customers before that customer goes over their limit on minutes. The European Union already requires it but U.S. wireless companies make big money off charging overage fees, so I don't see them in any hurry to make this change. They claim it is too burdensome to send a text message when a customer approaches the limit, but it is NOT too burdensome to send a text message when the bill is coming due.

Feb 1, 2011 11:43:58 AM
Anthony
Copperopolis, CA

It is crazy for me to be paying cellular companies extra when I could be notified prior. Help me stop the constant overcharging of uses. Thank you, Anthony R. Pascual

Feb 1, 2011 1:10:53 PM
Patricia
Little Ferry, NJ
As a senior citizen, and living on a fixed income, I would truly appreciate you requiring the wireless providers to send a text alert to cell phone owners letting us know when we are close to our cell phone plan limits. Overage fees can become difficult since they are not planned for in the monthly budget and can cause much grief. Thank you for your attention and please require the wireless providers to adhere to a regulation that helps all.

Feb 1, 2011 1:54:09 PM
Marjorie
Glenmont, NY

.Cell phone shock happened to me when I didn't understand the rules of the new cell phone contract. Had I been notified when it occurred, I never would have had over one thousand dollars of overage charges. Please pass this legislation.

Feb 1, 2011 1:42:36 PM
Irene
Ocean, NJ

.I support passing the bill to require cell phone companies to notify their customers BEFORE the point at which they exceed their plan's maximum minutes allowance. Please help consumers to make intelligent choices and have cell companies be more accountable in assisting customers to make those choices easily. Thank you, Irene Passmore 26 Tanya Circle Ocean, NJ 07712

Feb 1, 2011 2:06:36 PM
Dirk
Englewood, CO

Verizon sends my invoice via email. I think it is basic common courtesy to let you know when you are over and with the technology Verizon can easily do it. It is just not to their advantage but would be great customer service. It is unfortunate that legislation is required.

Feb 3, 2011 12:33:33 PM
Sylvia
Lahaina, HI

.this is such a good idea, please require it of all companies

Feb 1, 2011 12:01:02 PM
Tracy
Newark, NY

.I want to know when I come close to exceeding my plan limits.

Feb 1, 2011 2:34:52 PM
Patti
Gig Harbor, WA
We chose cell phone for the privacy and personal control it affords.

Feb 2, 2011 8:03:16 AM
Lomesh
Atlanta, GA

This is a "no-brainer" and the fact that the Government has to make Cell phone companies do this clearly indicates what their motives are.

Feb 1, 2011 1:01:15 PM
Mehool
Bristow, VA

Cell phone carriers promote ways to spend my money by sending me text messages that do not count again my limit on texts. Why can't they use the same technology to alert me on limits that are approaching?? I think they should be required to have that information available for their customers.

Feb 1, 2011 1:03:03 PM
Nirav
Austin, TX

Please help the common consumer and not just the large corporations of the world. -Nirav Patel

Feb 2, 2011 9:39:53 AM
Pravin
Chattanooga, TN

It will realy help paying over charge form service provider.

Feb 1, 2011 10:31:49 PM
Carol
Alexandria, MN

Please help us reign in the large charges and give us control again!!

Feb 1, 2011 8:31:14 PM
Kathy
Alexandria, VA

I have been the victim of "cell phone bill shock" several times. If I had known that I was over my plan limit on those occasions, I would have stopped using my cell phone for longer calls until I moved into a new billing cycle. This information should be a basic consumer right.

Feb 1, 2011 12:43:09 PM
Patrick
Missoula, MT

It's completely crazy that this hasn't been addressed yet. What could be more basic than letting us know when we're limited out?

Feb 2, 2011 12:20:27 PM
Stephen
Portland, ME

.Dear FCC - please bring some sense to the cell phone market. There are many problems, including one-sided contracts and the over-promising of coverage when none exists.

Feb 2, 2011 5:58:10 AM
Frank
Orlando, FL

This is criminal, and someone must put a stop to it!.

Feb 2, 2011 7:46:09 PM
J. S.
Novato, CA

.My wife and I have been "hit" too often with over-charges and text-charges that we actually were not responsible for. The cell phone spammers are using their computerized robo-texting to send out to the world. Our contract with Verizon is supposed to disable sending or receiving text messages. But Verizon still passes them through then charges us for them. Sometimes we get several copies of the same text only seconds apart. And we're charged for each of them.

Feb 1, 2011 12:43:28 PM
Jack
Miami, FL

.Why does our government always seem to be in favor of big business interests as opposed to the best interests of the average consumer?

Feb 1, 2011 7:24:17 PM
Stuart
Winter Haven, FL

.As someone who has personally been confronted with a cell phone bill in the thousands of dollars after a trip overseas, I urge you to require that cell phone carriers notify me when I exceed my plan limits.

Feb 5, 2011 2:38:43 PM
Terry
Strongsville, OH

This personally cost me several hundred dollars because my son, a freshman in high school at the time, had no concept of how much his girlfriend was sending him three and four letter answers, her own texts, and so on. There was no reason for this, and frankly, if I only buy so much, then that should be ALL they can earn. Since they're that greedy, predatory, despicable, and contentious, then regulate the hell out of them. Frankly, it used to be that having a customer meant something. Now they suck anything from anyone for anything for any reason for as long as time itself. This has to stop. I'm sorry they think they have a right to free speech. I have a right to not have a minor obligate me for several hundred dollars. They simply can't enter into a contract. They're minors! I demand that I have the ability to monitor and control my child's activities. They took advantage of my love, which is not their domain. They have compromised their rights for that, and are now in direct conflict with my parental rights and obligations to teach my child my values, including that cell companies are quintessentially evil. Regards, Terry

Feb 1, 2011 12:16:20 PM
Willis
Riverton, WY

Between the fight for Net Neutrality and continued overcharging by monopolistic carriers, exhorbitant salaries and profits really point out the tremendous overcharging everywhere in the cell phone system! Unlike other countries.... there seems to NO governmental agencies willing to "Do What's Right"! for the consumer. It is time to get a handle on these corrupt practices......

Feb 1, 2011 12:53:15 PM
Sylvia
Indianapolis, IN

Please help our nation behave more equitably toward consumers by following Europe's standard of notifying cell-phone users BEFORE they run out of minutes. In this way, they can make an informed choice as to whether to spend the additional money or upgrade their plan. It would require NO additional man power or expense to be taken away from the company's profits. But it WILL hamper the company's ability to enrich itself off of the ignorance of its customers....

Feb 1, 2011 5:58:03 PM
Vincent J.
Long Beach, CA

This type of acknowledgement is the very least a creditor can do to assure its cllient's account remain in good steed and that the account remains ongoing and profitable.

Feb 1, 2011 10:00:20 PM
Deborah
Olympia, WA
As a mother of two college kids, who as teenagers ran up huge bills which I didn't know about until the bill arrived, I think notification in advance would be a very good thing.

Feb 2, 2011 9:39:45 AM
Robert
Lake Zurich, IL

I learned, the hard way, that 800 calls ARE NOT FREE! That nights and week ends ARE NOT FREE! That 800 call and nights and week end calls can actually cost MORE than regular time charges. You don't learn this until AFTER it is too late to do anything about it. That IYOGI.COM is a SCAM, but by the time you learn this they have you committed for HUNDREDS OF DOLLARS in "subscription" fees. And, ON AND ON!! I am filing a fraud complaint and a law suit to recover not only the fraudulent charges for their phoney services but for the enormous phonr chrages their "services" created. Sincerely, Robert G. Pattison Cell: 847 382 2277 email: rgpattison@msn.com 1040 Orchard Pond Ct. Lake Zurich, IL 60047

Feb 4, 2011 12:17:54 AM
Emily
Seattle, WA

Thank you so much for taking the time to realize how many people support this!

Feb 5, 2011 2:07:58 PM
Todd
Durham, NC

Stop cell phone companies from ripping off American consumers. They are taking after the credit card companies - profit at all costs, screw the consumer.

Feb 1, 2011 6:37:22 PM
Alice
Cornville, AZ

If a bank can notify my when my balance is low, then cell phone companies can certainly notify customers when they are reaching the limit on their minutes. NO EXCUSES! You are there to SERVE your customers!

Feb 5, 2011 1:13:51 PM
Jerome
Santa Cruz, CA

We are being preyed upon, for our inability to beat a lottery which we are forced to enter. Whenever a consumer shops for telecommunications services, he/she must enter a lottery, even against his/her will. Specifically, this lottery is that the consumer must IN ADVANCE predict precisely their use amounts and patterns--and suffer significant financial penalties for predictions which miss the mark, even by a tiny amount in some cases. Use patterns are inherently
unpredictable because of "acts of God", chance-events and new events in life. This "prediction lottery" puts large burdens upon all consumers. Just to try to compare prices, each consumer is faced with performing a complicated and time-consuming mathematical analysis, predicting their use patterns and how those patterns apply to various pricing schemes, and how those in turn determine total costs. Then comes the "lottery frustration": even when they make a most painstaking prediction, a significant financial penalty may be imposed in the end. Certainly customers must choose service options (e.g., call forwarding). But please tell the truth: a "calling plan" is almost always a lottery. Much of it is not necessary to merely specify said service options, but rather to increase the customer's bill. The customer often must choose IN ADVANCE their amounts of short distance, medium distance, long distance and international use, as well as "minutes" totals over multiple time periods extending out as long as two years in the future. A "calling plan" is a shell game stacked against your constituents. The companies providing service deal with large numbers of customers. Some customers use more than predicted, some use less than predicted, and in general they tend to cancel each other out to a large extent. So companies planning for millions of items of equipment and service tend to go by actual usage levels; customer's predictions are relatively useless. What is of consequence to the companies, however, is that they can charge huge extra fees, not for service, but for the LOTTERY alone, namely the for customers' prediction errors. So the customers go through a hassle for no good reason and the companies charge extra for doing nothing extra except running a lottery. Worse yet, the lottery is stacked in favor of the providers, who are much more sophisticated than virtually all of their customers. This practice is predatory. Furthermore, it is very time-consuming for the populace to continually undergo. Please eliminate the predatory lottery. It cheats the people of money. And of their time. Telecommunications could be a more simple commodity marketplace, but we've let it become a huge time-sink for shoppers because of the lottery aspects. This makes our lives and our country less efficient. Make telecommunications purchases uncomplicated, lottery-free and "idiot-proof": [] Insist upon simplicity. [] Let volume discounts apply automatically based upon what the customer HAS used, rather than on the customer's PREDICTION of what he/she might use. And certainly, [] insist that the vendors give PRIOR notice of any limits being about to be reached. Thanks for your attention. Jerry Paul

Feb 1, 2011 1:37:06 PM
Duane
Tyngsboro, MA

It is bad enough that we have to sign up for a 2 year contract where we have to estimate ahead of time how many minutes we will need, but if we go over we get socked with a much higher rate. Our landlines let us have unlimited calling for a fixed rate.

Feb 2, 2011 9:08:06 AM
Charlene
Greer, SC

I am sure with all the calls they make this would not be a problem for the cell phone companies and it will save consumers a lot of unexpected cost. Today's economy we need all the help with unnesscary bills we can get. Thank You
Feb 2, 2011 7:50:18 AM
Howard
Springville, NY

This is a scam by any other name. They do it intentionally as part of their standard business practice. Let them know in advance when their minutes are getting close to the limit of their program and give the option to stop using the phone or so they may upgrade their program like Verizon does.

Feb 1, 2011 12:43:59 PM
John
Kailua, HI

Thank you, Senator Inouye for your years of hard work for the benefit of the citizens of Hawaii. This Bill would seem to be another equally important opportunity.

Feb 1, 2011 1:48:57 PM
Lisa
Hamilton, VA

...While it is a good business practice for any company to let its customers know when their balance is close to exceeding a limit, wireless communications companies, especially the nationwide providers, operate with such power they can treat their customers as they see fit. Because they monopolize this type of nationwide coverage, most of us only learn of overages when the new bill is posted. As a consumer who regularly monitors wireless use on a family plan, I am often surprised by higher amounts that didn't show up in the usage bar. Often phones "pocket dial" services not subscribed to when the keypads are supposedly locked.

Feb 1, 2011 12:33:56 PM
Carlos
Ashburn, VA

...I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Carlos Paz 20940 Rootstown Terrace Ashburn, VA 20147

Feb 1, 2011 1:59:32 PM
Pat
Clifton, VA
This bill is long overdue. Please act on it.

Feb 1, 2011 2:24:27 PM
Carol
Seattle, WA

this is just common sense.

Feb 1, 2011 12:30:55 PM
Laurence
Washington, DC

Banks should tell depositors when they are about to be overdrawn and cellphone companies should take similar action.

Feb 1, 2011 1:54:26 PM
Philip and Betty
New Hartford, NY

Please be a voice for the consumer.

Feb 1, 2011 2:22:06 PM
Erin
Norman, OK

We need to do something about the current cell phone notification system (or lack thereof).

Feb 1, 2011 7:45:38 PM
Derek
Dorchester, MA

T-Mobile

Feb 2, 2011 8:52:10 AM
Marilyn
Chicago, IL

I recently changed cell phone companies and, while I'm much happier with my service, I've been shocked by the cost of excess minutes I use over my monthly plan. I believe that the cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can better control my usage and if necessary increase my plan limits prior to getting a huge bill that was unplanned. My understanding is that wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I would like to be notified when I'm approaching the limit so that I can decide if I want to pay that, or cut back my usage so that I don't go over my plan limits. A quick text from my company would allow me to make that
decision. This is a simple solution that gives me more moment-to-moment control of my wireless bill. I'm urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Marilyn G Pearson 474 N Lake Shore Dr Chicago, IL 60611

Feb 1, 2011 10:35:45 PM
Roger
Fort Collins, CO

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Roger Pearson 1643 Waterford Lane Fort Collins, CO 80525

Feb 1, 2011 12:26:36 PM
Kate
Grass Lake, MI

This is a no-brainer. Please support the people over the corporations for once.

Feb 1, 2011 9:09:02 PM
Patricia
Yorktown Heights, NY

This is real common sense regulation that could help the working people of the United States not pay unnecessary fees.

Feb 1, 2011 5:48:26 PM
Dacelle
Paris, KY

Dear Sirs: In this day and age, it is IMPERATIVE to do good business. IF, as a VETERINARIAN, I am doing a routine rate outlined and owner allowed surgery on a patient, and once OPENED UP, I find something else, I MUST call them and let them know that there is a problem with the surgery, that there will be more required and that we will be OVER THE BUDGET. IF I continue without alerting them, AND they contest the bill, the LAWYER they hire will be OH TOO HAPPY to tell me that I can't charge them that, they aren't responsible or liable and that I have to eat it. I see why your technology centered world/business can't do a similar service. In my business, I may be doing surgery with ONE receptionist up front and ONE assistant in the back with me AND the patient under anesthesia and my monitoring - I have to PAUSE THE VERY IMPORTANT TASK AT HAND, KEEP THE PATIENT ALIVE and TRY TO NOTIFY THE OWNER before proceeding, otherwise I have to be ready to eat the
overage charges... I EXPECT IT IS FAR easier for your company to SEND A FREE OF CHARGE TEXT to a user that is near a limit - even if it is automated and shows up with they are down to less than 10% left to use. OR that the MAX CHARGE be the difference between the plan they are on and the next one up!!! IT IS COMMON COURTESY and the RIGHT, TRULY AMERICAN WAY to do things.

Feb 1, 2011 1:31:58 PM
Louis
Alexandria, VA

Cell phone companies should warn us when we are about to exceed our limit. No sneaky fees and charges!

Feb 1, 2011 12:41:34 PM
Pamela
Granby, CO

For once please protect the consumer instead of listening to the lobbyists for the cell phone industry. They are raping the American people with outrageous charges and overages.

Feb 6, 2011 5:12:08 PM
Gerald
North Canton, OH

Please make the FCC establish the law the cell phone companies must warn me before I go over my plan limits!

Feb 1, 2011 1:09:47 PM
Osiris
Harvest, AL

Dear FCC, I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. In addition, I would like to see plans that allow me to purchase my real number of minutes and not some artificially inflated minimum as I do today. Having four phones in my family, the minimum can purchase is 700 minutes, even though between all four phones we use less than 100 minutes each month. Sincerely, Osiris Pedroso 27892 KIM Dr Harvest, AL 35749

Feb 2, 2011 11:07:21 AM
Leslie
Rolling Meadows, IL

At a time of financial distress, every consumer needs to know when they are going over their plan's limits. Why shouldn't we have the ability to decide how we use our phones and to cut back when necessary?

Feb 1, 2011 7:34:36 PM
Feddersen
Raleigh, NC

Just pretend it is your bill.

Feb 1, 2011 11:41:07 AM
Christopher
150 E 7th St #C7, NY

One time I renewed or modified my plan in some way and I didn't know that process removed my international plan and I got a bill for over $600, more than my monthly rent and week's paycheck! I had to make a payment plan. It was terrible. That kind of thing should never happen.

Feb 3, 2011 9:26:02 AM
Denis
Commerce Township, MI

Come on! Its easy enough for phone carriers to send endless ads to our phones it can't be burdensome to set up each account with alerts to overage situations. Please do something about this travesty now.

Feb 1, 2011 3:21:06 PM
Mary
Hartford, CT

I often receive calls from my phone company asking me about how I like the service - obviously messages regarding usage - especially if I am about to incur extra expenses are more important.

Feb 3, 2011 9:54:28 AM
Diane
Madison, WI

I don't believe it will be difficult or unduly burdensome for wireless services to text customers who are close to their limit on voice, data, or text service. They certainly text me about sales offers linked to my account. Perhaps they protest too much ...

Feb 1, 2011 12:39:46 PM
David
Edmond, OK
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.  

David Pena  
1308 nw 186th street  
Edmond, OK 73012  

Feb 1, 2011 1:55:29 PM  
Virginia  
West Oneonta, NY  

With today's sophisticated technology, it is inexcusable to have the problems that come from cell phone bill shock. There are a number of situations that make keeping precise track of use, and some consideration of the customer's need is a valuable perk.

Feb 1, 2011 12:36:08 PM  
Irene  
Philadelphia, PA  

Times are hard start giving people breaks it will show you care and also it will probably bring in a lot more business by referrals.

Feb 1, 2011 2:10:52 PM  
Gary  
Gig Harbor, WA  

A simple text message of warning would cost the biggies next to nothing and make a difference in my, and millions of other's, lives.

Feb 1, 2011 3:22:39 PM  
Marijo  
Hazle Township, PA  

Please support this measure that will help to protect consumers from unfair practices by wireless providers.

Feb 1, 2011 12:27:59 PM  
MaryKay  
New York, NY
Is it too much to ask for our government to require that cell phone customers be alerted when they approach their limits? Banks have no problem allowing you to opt out of overcharging your account, cell phone providers should do the same.

Feb 2, 2011 4:02:12 PM
Glen
San Francisco, CA

I support the proposal to require cell carriers to notify customers before they incur overage charges for voice, text video or any other service.

Feb 2, 2011 7:13:59 AM
Kathleen
Broomall, PA

Stop overages everywhere.

Feb 1, 2011 7:57:58 PM
Sharon
Springvale, ME

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Sharon Peralta 82 Stanley Road Springvale, ME 04083

Feb 1, 2011 11:48:30 AM
Ester
Miami, FL

Dear representative: Please press cell phone companies to notify their clients of their phone usage before they go over board. In today's economy, this measure is not only necessary but part of a business social responsibility. Thank you, Ester Pereira

Feb 3, 2011 9:26:57 AM
Elizabeth
Huntsville, AL

If wireless companies can send me advertising tests that I don't need specifically targeted at my type of account, surely they can manage to let me know when I'm approaching my usage limit.
Please end this consumer rip-off perpetrated by greedy members of the wireless communications industry.

Here is a golden opportunity for you to do something that will really make a difference!

Please help stop cell companies from allowing people to go over their plans allowed minutes. Especially since they charge ridiculous rates for overages.

Quite frankly, I can't afford a cell phone plan myself. Thankfully, my son allows me to "piggyback" on his plan. But, I know this is an issue for him and his girlfriend, as well as for my other son, who is in the military and has his own particular challenges with cell phone service providers. Why must cell phone providers (not to mention internet, cable tv and other media corporate greedheads) gouge the struggling public?

Please support a requirement that cell phone service providers must notify customers before they reach monthly limits for minutes, amount of data, etc. Please give the consumer some protection from overage fees.

These companies can text or call to notify anyone about anything they want to. Why can they not notify people before they incur extra charges?
Nancy
Hayward, CA

Please inform if I'm about to go over in my minutes. If you inform me about new deals than you can inform me about overage fees!

Feb 2, 2011 11:09:44 PM
Roland
Hopewell Junction, NY

. Our wireless provider should be REQUIRED to send a customer a text or alert before you hit your cell phone plan limits. Ron Pierson

Feb 1, 2011 12:35:02 PM
Cindy
Germantown, WI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Cindy Pieterick Germantown, WI

Feb 1, 2011 2:50:32 PM
Merle
Wilton, NH

. I would like to be notified when I am getting close to my monthly call limits. Merle B. Pieterse

Feb 2, 2011 12:35:56 PM
Robert
Denver, CO

Please stop corporations from screwing the public at every chance they get (or create). We are sick of it. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to
approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,
Robert Pietlock 1625 S. Birch St., #910 Denver, CO 80222

Feb 1, 2011 7:48:06 PM
Julio
New York, NY

Please help in making cell phone companies notify us the customer before we go over the limits on voice, data or text service. I think it is fair.

Feb 1, 2011 2:19:52 PM
Lindsey
Boca Raton, FL

I support this idea.

Feb 1, 2011 12:37:29 PM
Michael
Palmdale, CA

It isn't too much to ask, that cell phone service providers make a simple notification when a customer reaches or nears a preset limit. Computer technology is such that doing this would be simple and inexpensive to the service providers. Besides, it's a cost that they would certainly pass along to the customer anyway, so the only thing they stand to lose it the profits they reap from gouging for over-limit calls, texts, etc.

Feb 3, 2011 10:08:13 AM
Robert
Bogota, NJ

I would like to notify BEFORE you go over your plan limits helping end cell phone bill shock! I would like to save hundreds of dollars in overage charges, and have control over my wireless bill. So that I can decide what to pay. Overage charges add up The September survey found that half of respondents who said they were hit with an unexpected bill paid at least $50 in overage charges. Consumer Reports calls the FCC's proposal to have companies send you a text before you go over-limit a "no-brainer that should be a snap for today's sophisticated smart phones." Keep this in place Of course, the wireless industry is fighting this proposal tooth and nail. They even claim it violates the First Amendment because it's "burdensome" for them to send you a text when your limit is near. Interesting, considering they now text you deals and offers tailored to your account. And the European Union recently started requiring similar alerts, and they appear to work well. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This
is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. 

Robert Perez

Feb 2, 2011 11:33:43 AM

Cheryl
Plainfield, IL

This kind of text is something I would want!

Feb 2, 2011 7:42:36 AM

Bonita
Ashland, KY

We need realistic options and realistic coverage for a realistic amount of money.

Feb 2, 2011 8:57:22 AM

David
Denver, CO

Consumers could use a little help out here you know. The world doesn't revolve around corporate profits.

Feb 1, 2011 5:16:32 PM

Dennis
Fort Myers, FL

The telecom companies emphasize predatory overage charges in their business plans.

Feb 5, 2011 9:43:07 PM

James
Los Angeles, CA

Just recently I had been very busy and my cell bill was almost 300 dollars because I was not notified I went over, with all the technology available today that is un acceptable and they should refund the overages. They already charge too much and send our jobs out of the country, enough is enough. Service has taken a back seat to profit and we won't stand for it anymore.

Feb 1, 2011 2:30:23 PM

Manning
Aurora, CO

I join in with countless others who support and encourage the FCC to move forward and approve its proposal which requires wireless before companies to alert their customers before charging them for going over their plan limit.
Feb 1, 2011 6:14:07 PM
John
Chatsworth, CA

 .Do it NOW

Feb 1, 2011 12:36:04 PM
Kevin
Anchorage, AK

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my useage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Kevin Perron 5039 Mills Drive Anchorage, AK 99508

Feb 2, 2011 9:53:06 AM
Bruce
Aventura, FL

 .The cell companies continue to take advantage of consumers giving new customers better deals than existing customers and extorting long term contracts for cell phone deals. It is time to put a reign on this abuse.

Feb 1, 2011 12:07:39 PM
Dorothy
Cantonment, FL

Help stop this problem.

Feb 1, 2011 6:31:12 PM
Richard
Olathe, KS

I think this is a really good idea. It is practically impossible to keep track of exactly how many minutes I have used in a given month.

Feb 1, 2011 12:05:45 PM
Den
Green Bay, WI
This would be one small step in requiring cell phone carriers to treat their customers with a modicum of respect.

Feb 1, 2011 6:44:34 PM
John
Buffalo, NY

...There is no technological reason to preclude a notification message from being sent. The only reason such warnings are not being sent is carrier's ability to profit hugely from the ridiculously priced "over plan" minutes.

Feb 1, 2011 9:34:02 PM
Madelyn
Columbia, SC

...Let's emulate the Europeans for a smart idea.

Feb 2, 2011 3:59:53 PM
Cindy
Simi Valley, CA

Let's do what the EU does and tell the wireless companies to alert us to potential overages BEFORE they happen.

Feb 2, 2011 1:19:31 PM
David
Creve Coeur, IL

When my son was sick before he passed away last fall, my wife and I never gave a thought about our minute usage in trying to coordinate his care with our shared plan. Subsequently we ran up a $500 (normally $72) cell phone bill and was about to run over the next month's allocation because Verizon didn't send the Ebill to my email address that month. Although they worked with us by reducing the bill by $188, all could have been avoided with a text message alert. Please make this a mandatory part of their business. They send all kinds of unsolicited other promotions.

Feb 1, 2011 11:57:41 AM
Neal
Knoxville, TN

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

Feb 2, 2011 6:34:41 AM
Robert W
Northridge, CA

Seems logical to me that if European countries have already put in such a "notice" to cell users that the U.S., I once thought a leader in consumer protection, should already have such a notice.

Feb 1, 2011 7:03:23 PM
Steve
West Hempstead, NY

As we pay a service charge for the federal government to oversee the industry, it's time to do something for our fee.

Feb 1, 2011 3:49:59 PM
H.K.
West Grove, PA

Consumer representation is needed here.

Feb 1, 2011 3:01:44 PM
Dan
Cincinnati, OH

I am writing to express my displeasure with the current state of affairs with respect to wireless telephony.

Feb 2, 2011 8:24:32 AM
Maureen
Fairfield, CT

Please help with this manipulation, it is wrong and unconscionable. We need your help to be our voice. Maureen Philbin

Feb 1, 2011 1:47:24 PM
Peter
Scarsdale, NY

Please pass legislation that will help consumers monitor their cell phone use and cost.

Feb 1, 2011 3:29:54 PM
Carol
Blaine, WA

Please support this effort to have cell phone providers notify customers when cell phone usage is about to go over the limits of the plan! It is very difficult to manage the current system in terms of knowing where one is at any time in the process. I have had several nasty shocks from cell
phone overages and I would appreciate a heads up from my company. This is in the consumer's best interest! Carol Phillips

Feb 1, 2011 1:29:03 PM
Don
New Braunfels, TX

Although I have very little problem with overages, I think this would be good in case someone manages to make phone calls using my number. There are many scams today and I'm sure cell phone numbers are being pirated.

Feb 1, 2011 11:16:06 AM
Donna-Lee
Eureka, CA

For me, a disabled person who can often reach my Caregiver ONLY by cell phone, these "surprise!" charges are an outrage, and dangerous.

Feb 1, 2011 11:48:26 AM
Dr Cynthia and Mr Paul
Marblehead, MA

Say what you like but the United States pulls in a poor second to European consumers rights laws; it pulls in an even poorer third place with the EU's individual rights court. The United States doesn't even have one! Which leads us to say that certain billing privileges that have been handed over to Corporate America are really hostile acts against consumers legislated by "our" very own government. Instead of having yet another round of boring and self-destructive left/right, conservative/liberal name-calling politics in Washington, why not sit down with reason and work for the benefit of "the common man" for once. Corporations have bank vaults of money and batteries of lawyers that can buy you people in Washington and legally work against "we the people" and this is seen as business as usual here in backward sliding America. Here follows just one complaint...

Feb 1, 2011 12:06:52 PM
Jim
Sonoma, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.
A little common sense goes a long way.

Can't imagine why you wouldn't want this--it would be such a good-will gesture on your part and so easy to program and implement! I'm assuming you'll go for it since you'd like your reputation not to be degraded.

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my useage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Sandra Phillips 1616 Alden St Irving, TX 75061

Cell phone companies should notify users before they go over my limits on voice, data or text service. That way they can finally get control over their bills and avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute over budget. They should have the opportunity to decide if they want to pay that, or cut back usage. A quick text from my company would allow me to make that decision. This is a simple solution that puts users in control of their wireless bill. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Claude Phipps P O Box 412 Newbury, Vermont 05051

Stop abusing the people who pay your salaries.
Feb 1, 2011 7:22:41 PM
Kecia
Suwanee, GA

I think it's ridiculous that we have to 'ask' to have this kind of service provided as basic service to consumers.

Feb 2, 2011 11:57:46 AM
MaryAnn
Peoria, AZ

Notifying customers of plan overages is good customer service and will help the carrier to retain more satisfied customers.

Feb 2, 2011 4:12:55 PM
Chris
Brighton, MI

As a concerned constituent, I believe that implementing common sense protections for customers are the right thing to do. The proposal for notifications prior to overages is a simple way to help customers better manage their accounts and usage, and prevent very, very costly overage fees. I urge you to support this effort.

Feb 2, 2011 8:11:27 AM
M. Elaine
Cleveland, OH

Enough is enough!!! Stop ripping off those that pay your exhorbatant salaries!!!

Feb 1, 2011 12:01:16 PM
Janis
Raytown, MO

I get free texts from my cellular company all the time. It would be easy enough for them to notify customers when they are about to run out of minutes. With so many people providing cell phones to their children, this could potentially save them a lot of money, and possibly some financial hardships. The only reason I can see that cellular companies don't want to do this is because of greed. It's time to think about consumers and not big business. They make boat loads of money as it is. This won't cause cellular companies a big financial hardship!

Feb 1, 2011 12:48:27 PM
Franklin
Seattle, WA

Do whatever it takes to stop the unbridled greed.
Feb 2, 2011 6:06:38 PM  
Janet  
Claremont, CA  

.I'm signing this for those who have cell phone contracts, which means multitudes of people. I do not. I will not. I have a cell phone for emergency purposes and buy only the minimum number of minutes I can. But those who choose to have a cell phone contract need relief. Pay attention to this petition.

Feb 1, 2011 3:57:42 PM  
Lisa  
Orange City, FL  

I just got a bill with an overage charged @.49 cents per minute. That is worst than the old land line charges. Please make them notify us when we reach our limits so we can decide on our own whether the call is important enough to make, knowing the consequences of paying a higher price per minute; that should be our decision, not theirs.

Feb 2, 2011 5:20:06 PM  
Trevor  
Seattle, WA  

This seems like a perfectly reasonable rule! Could actually help phone company's in keeping their customers.

Feb 3, 2011 8:38:49 AM  
Bernard  
Skaneateles, NY  

I pay the phone company and part of the bills covers bookkeeping. Why can't I have this information given to me or an easy way to access it? I am currently in Thailand and I prepay my phone service. Cost 100 Baht ($3.30) for 100 minutes. If I do not like the company, I can switch and buy a new phone SIM from another company for 50 Baht and get 100 "free" minutes to boot. The only drawback is the phone number is not transferable. Guess which system I prefer?

Feb 1, 2011 12:03:13 PM  
Richard  
Santee, CA  

.To Whom it may Concer, I wish to share with you my feelings associated with my cell phone bill.

Feb 1, 2011 3:46:29 PM  
Bruce  
Groton, MA
1) It has become routine to get ripped off by the likes of corporate titans like Verizon, ATT, and even our cable cos. like Comcast, and Co, and Charter even. Everything from absurd termination fees to usurious over the limit minutes fees. Several times in the last 5 years I was fortunate to check my minutes often as I knew when a death in the family occurred without roaming and also a raise in minutes my wife's bill would be 800 dollars or more if I did not enable her to roam in Colombia and add a special plan or buy more minutes as well--nothing that VZ could not have added as we went to give us the best deal--they are not interested in that they like to have angry customers with 1000 dollar bills to pay them--that is big profits for them--and they are NOT a nice company in case you have not noticed.e. 2) My sister in law who had no time and in her moment of supreme pain had to go collect her sisters corpse from a car accident, and used her cell phone to arrange her funeral in Miami, and used many minutes over the limit and could prove that her sister died and yet when Verizon was asked upon trying to charge her over 1000 dollars they informed her that since the billing cycle had closed she could not be given a fair deal by backrating her to the next higher category and enabling roaming for her so that she did not receive roaming charges in addition to insanely high price minutes for being over her limit. These things are done on purpose and the customer never gets a text stating they are over their minutes- which in cases that I have seen and in my family is usually a crisis or travel on short notice and thst is the EXACT TIME THAT THE CARRIER- should send an alarm message to the cellular message inbox telling the client that HE IS OVER IHS MINUTES AND SHOULD CALL CUSTOMER SERVICE OR BE ABLE TO PRESS A BUTTON TO ENROLL IN THE NEXT HIGHER MINUTES PLAN FOR THE CURRENT MONTH! 3) Corporate culture of greed an lying for profit: Verizon's mentality when it comes to customers is you are a fool if you do not pick the right billing plan right away as we will rip you off if you don't therefore since you let us rip you off YOU ARE A FOOL! WHY SHOULD THEY HAVE TO IF THEY HAD A DECENT CUSTOMER SERVICE THAT CARED ABOUT RETAINING CUSTOMERS. As for me If another great carrier comes along I will send both VZ wireless and VZ FIOS packing- these companies have creeping billing methods, confusing bundling of features that obfuscate and make customers get stuck paying close tp 150 a month for the service of FIOS not counting the box rental for another 50. VZ wireless similarly gets you in on a simple family share 700 plan and than as you add kids they confuse you and charge for date feathers that should not be charged extra for--texting saves vZ money, it saves real time resources on the call network as texting is allows do be sent on the slowest trunks. Then there is photos which if you dare email without a data plan you will receive charges for, everything can go wrong unless you buy the most expensive plan -there are no simple billing sets that allow you to PAY AS YOU GO and for the features you use UNLESS YOU AGREE TO USE THEM THE SAME WAY EVERY MONTH! Why not treat people fairly in a recession instead of forcing a smart phone on my unsuspecting wife and daughter and stating you do not carry and non-smart phones any longer! A lie for sure but how to take my Ds new toy away--so now our VZ wireless bill is averaging 230 a month and our VZ Fios Bill is averaging 230 a month meaning I am spending 500 a month on verizon! In older days I would spend perhaps 100 total for phone, cable and internet and perhaps 90 for cell service. This is what I mean by bill creep....having a bit of net access on a smart phone is hardly worth another 100 dollars a month now. Costco is my favorite company because I always am treated well by them and rarely find them overcharging me-they have my life time loyalty. This issue with running out of minutes had happened to me at least 4 times in the last 3 years and one time when my phone was stolen because I did not realize the person was
using it to make foreign calls they charged me some 900 dollars! IT is unbelievable charging someone for calls on a stolen phone simply because they failed to report it immediately to police. Since it was my only phone and I was traveling I had no phone to use to report it with and assumed that VZ security just like a credit card would NOT HOLD ME LIABLE FOR MORE THAN 50 dollars for calls for a stolen phone--but not VZ! 900 DOLLARS! Ripped off, then kicked while I was down--then I thought- I will show them I will so I quit VZ and they charged ma 175 to terminate and then after T mobile failed all the time in my area and charged me 200 to leave them! DOH! Stupid me comes back as nothing else worked! It is A MONOPOLY AS ARE EXXON, GULF and BP, the US does not really care about its citizens or consumers, they care about dollars as many as they can get of them. This company and ATT need to do more than just this but it would be a good start., I hope the Consumer Protection Agency gets a hold of billing practices for cellular and cable and fiber to the home--it is a mess and needs total regulation from the wolves. 4) Another typical VZ experience....cruise rip offs courtesy of my very own carriers even when I am at port but on shipt-voila! Socrablieu! I used to pay regular roaming rate in Fl for my calls on thee cruises but no more--they figured another way to raise revenue so I cant afford to go on vacation any more. We went on a cruise and now VZ blocks the ships cell phone signals from its carrier network to make it possible on board to only use your cell phone by enable one on board service and paying upwards of a dollar a minute--its just insane--people now carry walkie talkies on board. There is no ends to what they will add charges for. Text messaging SAVES enormous amounts of money and infrastructure for VZ and ATT but instead of being free if you use texting your whole family better have a usage plan for texting adding 15 bucks, then the new phones are mostly only smart phones and they are 30 dollars a month internet data fee on top of the phone fee and family text and message charges, for my daughter. so now each kids phone casts about 80 a month, and I am the only one with a dumb texting and voice only phone with no data plan--they think that consumers have to take their BS as their is a monopoly in terms of signal quality in New England. ATT may have gotten its GSM towers in but for many years they were TDM and broken so most New Englanders will not try ATT after many bad experiences. ATT and Verizon are filthy RICH and they can afford and should treat their customers well but sadly, treating people with decency ,is an age old time honored American trat., but its fallen out of fashion for the almighty buck that corporations all worship to no end these days. I would hope they could at least give in to this small concession to automatically migrate you into the next tier when you go over your minutes and automatically put you back into the lower tier at the beginning of the next billing cycle. Simple, just do it. Then there are about 200 other ideas I have on how you can run without beating customers as your profession and focus on being a networking company, not a chiseling company!

Feb 1, 2011 11:53:56 AM
Bobbie
Mountain View, CA

It seems unconscionable that billing "surprises" should occur due to over-usage. Indeed, some alerts should be required.

Feb 2, 2011 6:17:52 AM
M J
Redland, FL
Cell phone companies should notify you exceed your limits on voice, data or text service. Wireless companies charge up to nine times the average plan cost for each minute or kb over budget. One should have the opportunity to decide whether to pay that, or cut back on usage so you don't go over your plan limits. A quick text from the cell phone company would allow one to make that decision. Banks and credit cards already offer similar alerts you can have sent to your phone. It's a simple solution and the FCC should approve its proposal that wireless companies alert the customer before going over plan limits. Sincerely,

Feb 3, 2011 8:02:21 PM
BE
Arlington, TX

Please help consumers!

Feb 1, 2011 12:33:21 PM
Thomas
Blythewood, SC

This should be a no-brainer! With todays technology it is a very easy fix for the cell phone companies. If they resist this then we know it is for one reason. FCC...we consumers are depending on you to help us consumers!

Feb 1, 2011 4:10:15 PM
Peter
Rome, NY

This is such a scam! Phone companies should alert you just as credit card companies do!!!

Feb 1, 2011 4:37:44 PM
Betty
Locust Hill, VA

I would like to know when I approach my limit in time (minutes). Don't receive this info as a general thing.

Feb 1, 2011 6:08:23 PM
Ronald
Scotia, NY

Please help make this a reality, it is a help and a kindness.

Feb 1, 2011 12:21:58 PM
Tom
Avon, CT
Stop the gouging. With today's technology and tracking ability, there is no reason the wireless providers can't notify users when they are near their allotment of minutes. They just hope no one notices this windfall to generate additional revenue.

Feb 1, 2011 2:35:48 PM
DD  
Aldie, VA  

I have had to waste my time trying to undo unnecessary charges.

Feb 1, 2011 1:50:21 PM
Sahara  
Seattle, WA  

This is a simple respectful solution that treats customers as human beings rather than simple opportunities for profit. Develop respectful relationships with your customers and they will remain customers. It's a win/win.

Feb 1, 2011 5:51:38 PM
Rodney  
Carrollton, TX  

My son and I are among the unlucky customers that have received bills that are hundreds of dollars larger than normal. The wireless company claimed it was due to my son's increased data usage. But then as mysteriously as the usage increased...the data usage mysteriously returned to normal. On the bill in question...our payment due was $1,500 higher than our normal usage pattern. When discussing the usage with the wireless carrier it quickly became apparent that we were "guilty" unless we could prove the usage was a system error. Obviously...no one but the wireless company has this information...and it appears it is not in their best interest to provide this information.

Feb 3, 2011 10:23:18 AM
Linda  
Plymouth, MI  

Please work for the people.

Feb 1, 2011 3:22:47 PM
Judith  
Arundel, ME  

If the current cell phone companies are free to text or call my cell phone at any time to target me with a marketing strategy, they can just as easily let me know when my usage on our family plan is at the limit. Corporate America can't have it both ways; Lure customers in with various marketing schemes only to increase profits by hitting me with overdraft charges when I exceed
my limits. The rule by law was envisioned by our fore fathers as a rule by a democratic society - not corporate rule.

Feb 3, 2011 7:37:48 AM
Melonie
Mendenhall, MS

.The economy is so bad right now and everyone is struggling. This bill could really help people. Please consider it!

Feb 1, 2011 6:45:37 PM
Michelle
Albuquerque, NM

Do the right thing for your customers!

Feb 1, 2011 1:14:13 PM
John
Woodbridge, CT

.The new age of communications as ushered in many cost saving benefits. Unfortunately, big corporations find ways to gouge through the savings and extract monies from individuals behind the scenes.

Feb 2, 2011 9:00:23 PM
Theresa
Central, SC

I am writing about an important matter. One that I have experienced myself, when I inadvertently went beyond my voice service limits.

Feb 1, 2011 4:21:15 PM
David
Toluca Lake, CA

I am shocked that lawmakers allow oligopolies to treat consumers in this way and you need to do something about it now. This would never happen in a competitive market. I personally have dealt with my wireless carrier on this issue multiple times as a parent. Which side are you on? Should families be able to more effectively monitor and control their children's wireless activity or should the Oligopolies be allowed to continue to gouge the American family?

Feb 2, 2011 1:04:55 PM
Carlos
Oxnard, CA

If there's one thing government should do, its protect consumers!
Feb 3, 2011 6:33:56 AM
Angela
Mechanicsville, IA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Angela Platner 600 W 1st St Mechanicsville, IA 52306

Feb 3, 2011 8:44:58 PM
Richard
Fishkill, NY

This is something I would have assumed was already being done. This is an instance where the consumer needs to be protected.

Feb 2, 2011 5:35:49 PM
Kathryn
Gig Harbor, WA

Please require cell phone providers to alert their customers when they are going above their plan limits.

Feb 1, 2011 3:30:17 PM
Darrell
Everett, WA

Once you sign up for a service it seems these companies get away with anything they want to do and if you fight it you go without service. This is totally WRONG on so many levels.

Feb 1, 2011 12:39:15 PM
R. Mark
Valencia, PA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, R. Mark Plumb 2604 Eloquent Lane Valencia, PA 16059

Feb 1, 2011 6:48:48 PM
Jim
Pocahontas, IL

It is time for Cell Phone Companies to step up and send notices to customers when they reach their limit. They can send us advertisements with no problems so now they can add notices without any expense increase.

Feb 2, 2011 9:04:10 PM
Washington
Columbia, SC

Stand up for the consumer!

Feb 3, 2011 12:11:17 AM
Steven
Paulina, LA

Earn your pay and stop the robbery

Feb 1, 2011 1:58:40 PM
Peter
Webster, NY

I was a victim of an overcharge for text messages over my limit. My carrier's (Sprint) description of what constituted a text message was confusing and they admitted it - but they refused to adjust my bill.

Feb 2, 2011 5:21:34 PM
Ronald
Royal Palm Beach, FL

Please fix this problem, it would have a great impact on overall living expenses.

Feb 1, 2011 12:49:16 PM
Sharon
Powell, OH

Let's do something for the consumer for a change.

Feb 1, 2011 2:39:35 PM
Jerry
Vienna, VA

Please work on behalf of American consumers and not the phone companies to enact a much more thoughtful and cost effective policy.

Feb 1, 2011 12:30:40 PM
Karen
Saint Paul, MN

Steep overage charges should be considered an unfair business practice. The burden on the consumer to keep track of every single minute used (while on the go) as the only way to know when one is approaching the limit is excessive. I'm not against overage charges as long as they are reasonable and consumers have a real choice to avoid them. I would also like to see those consumers who do not sign up for data or text to be unable to receive those services and not be charged. I did not sign up for text service in order to save money, but have received spam texts and will be charged for them - what a nasty surprise!

Feb 3, 2011 12:22:45 PM
Stephen
Lambertville, NJ

.Cell phones have become a way of life today. But the competition among the providers has not given us a choice to avoid the extreme overcharges when you go over your prepaid limits.

Feb 4, 2011 11:54:20 PM
Anthony
Chandler, AZ

This seems so simple.

Feb 1, 2011 4:43:01 PM
Carol
Morristown, NJ

.It makes simple sense to notify customers that they are about to exhaust their minutes. Rather than alienating them by charging exorbitant overcharge fees, notification that minutes are running low will encourage folks to re-up. It is a shame that this isn't automatically done by carriers, because it is both the right thing to do and good business sense. In the absence of this voluntary good judgement, it would be appreciated if the FCC would make this a requirement.

Feb 1, 2011 6:55:40 PM
Duncan
Fairview, TN

Cell phone bills are just one of the many surprises that a struggling family can receive in a single month.
Feb 1, 2011 8:00:01 PM  
James  
Adams, MA  

please stop this irresponsible, money grabbing sham  

Feb 2, 2011 5:35:55 PM  
Karen  
Willis, TX  

This is a great idea. We should be notified as we have no way of knowing where we stand when it comes to over the limit notification. It is even hard to determine when you go online. Especially when your new bill is close to being calculated. There is nothing there to see in this limbo period of a couple of days or so. Sincerely, Karen Potter 14623 Ophiuchus Ct. Willis, Texas 77318  

Feb 1, 2011 12:59:08 PM  
Wayne  
Londonderry, NH  

This makes sense for the consumer and I for one would like to see this passed.  

Feb 1, 2011 2:47:56 PM  
Micheal  
Santa Monica, CA  

I support a change in mobile phone regulation to require that wireless providers send customers a text or alert before their exceeds their cell phone plan limits. In this way, individual customers can decide if they want to cut back on their phone time, or pay more for the extra minutes for voice, text or data. The European Union thinks it’s a good idea they require their wireless companies to do this. And our Federal Communications Commission thinks so too, since they’ve proposed the same here. It is imperative that US consumers have this information to manage their finances and make fully informed choices about mobile phone usage. For this reason, I urge you to act on the behalf of consumers. Dr. Micheal Pounds 1105 Idaho Avenue; Apt.# 105 Santa Monica, CA 90403  

Feb 1, 2011 1:50:38 PM  
Sylvester  
Fresno, CA  

There is no reason for companies that are predatory to be ignored, much less protected. Please make this way of doing business non-existent for consumers. Consumers would gain confidence and real business will grow.  

Feb 1, 2011 9:54:10 PM
Alan
Sarasota, FL

This would seem to be a fairly simple yet important means of applying some much needed consumer protection to this industry. Of course more is needed but at least it is a start.

Feb 1, 2011 1:22:46 PM
DIANNA
FALLBROOK, CA

.CMON'! IT MAKES SENSE. PLEASE STOP BIG CORPOARATE AMERICA FROM GOUGING US. FAIR IS FAIR!

Feb 1, 2011 1:08:18 PM
JAMES
Klamath Falls, OR

It would seem to me that with all the technology presently being used or otherwise within the grasp of the cell phone industry that it would be a simple matter to cut off service at the end of the paid for or subscribed for service and leave either a voice mail and/or text message so notifying the user that their subscription has been used up. Then making it a positive action by the customer should they want to continue incurring additional fees for usage above that initially paid or subscribed to. It is annoying, at least, to be subject to the many unethical [IMHO] tactics used by the cell phone industry to extract more money from the public, whom, by the way, are the very people that have made them successful and continue to fill their coffers. This is a time when the power of the FCC can step in and right a wrong. Let's not continue letting them take fiscal advantage of the public by turning our heads under the guise of "Caveat Emptor".

Feb 1, 2011 3:39:27 PM
TIM
Seattle, WA

This is a no-brainer. No significant cost for cell phone companies to provide simple notification, but large benefit to consumers . . .

Feb 2, 2011 10:28:09 AM
DAVID
EL PASO, TX

.PLEASE STOP RIPPING US OFF

Feb 1, 2011 1:00:06 PM
RODNEY
Eagle, ID

Isn't it time for someone to think about the great good of all?
Feb 1, 2011 12:45:27 PM
VALERIE
MONTROSE, CO

STOP HELPING BIG COMPANIES, HELP THE PEOPLE WHO VOTES FOR YOU NOT PROFIT THAT'S WHY PEOPLE DON'T TRUST POLITICS ANYMORE

Feb 2, 2011 9:26:21 AM
HENRY
Audubon, PA

The wireless company should text me a message that I have exceeded my limit.

Feb 1, 2011 1:52:38 PM
TOM
Portland, OR

.PROTECT THE CONSUMER

Feb 1, 2011 3:43:33 PM
Anthony
St Petersburg, FL

It's past time for amending abusive cell phone company billing practices. Fix this mess now

Feb 2, 2011 2:54:30 PM
Brownnie
Carlisle, IA

.The cell phone companies can text you that your bill is ready to be paid, why can't they notify you that your minutes are up?

Feb 2, 2011 7:59:26 AM
Lauren
Cary, NC

Cell phone companies send text messages about other things such as your bill being ready to view or your payment going through so why not send one about your minutes / text messages / data packages being close to exceeded. It doesn't take any more effort to do so. These companies don't need the extra money from overages. They make plenty of money off of text messaging and it doesn't cost them extra to have someone go over a few minutes or a few messages.

Feb 2, 2011 8:26:46 PM
Glenn
Laurel, MD
I would like FCC to show some evenhandedness between allowing businesses to prosper and protecting consumers from practices not necessary for businesses to prosper. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Sincerely,
Glenn Polser
10551 Hunters Way
Laurel, MD 20723

Feb 1, 2011 3:37:02 PM
Arlene
Blacklick, OH

My wireless company alerts me to the amount of my monthly bill, it should be no problem for them to alert me prior to my going over the limit. It really is a no-brainer.

Feb 1, 2011 3:21:18 PM
Anahata
San Francisco, CA

Do you even remember how well our companies grew and grew when they put customer satisfaction as their highest priority. Not faux fixes but dollar and cents sense, and good quality...the seal of approval. OK. Return your company to good business...the business that feeds and cares for us all, not just your stockholders and CEOs. Then we all, we ALL win. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Sincerely,
Anahata Pomeroy
San Francisco, CA

Feb 1, 2011 6:16:08 PM
Kelly
Kamuela, HI

Please at least pretend to have some concern for your customers by alerting them when their minutes are about to run out!

Feb 1, 2011 9:35:26 PM
Michael
Hixson, TN

Please help us manage our cell phone costs.

Feb 1, 2011 1:09:18 PM
This is an issue of great importance to all cell phone users, but especially to those of us who are elderly!

Feb 4, 2011 3:05:47 PM
Bruce
Adairsville, GA

Stop cell phone bill shock!

Feb 1, 2011 1:07:50 PM
Glenn
Santa Rosa, CA

The European Union thinks it's a good idea they require their wireless companies to do it. And our Federal Communications Commission thinks so too, since they've proposed the same here. But the U.S. wireless industry hates it, because they make BIG money off charging you overage fees! Let's take care of us, the consumer, in economic hard times. NOW!

Feb 1, 2011 11:45:31 AM
Vincent
Plymouth, MN

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

Feb 2, 2011 10:31:45 PM
Jeff
Cincinnati, OH

.I believe this will save consumers a significant amount of money. Please consider.

Feb 2, 2011 1:37:00 PM
Marsha
Smithville, TX

It would be so easy for wireless companies to notify their customers of overages. They are certainly quick to send you a text about new services or other ideas to take your money. How about trying to save us a bit of money?

Feb 1, 2011 4:07:09 PM
Delores
Gresham, OR
Businesses should operate with transparency and fairness, not with the intention of "gotch ya" so they can gobble up more money from you.

Feb 1, 2011 2:33:12 PM
Barry
Littleton, CO

Please begin to work for us and not the giant Phone Companies.

Feb 1, 2011 2:44:25 PM
Bruce
Greenville, ME

Not only do we pay outrageous rates, but in the rural area I am in we have no choice but to go with Verizon. Admittedly the service is good, but they do charge an awful amount.

Feb 1, 2011 9:13:08 PM
Cyrus
Washington, PA

I think you folks could certainly advise your customers when they are running out of minutes. Of course, if you are more interested in maximizing your profits than you are in providing a good and fair service, I would expect you to ignore this. Cyrus Porter

Feb 1, 2011 11:36:52 AM
David
Austin, TX

Let me know before I go--over limit.

Feb 2, 2011 8:50:38 AM
Jim
Placerville, CA

It doesn't take a long narrative to point out that consumers need protection from cell phone companies that refuse to alert their customers when they have exceeded their plan limits.

Feb 1, 2011 3:08:24 PM
Robert
Grafton, OH

Let's end the scamming!

Feb 1, 2011 1:02:59 PM
Debra
This is an easy thing to do to help people save money.

Feb 2, 2011 2:28:28 AM  
Barbara  
Portland, OR

Obviously, the technology to provide this service is in place already: If my cell phone company can sent me advertisements on my phone, they can certainly notify me when I'm about to exceed my allotted minutes. It's a shame they have to be coerced into providing what should be a "courtesy call" which, in the days of good customer service, would have been a given.

Feb 1, 2011 2:18:21 PM  
Matthew  
Hamilton, VA

I fully support this bill. It is needed by many families and businesses. The families quite often get a shock from more text messages than there are hours in the day. As an employer, my men from time to time run over and we have to recover the money. This is too simple for a phone company to do and a no-brainer.

Feb 1, 2011 3:00:25 PM  
Kimberly  
Encino, CA

Don't you think it's the FAIR thing to do to just send an alert when we are about to go over our minutes? Wouldn't you want to have that on YOUR own personal cell phone plan, if you weren't getting comped by the company??

Feb 1, 2011 4:30:11 PM  
Marie  
Berwyn, IL

I agree

Feb 1, 2011 10:26:35 PM  
Mary  
Springfield, VA

It is the primary mission of the FCC to protect the consumer, not the big companies. Requiring notification of imminent plan limits and pending fees is a major step in that direction.

Feb 2, 2011 9:20:22 AM  
Sheryl  
Rosendale, NY
.Please make cell phone companies notify customers before they go over their limits. The cell
phone bills are too costly now.

Feb 1, 2011 2:12:29 PM
Whitney
Philadelphia, PA

This simple solution should be implemented on behalf of consumers such as myself.

Feb 1, 2011 6:20:22 PM
Jon
Benton, AR

. With the techonology available to the cell phone companies this seems to me an easily doable
request.

Feb 1, 2011 1:38:07 PM
Anita
Irwin, PA

Please send a message to companies that bullying the public in order to keep business is not an
option. There is no reason why a customer should be sticker shocked by a cell phone bill, but
there are many stories of customers having this experience due to small print, loop holes,
contract penalties that they were unaware of etc. This is a doable service that should be required.
Myself, I have opted out of using all the large companies because of their use of these alarming
practices. Many do not have the freedom of choice that I do, because due to their jobs and
businesses they need the other services that these companies provide, such as 4g service etc.

Feb 1, 2011 8:55:32 PM
Ann
McKinney, TX

Notifications, particularly on shared accounts, makes eminently good sense.

Feb 1, 2011 2:20:47 PM
Edwin E.
Woodbridge, VA

. When my mother and mother-in-law were both dying, my wife and I had to rely on our cell-
phone for many calls to and from friends and family. Before we knew it we had run up a bill that
was well over $300 because we exceeded our plan limits. We were able to pay it off but we
could have avoided the problem if we had had received a notification from our provider that we
were approaching our limits. My daughter recently had a similar problem with her cell phone
when she accidentally exceeded her plan. This should really be an easily solved problem and
such notices would be a tremendous service to customers.
Feb 2, 2011 11:46:50 AM
John
Baltimore, MD

No company should be allowed to behave this way. Please help us, the consumer fight back.

Feb 2, 2011 3:22:24 PM
Samuel
Pittsboro, NC

.Cell phone companies can only be considered responsible if they advise their customers as they approach their plan limits. Companies must start considering the needs and issues of their customers.

Feb 2, 2011 9:01:16 PM
Teena
Taylor, MI

.Cell phone owners should be notified when they have gone over their limits. This is only common sense to help people stay out of debt.

Feb 1, 2011 6:40:33 PM
Glen
Cypress Inn, TN

There should be a warning when I am about to go over my limits on voice, data or text service. That way I can control bills and permanently avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,
Glen Powers 6615 Pumping Station Road Cypress Inn, TN. 38452

Feb 1, 2011 2:06:11 PM
John
JACKSONVILLE BEACH, FL

Please stop them from stealing and abusing children.

Feb 1, 2011 11:51:49 PM
Kelly
Seattle, WA
.Every parent has a horror story of receiving an outrage cell phone bill because of a first time texter or cell phone use that got out of hand. Please require alerts to protect us from the GOTCHAs!

Feb 2, 2011 6:40:02 AM
Tim  
Holt, MI

.Cell phone companys have the technoligy to do this already but do not want to do it because they will not make as much money. They can send you a voice call advising you that you are nearing your time paid for and will go over the limit soon. Tim

Feb 2, 2011 10:29:55 AM
Kate  
silver spring, MD

I have been shocked on occasion to have been charged 45 cents per minute upon exceeding my plan minutes. It mystifies me that outside the plan minutes can cost so much. It can add up quickly and has at times to $200. I did not appreciate the surprise. I would really like to have the option to curtail my use if the cell phone company would notify me before I exceed my limit.

Feb 1, 2011 8:41:23 PM
Jane  
Westbrook, ME

.This is long overdue.

Feb 1, 2011 6:56:08 PM
Charles  
Tacoma, WA

I can't charge additional fees without notification.

Feb 1, 2011 1:58:34 PM
Denise  
Westbury, NY

So many seniors who rely on their phones to keep in contact with their families, cannot be expected to keep a careful tally of their elapsed minutes. Neither can they afford to pay the higher bills they unwittingly have rung up.

Feb 1, 2011 12:24:39 PM
Joe  
Kensington, CA
It's about time that cell phone companies began warning customers when they are about to start using extremely costly "minute limits". Since these customers have a phone, at least a text message or recorded phone message could be sent to alert the customer that the next call will cost them extra bucks.

Feb 1, 2011 4:06:29 PM
Judy
Oneida, NY

The idea -- require wireless companies to send us a simple voice or text message BEFORE we go over our plan limits. This will help us control what we pay, and end 'bill shock' from outrageous overage fees!

Feb 2, 2011 6:38:16 PM
Lori
Lowell, MA

Listen to the people not the companies.

Feb 2, 2011 2:46:42 PM
William
Chandler, AZ

It would seem like a common courtesy for the cell phone companies to add the warning for their customers sake. Of course they are making lots of money by NOT introducing this program.

Feb 1, 2011 12:50:06 PM
Jessica
Santa Barbara, CA

Just do it.

Feb 2, 2011 8:45:00 AM
Ron
Rising Sun, MD

This is much needed by the public.

Feb 1, 2011 7:23:32 PM
Colleen
Arlington, VA

The FCC has an opportunity to do something for the consumer that will impose little burden on cell phone companies and be a great boon to consumers -- to require cell phone companies to notify consumers before they go over their limits on voice, data or text service. With this action, I can finally get control over my bills and permanently avoid bill shock. Wireless companies are
charging up to nine times the average plan cost for each minute I'm over budget. I should have
the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan
limits. A quick text from my company would allow me to make that decision. This is a simple
solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to
approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,
Colleen A. Preston 2836 Fort Scott Dr. Arlington, VA 22202

Feb 2, 2011 3:15:15 PM
Sara
Germantown, MD

In this time of economic turmoil and difficulty it would be a kind and smart move for these
companies to adopt this policy of a warning text when a customer is nearing their plan limits.
Really, they send "free" messages regarding applications and services already so adding one
more can't possibly be that much more of a cost or difficulty for these companies. I'm tired of
wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the
average plan cost for each minute I'm over budget. I should have the opportunity to decide if I
want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my
company would allow me to make that decision. This is a simple solution that puts me in control
of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless
companies alert me before I go over my plan limits. Sincerely, Sara Pretl Germantown, MD

Feb 1, 2011 1:30:09 PM
Theresa
Cleveland, OH

Wireless phone companies need to notify their customers BEFORE the customer exceeds the
limit in their plan as is done in Europe.

Feb 4, 2011 11:29:52 AM
Skip
Clearwater, FL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to
nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Thank you

Feb 2, 2011 6:22:39 PM
Marian
Wlaes Center, NY

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Marian Prezyna Wales Center NY

Feb 4, 2011 8:13:15 PM
Carl
Plano, TX

Companies need to do more then make money - they need to furnish decent customer service. This includes not over billing and cutting even more corners and taking additional monies out of our pockets!! Carl Pribanic

Feb 2, 2011 8:48:52 AM
Igor
West Chester, PA

It's time to add some semblance of decency to the wireless providers' behavior!

Feb 2, 2011 3:56:58 PM
Gail
Salem, OR

I once received a phone bill of $600 because my daughter, who was 12 at the time, didn't realize that whenever someone called her we had to pay for the minutes she was on the phone even if she didn't initiate the call. I was hysterical and she was extremely upset. Telephone companies need to be held more responsible.

Feb 1, 2011 4:07:37 PM
Roy
El Dorado Hills, CA

Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. Roy Price 3000 Bridlewood Dr El Dorado Hills, CA 95762

Feb 1, 2011 12:38:47 PM
Bonnie
Norfolk, VA

.Thanks....

Feb 1, 2011 1:08:46 PM
Andrew
Hayward, CA

.It would dumb NOT to sign this. It's a no brainer.

Feb 1, 2011 3:10:58 PM
Martha
Tucson, AZ

Please pass the bill that would require cell phone companies to notify us before we go over the limits, so we do not get overage charges.

Feb 1, 2011 1:11:44 PM
Roger
Berkeley, CA

This is only common sense and only fair to us citizens.

Feb 5, 2011 12:37:25 AM
I N
Plano, TX

.They (Verizon) told me that yes, they can notify me when I reach certain points on usage in my data plan, but that it's not feasible for my voice plan. Does "not feasible" translate to "not profitable"?

Feb 1, 2011 1:36:58 PM
Timothy
Ann Arbor, MI

.Thank you for keeping the interests of the consumer in mind. Corporations tend to become predatory to their customers soon after the founders leave the scene, and it is the job of government to protect the average citizen from these immensely powerful entities. It is a sad commentary on capitalism that corporations must be forced to do such simple things for their customers, but it is apparently necessary. Thanks for taking action on our behalf.

Feb 2, 2011 8:21:32 AM
Keith
Holly Hill, FL
There's no reason my cell company can't notify me - they have my phone number! (and my email address.)

Feb 1, 2011 3:08:16 PM
john
North Ridgeville, OH

Retired people can't afford any additional expenses.

Feb 5, 2011 9:58:24 AM
Pamela
Long Beach, NY

.After repeatedly getting bills of this nature, I am in support of regulation that requires notification before I go over the time on my phone.

Feb 1, 2011 10:09:46 PM
Gail
Wilmore, KY

.I have a pre-paid phone, but might consider a plan if this new rule is implemented.

Feb 2, 2011 1:31:35 AM
Michelle
Cupertino, CA

Please target your product to work with consumers who keep your company in business, rather than shafting them with excessive overage fees when they lose track during their busy lives.

Feb 2, 2011 1:49:02 PM
Asa
Ocean Springs, MS

We pay for a service. We should receive service. The phone companies only are in it for the money. Unfortunately, they won't tell you how to save money unless you threaten to go to another carrier. Customer service is not a widely understood concept. Most of it has been outsourced to people who can not speak English very well nor do they understand what they are being told. Bring customer service back home to the US!!

Feb 1, 2011 11:25:09 AM
Anita
Haverhill, MA

.I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to
nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. My cell phone bill is very
expensive even before over limit charges are added to my phone bill. They have no problem
allowing advertisement text messages to be sent to me without my approval of consent, and
charge for each of these junk messages so I see no reason why they can't notify me when I am
running out of minutes, text, media, etc. This is a simple solution that puts me in control of my
wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless
companies alert me before I go over my plan limits. Sincerely, Anita M. Purcell 58 Pinedale
Avenue Haverhill, MA 01830-2046

Feb 1, 2011 1:22:33 PM
Demian
Tucson, AZ

. Be fair to the people and all will prosper.

Feb 1, 2011 1:21:23 PM
Gary
Pleasanton, CA

. Please help the consumer for a change!

Feb 1, 2011 6:33:01 PM
Aiden
Brooklyn, NY

Withy the vast number of cell phones in use and the potential number that will be comming on
stream, it is imperative that to you do something to reduce the bill. With a reduction in the bill
you are actually increasing your profits because of the increase in number of units on the market
- new customers and more options and aps. Help!

Feb 3, 2011 11:32:25 PM
Frank
Spokane, WA

My cell phone company already sends a number of unsolicited email messages. It is no problem
for them to send one that really gives me some important information - to avoid excessive
charges. I urge the FCC to approve its proposal that wireless companies alert me before I go
over my plan limits. Frank Puschak 303 E 23rd Ave Spokane, WA 99203

Feb 2, 2011 1:08:58 AM
Todd
Keizer, OR
It seems to me that notifying customers that they are about to exceed their allotted cell phone minutes would be a common business courtesy. Failure to do this are guided by greed first and their customers second. Cell phone companies complain that it will be an expensive program to implement. But think nothing of sending text messages regarding miscellaneous business offers to their customers. This notification program can be a win win for the cell phone companies because customer would be encouraged to increase their monthly minutes. Thus avoiding excessive penalties fees. Sincerely, Todd Putnam 2245 Rock Ledge Dr NE Keizer OR 97303

Feb 1, 2011 11:52:58 AM
Lovetta
Tucson, AZ

-This is a real fix for the problems created by going over your minutes. It seems quite logical to do this.

Feb 2, 2011 2:41:00 PM
Tim
Catonsville, MD

-Same category as Debit overages!

Feb 4, 2011 7:38:02 AM
P
GREENSBORO, NC

-PLEASE KEEP CELL PHONE BILLS AS LOW AS POSSIBLE. EVERYTHING IS GOING UP IN PRICE BUT SALARIES ARE NOT. WE NEED HELP, NOT MORE PROBLEMS

Feb 1, 2011 3:23:10 PM
SAMUEL S.
Dallas, TX

WHY IS OUR GOVERNMENT ALWAYS SIDING WITH THE "BAD GUYS?" ONCE AGAIN WE HAVE THE PHONE COMPANIES READY TO PUNCE ON THE INNOCENT CONSUMER AND JACKING UP PRICES WHILE REDUCING ALREADY LOUSY SERVICE! PLEASE BRING THIS GANG UNDER SOME SORT OF CONTROL! I THANK YOU, CITIZEN SAM ROGERS

Feb 1, 2011 8:51:07 PM
CL.AUDIA
Tucson, AZ

-Cell phone companies need to start playing marketing games and give it to the consumer straight! CLAUDIA ROMERO

Feb 1, 2011 1:22:45 PM
JIM
Leumont, IL

.The cell phone company can send text message's I do not need, they can send a useful text for once!!

Feb 2, 2011 1:40:32 PM
STEPHEN
Orleans, MA

.PHONE & INTERNET BILLS ARE ALREADY INSANE.

Feb 2, 2011 9:01:36 AM
THERESA
Salem, OR

.PLEASE PASS THIS BILL!!!

Feb 1, 2011 1:46:35 PM
MICHAEL
Kings Park, NY

.Dear FCC, Please decide for the consumers. It seems like the moral thing to remind cutomers so they can decide whether to use the extra time.

Feb 1, 2011 1:17:30 PM
NORA
FACTORYVILLE, PA

Wireless providers should send a text or message prior to exceeding phone plan limits. Its easy and should be required. Its the least they could do!

Feb 3, 2011 3:39:01 PM
Jim
San Antonio, TX

Dear Sir, Please stop cell phone shock. Prior notice would be a big help.

Feb 1, 2011 6:04:32 PM
Harriett
Seattle, WA

.Cell phone companies should notify me before I go over my limits on voice service. I'm tired of bill shock and urge the FCC to approve its proposal what wireless companies alert me before I go over my plan limits. Let's learn from other countries when they are practicing good policies such as this one. Sincerely, Harriett Rabiej 1100 Minor Ave. #317 Seattle, WA. 98101
Feb 2, 2011 6:17:20 AM
Sidney
Ellington, CT

My grand-daughter was given a shared time phone upon becoming a teenager. Of course, being so young and not realizing how fast overage charges add up combining with the new fad of texting, a $600 overage charge was incurred, and upon asking for some help from the cell phone provider, my daughter had to go to a "more expensive" no limit plan, which meant far more expenses each and every month.

Feb 1, 2011 4:33:52 PM
JOSEPH
PALATINE, IL

I say get the cell phone companies on our side for a change.

Feb 1, 2011 12:50:46 PM
Marc
Phila, PA

I have been stung in the past by surprise excess charges. I changed providers when my contract ran out—and this was one of the reasons why. I chose a company of quality but with roll over minutes to avoid this problem, and it has come in very handy.

Feb 2, 2011 12:11:04 AM
Scott
Clovis, CA

make the cell phone companies quit fleecing their customers

Feb 1, 2011 5:54:31 PM
Daniel
Easthampton, MA

There is no excuse for cell phone companies refusing to give warnings before consumers go over their limits. Such warnings would be automatic and cost the companies nothing except for lost revenue from unsuspecting customers who made honest mistakes. This should not be the way companies do business under the auspices of the FCC.

Feb 1, 2011 4:36:50 PM
Mary
Brea, CA

With the ease of computers, wireless users should be notified before they go over plan limits.
Feb 2, 2011 7:45:51 AM  
JP  
Louisville, KY  

I am writing in support the bill to make wireless companies notify consumers before they go over cell phone plan limits.  

Feb 3, 2011 1:14:36 PM  
Gina  
East Orange, NJ  

Yes, really! My cell company T-Mobile allowed, yes allowed my bill to be run up by $130.00 just last month and I think that was wrong of those people. It was also dishonest. As soon as my contract is up the losers will definitely regret because guess where I'm going - to Metro PCS who will allow me unlimited everything! I KNOW they will regret because I have been an excellent customer and ALWAYS paid my bills in full. Their constant dishonesty is jading me and I for one, am fed up.  

Feb 2, 2011 11:01:54 AM  
Kenton  
Clovis, CA  

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Kenton Rahn  

Feb 1, 2011 6:34:34 PM  
Lynne  
Coto De Caza, CA  

I urge you to require that wireless companies alert all customers before they go over plan limits. This can happen so easily, especially at times of emergency or duress. Thank you. Sincerely, Lynne Rahn  

Feb 1, 2011 3:46:47 PM  
Saphira  
Raytown, MO  

I would use my cell phone more often if I weren't so afraid of going over the limit.
Feb 1, 2011 12:52:21 PM
Jacob R.
Laurel, MD

Having had six children, each of whom learned to use the phone at a very young age, and each of whom did not experience the pain of overcharges until they began to live on their own, I am very knowledgeable concerning the arrival of unexpected overcharges, and would have been very grateful to have been prepared.

Feb 1, 2011 1:09:39 PM
Ram
The Woodlands, TX

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ram Rajagopalan

Feb 6, 2011 12:26:51 PM
Michael
everett, WA

I only use a prepaid cell phone because of this issue. I would like to take advantage of the various options out there, but feel I cannot because of the risk of my family going over the limits without knowing it. I do think that once a limit is reached, the consumer should have to opt-in before higher than 'normal' charges can be imposed.

Feb 2, 2011 10:07:26 AM
Ravi
ANN ARBOR, MI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ravi Ramanathan Ann Arbor MI 48105
It's a unfair situation that we're in and I don't understand why we're being subjected to this sort of price gouging by wireless providers in this country.

I think it's way past time that our wireless companies were required to provide overage warnings.

Notifying people when they have reached their limit on their cell phone minutes is a courtesy that should have been observed from the beginning. People have a right to know what they're spending so they can make informed decisions.

Please approve the bill that would require cell phone companies to text users before they go over their plans limits. I am confident they could easily add the capability to do this.

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision.

There are so many of us these days who are living on a financial tightrope. We have no margin of error in paying our bills. Should we go over our plan limits, it can take months of financial hardship to recover. This has been my experience. Had I been giving a warning, I could have
put a limit on my son's texting. As it was, I had to sacrifice my food budget for 2 months because of the overage charges.

Feb 1, 2011 12:32:26 PM  
Janet  
Plymouth, MN

The time has come to stop ripping off the consumer, we should be told if we are getting close to going over, this works both ways for the provider and consumer.

Feb 2, 2011 5:42:52 PM  
Juan  
Willimantic, CT

There is much to say about the cell phone companies, from down services and lost calls, and especially slow data service, and especially bad customer service. Before we give these companies what they ask for why not check and see they are giving what they say they give to the customers. That is in a satisfactory way so then the congress would give what they ask for. Give them a grade they must receive from their customers before they receive from the government. Note the laws passed for education as "no child left behind." so in similarity a grading system be given so they may receive "OK's" from the government.

Feb 1, 2011 2:24:17 PM  
Lallia  
Los Angeles, CA

. Just another way to rip people off.

Feb 1, 2011 9:16:34 PM  
Thomas  
Celina, OH

. Help level the playing field!

Feb 1, 2011 12:24:45 PM  
Linda  
Longwood, FL

. Please make it a law that our wireless carriers should notify us if we have come close to our limits!!!!

Feb 2, 2011 3:26:46 PM  
Danielle  
White Lake, MI
It would only be fair for us as consumers to be notified if we are close to the end of our minutes and texts. These cell phone companies make so much money off the consumers with out overcharge fees! Stop the shock!

Feb 1, 2011 1:03:13 PM
Charles
Holiday, FL

About time....

Feb 2, 2011 9:00:39 AM
Dorothy M. C.
Bushnell, FL

Cell phone minute usage totals can accumulate very rapidly. It is not always convenient to check them constantly. Companies need only incorporate automated programs into their computers to notify users of nearing limits to allow us to choose if we wish to go over limit in that month. Please end this particular form of profit milking. Thank You.

Feb 2, 2011 1:25:58 AM
Harold
Greenville, NC

Personally, I think enough is enough of protecting businesses that make money in this way. Why not make your policies to protect consumers rather than businesses. What is so difficult with such a decision? You and I both know that they are going to still make big bucks, so they are not going to suffer with their record keeping responsibilities - get real, there is no old man or woman in a back room counting phone calls, data downloads, etc., it's all done electronically with no one having to do anything other than when a certain number is reached that the customer is notified of the possibility of a BIG increase in their monthly bill, and THEY have a decision to make as to whether they want to do it or not. Now is that so difficult??

Feb 4, 2011 1:35:42 PM
Jeff
South Burlington, VT

Rules and regulations should protect The People.

Feb 7, 2011 10:03:38 AM
Lowell
Atlanta, GA

Please add me to the list of supporters for this proposal.

Feb 1, 2011 3:41:35 PM
MaryLou
Milford, NJ

Please know that I would appreciate your support in requiring cell phone carriers to alert me before I hit my plan limit, so I can decide how to proceed. Thank you.

Feb 3, 2011 6:40:14 PM
Robert
San Francisco, CA

.First Amendment rights being violated?? I don't think so. If I am a conscientious consumer I have every right to know if my limit has been reached before I go over. Everyone makes mistakes? The banks notify you if your balance is low, why not the phone providers? WE are deluged with useless junk advertising, What is the difference? They would rather bilk unsuspecting clients then do due diligence. All it takes is a computer message. Big Deal. Grow up phone providers. Are you listening FCC? Protect the consumer not the providers. Thank you.

Feb 1, 2011 11:56:47 AM
Mark
Los Angeles, CA

If banks can afford to send text alerts to customers to alert them when their account balances are getting low, so they can avoid overdraft charges, then phone companies can afford to send their customers text alerts to warn them when their minutes are getting low.

Feb 1, 2011 11:26:30 AM
Scott
Mebane, NC

.Cell phone companies make a lot of money and can afford to deal fairly with consumers.

Feb 1, 2011 3:14:09 PM
Mimi
Bronx, NY

.We do need an alert message so that we keep within the limits of our respective plans.

Feb 1, 2011 6:42:31 PM
Dona
Lexington, KY

.I worry every month when I get the bill that there will be some unexpected charge. Luckily, most have been resolved with some effort.

Feb 1, 2011 1:55:18 PM
Kenneth
Piggott, AR
With Verizon, had an $150 overcharge since they had no record of unlimited texting which I had ordered. Got about half back, but I still cannot afford such stupidity, being parttime employed and my wife disabled.

Feb 1, 2011 5:01:03 PM
Martha
Bonne Terre, MO

.How can it be burdensome for you to send messages notifying that a limit is nearing when it is not burdensome for you to send ad after ad after ad? Get real!

Feb 1, 2011 1:51:26 PM
Alan
Milwaukee, WI

This really is a no brainer! Anyone who doesn't vote for this is clearly more interested in the lobbyists and not their constituents.

Feb 2, 2011 8:34:41 AM
R J
Casper, WY

There is a reason the FCC is stepping in and it is called greed. Big difference between greed and profit. Essentially the statement including overage charges falls into the "oh, by the way did I mention" category of fine print and the corporate practice of "gotcha" because some upper level manager wants his/her customers to pay for the extra trip to the Bahamas. Fix this now!!

Feb 2, 2011 12:28:47 AM
John
Kodiak, AK

It is long since time that cell phone providers notify their customers before they go over their limits. Please require this. Thank you.

Feb 1, 2011 4:40:37 PM
Arthur
Sedalia, MO

Please pay attention to this message!

Feb 2, 2011 7:53:42 AM
Johnny
Scotland, IN

.Let's make doing the right thing a practice, rather than an exception!
Feb 1, 2011 8:45:22 PM
Thomas
Greencastle, PA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Thomas Richards Greencastle, Pa. 17225

Feb 1, 2011 9:30:13 PM
Sharon
Washougal, WA

Knowing before I go over on minutes would be wonderful. It is a big shock to my budget when that happens and often causes me great financial stress. There is no reason the cell phone companies can not do this easily. They don't because they make a great deal of money on those over charges.

Feb 1, 2011 1:08:44 PM
Keith
Peabody, MA

What we're asking for is a simple courtesy reminder that we are nearing the limits to our plans allowance. While it is undeniably the consumer's responsibility to properly manage their accounts, it would be nice to have a friendly reminder when we are approaching that limit. This would be a simple dose of good old-fashioned customer service, a quality that many of these large corporations fail to remember when dealing with their customers. It would not be inconvenient or that cost-ineffective to add a simple line of code to each account for this purpose.

Feb 1, 2011 11:37:33 PM
Natalie
Phoenix, AZ

I think this is an excellent idea and it would really help people who are part of a family plan with shared minutes. It is not always easy to control how many minutes are being used by everyone part of a one plan.

Feb 1, 2011 12:50:31 PM
Ross
Sebastopol, CA

.A common-sense suggestion!

Feb 1, 2011 2:58:43 PM
Marilyn
South Ogden, UT

.I think we should receive an overage notice before we get hit with extra fees. Thank you.

Feb 1, 2011 9:25:26 PM
Linda
Acton, CA

.Is there no end to the greed!

Feb 1, 2011 1:31:35 PM
Scott
Brooklyn, NY

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Scott Rankin 140 Halsey Street #1 Brooklyn, NY 11216

Feb 1, 2011 3:09:26 PM
Carol
Van Etten, NY

.Customers need help NOW!

Feb 1, 2011 10:06:27 PM
Edward
Helendale, CA

Please support legislation requiring my cell phone company, or any company billing in a similar manner, to notify me when I am approaching my plan limit. I have been surprised more than once that I have used my phone enough to go over my limits.

Feb 2, 2011 9:28:19 PM
Steve
Warsaw, NY

It's not right and I'm sick of it! All of those cell phone contracts are nothing more than scams. Just like extended service contracts.

Feb 1, 2011 11:47:24 AM
Marjorie
New York, NY

Help people stay within their budget in these financially difficult times. Things are hard enough already without misleading struggling families about their expenses.

Feb 1, 2011 3:08:21 PM
David
Plattsburgh, NY

Isn't about time something was done about corporations raking profits at the expense of society and the individual.

Feb 3, 2011 6:42:49 PM
Harold
Phoenix, AZ

I have a pay as you go cellphone plan which eliminates the problem of exceeding monthly call limits. I think it is great idea for providers to alert their customers to the impending over use of their allotted minutes.

Feb 1, 2011 4:23:44 PM
Alan
Brooklyn, NY

This is obviously worthwhile.

Feb 2, 2011 12:14:29 AM
W. James
Wethersfield, CT

Wireless bill shock is unnecessary and ready for some real control. I strongly believe cell phone companies should notify users before they go over their limits on voice, data or text service. That is the best solution to finally getting control over their bills and permanently avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts users like me in control of our wireless bill. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, W. James Rau 5 Goff Brook Circle Wethersfield, CT 06109-3925
Feb 1, 2011 4:41:14 PM
Mary
Lynnwood, WA

This is a fair thing to do.

Feb 1, 2011 12:45:26 PM
Michelle
LAS VEGAS, NV

Please do your part to end this unfair practice by the wireless companies.

Feb 1, 2011 7:08:10 PM
Stephen
Henryville, PA

Please!!!!

Feb 1, 2011 11:22:14 PM
Enook
Los Angeles, CA

I'm just a poor working man trying to make ends meet.

Feb 1, 2011 11:55:02 AM
Kym
Eugene, OR

This is a NO BRAINER!!! Just DO IT!!!!

Feb 1, 2011 4:40:16 PM
Linda
Linden, MI

We want fair and clear billing no hidden cost or fees.

Feb 1, 2011 12:46:05 PM
Ron
Sacramento, CA

YOU NEED TO LISTEN TO THE PEOPLE THAT PAY THE BILLS..

Feb 2, 2011 6:44:32 PM
Russell
Cabool, MO
Wireless companies should notify customers at some predetermined threshold before customers exceed plan usage limits,

Feb 4, 2011 1:38:07 PM  
Sheryl  
Houston, TX

This really is a NO-BRAINER!! It couldn't be that difficult for the cell companies to program automatic notices - all of my utilities & credit cards send out auto notices. The only reason I can imagine they hesitate to do this is that they feel it's OK to take advantage of their customers.

Feb 1, 2011 11:14:31 PM  
Elizabeth  
Potter Valley, CA

The only reason NOT to notify customers when they've reached their limit of minutes, is to gouge extra fees. Please help bring back a modicum of customer service into the digital age.

Feb 1, 2011 2:07:24 PM  
Sandra  
Lexington, KY

Thank you for your attention to this matter!

Feb 1, 2011 11:19:31 AM  
Roy  
Sarasota, FL

Consumer Cellular aready does this so the other companies are full of hot air when they say its too much of a burden.

Feb 2, 2011 12:07:28 PM  
Margaret  
Galt, CA

It seems like this would be easy to do.

Feb 1, 2011 10:23:03 PM  
Kristen  
Westlake Village, CA

It is time!

Feb 1, 2011 10:10:34 PM  
William
San Francisco, CA

This doesn't concern me directly but....

Feb 1, 2011 1:59:18 PM
Carolyn
Phoenix, AZ

Allow the consumer to decide if we want to cut back on your phone time, or pay more for the extra minutes for voice, text or data.

Feb 1, 2011 4:43:47 PM
Barbara
Carmichael, CA

All Companies need to be more transparent and this means notifying customers before they incur huge expenses. It is easy for phone companies to do this before charging overage fees and it is a customer protection issue. Please disallow overage charges without notification.

Feb 1, 2011 1:06:41 PM
Rose
Virginia Beach, VA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Rose Reason 1700 Calm Wood Lane Virginia Beach VA 23453

Feb 1, 2011 1:33:58 PM
Sharon
New York, NY

Please help make keeping in touch, communication with family and friends and making a living via cell communications a continued reality for those of us with limited means.

Feb 1, 2011 11:26:06 AM
Manuel
Hialeah, FL

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Manny Reboredo 19121 NW 64 CT Hialeah, FL 33015

Feb 1, 2011 11:46:30 PM
James
San Diego, CA

It seems only common sense that cell phone companies should notify people before they go over their limit, but actually an even more sensible thing would be to require them to charge no more per minute for extra minutes than they charge for the original minutes in the plan. Thanks, James E. Recer 4432 Moraga Ave. San Diego, CA 92117

Feb 1, 2011 11:59:18 AM
Mark
Sunnyvale, CA

I have been a victim of overage charges that would not have happened had I known about it in advance.

Feb 1, 2011 11:31:09 AM
Robert
Staten Island, NY

In our fast paced life a great many times we might not realize that we are going over our limits. If all it take is a simple automated response to alert us from doubling our cell phone bills, this would help a great many people. Times are rough, why make them any harder than it has to be. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Robert Recor 181 Laredo Ave Staten Island, NY 10312

Feb 1, 2011 7:41:23 PM
Robert
Federal Way, WA

Please require the cell phone companies to notify clients if they are about to go over their allotment of call minutes, text or data. In the past that has been a problem for us (before ATT and rollover minutes). Now that we are looking at changing carriers it could become a problem for us again.
Feb 2, 2011 2:47:48 AM
Gail
Gold Bar, WA

I'd like a warning.

Feb 1, 2011 12:36:14 PM
Kathleen
Centennial, CO

The few times this has happened to me have without exception occurred due to unexpected high cell phone usage during some kind of problem or crisis. The rest of the time, I have a pretty good idea that I've talked too much and the time to check minutes usage myself. As a software engineer I know it wouldn't be that onerous to send a single text (or audio message - for those of us without text plans) to notify customers of impended overage minutes.

Feb 3, 2011 5:35:33 PM
Howard Don
Morgan Hill, CA

.Tell us the whole story. What are the charges & why.

Feb 1, 2011 6:26:26 PM
Charles
Harrisburg, PA

.It is time to put the brakes on sneaky tactics of cell phone companies!

Feb 1, 2011 4:43:03 PM
Abhinay
Irvine, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Abhinay Reddy 12 Lancewood Way Irvine, CA 92612

Feb 1, 2011 12:57:33 PM
Vikram
Irvine, CA
Our cell phone cost have skyrocketed and the quality of service has not changed. Smart phones are the future and becoming a part of our lives and it would be a great saving if we could get decent rates. Currently spend over $2400 a month on cell phones for the whole family!

Feb 1, 2011 10:00:52 PM
Monique
Corona, CA

I was going to pass on sending this, but then i read about how the companies said it's too burdensome for them to text you when you're nearing your limit. And, well, that's just a flat out lie. They text you and email you all kinds of stuff that they can profit from. So because of that greed, i'm sending this message.

Feb 3, 2011 1:53:05 PM
Carol
Lincoln, NE

Please make cell phone companies notify customers prior to overages occurring so we have control and don't get stuck with high overage charges.

Feb 1, 2011 1:46:50 PM
David
Evanston, IL

The FCC needs to stand up for the reasonable interests of American citizens and stop the scams used by cell phone companies to take advantage of their customers.

Feb 1, 2011 2:55:49 PM
Dexston
Connellsville, PA

Cell phone charges are way out of hand!

Feb 1, 2011 12:37:18 PM
Kevin
Golden, CO

Had this bill been in place two years ago, I would have saved hundreds of dollars. Isn't the FCC in control and supposed to help consumers rather than the multi-billion dollar cell phone providers?

Feb 1, 2011 10:43:34 PM
Pamela
Blanchard, OK
It has happened to us all at one time or another. We have gone over our allowed plan minutes on our cell phone. It's just not something you think about every minute you use your phone, and if, like my family, you have 3 people sharing minutes, it can easily get out of control. Wouldn't it be nice if our cellular service provider would send us a text message when we have used three fourths of our plan minutes? That would at least warn us so we can try to prevent the outrageous .40 per minutes they charge for overages and the subsequent 'bill shock' that follows!

Feb 1, 2011 8:52:08 PM
Richard
Carrollton, TX

If they can do it in Europe, certainly we can make this system fair here in the US.

Feb 1, 2011 11:43:39 AM
Robert
Flagstaff, AZ

I feel that cellular companies should give their customers the option to shut their account off until the end of the current billing cycle if the customer reaches their usage limit.

Feb 1, 2011 1:27:16 PM
robin
Cape Coral, FL

Cell companies know when the limit has been exceeded. It is not too much to ask that notice be given to the person responsible for paying the bill. These days, multiple family members have cell phones on a single plan. Knowing how long everyone talks is difficult, if not impossible. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Robin Reed 2836 SE 17th Place Cape Coral, FL 33904

Feb 1, 2011 2:14:46 PM
Charles
Clive, IA

I would like to be notified before I go over my cell phone limit. Charles

Feb 2, 2011 5:24:05 PM
Hollie
Westerville, OH
Credit card companies and banks can easily and automatically send spending alerts: for example, my credit card notifies me if a purchase over $400 is made. It seems so simple and easy to add this consumer protection. And the fact that it's so simple and easy and yet it doesn't happen seems...like a deceptive consumer practice. So please, if cell phone companies won't act like honorable business entities, make them behave in that manner. Thank you!

Feb 1, 2011 1:20:23 PM
Joy
Frederick, MD

. Yes I would like to be notified before we go over our limit.

Feb 1, 2011 2:27:03 PM
Andree
Huntsville, AL

Given all the marketing that gets done via text messaging, there's no good reason why cell phone companies could not let consumers know when they near their limit on paid for minutes. The only time I've ever used more than my allotment, the bill was horrific--and it did not help that it was during a family medical crisis. I had no idea how many minutes I'd used. Moreover, since cell phone companies are notorious for their lousy customer service, in most cases, having an option at least might help them bolster their images. If they don't want to text people automatically, maybe they could be "urged" at least to offer consumers the option of being notified when they approach their limits. Thanks for reading this and considering the option.
Andree Reeves

Feb 2, 2011 9:21:33 AM
Jacquelyn
West Palm Beach, FL

. In this economy, consumers need to know what their cell phone bill will be and there should not be hidden charges. Users should know when they have used their time, and now charges will be in this amount. No surprises please.

Feb 1, 2011 9:15:49 PM
James
Wilmington, NC

Please help provide consumer protection from unfair contract practices! Help us to pay for what we get rather than pay extra to avoid overcharges. This scheme is unfair to consumers!

Feb 2, 2011 8:33:23 PM
Tina
Spokane Valley, WA
Please consider the consumer. Let's be kind.

Feb 1, 2011 6:02:49 PM
Anthony J.
Astoria, NY

Wireless carriers should not be able to hinder one's ability to monitor one's usage and then charge us for overages. This is "gotcha-capitalism" and it's sleazy. Please write rules that will require the carriers to give the consumer advance warning of any impending overages of voice, text, and data and require the designs of their phones to allow the consumer to easily monitor one's usage of their plan's allotment of same.

Feb 1, 2011 1:01:11 PM
Matt
Aventura, FL

This really is a no brainer. Cell phone providers should send us a communication before we go over our minutes such as a text. They should be willing to do this on their own but are not so this proposal should definitely pass without being watered down.

Feb 1, 2011 6:49:34 PM
Caroline
Washington, DC

It would be nice if they can notify the customers. Thanks in advance. C. Reich

Feb 2, 2011 8:16:31 AM
Norah
Falls Church, VA

At this time of economic problems throughout the country, the last thing families need is cell phone bill surprises.

Feb 1, 2011 3:58:23 PM
Fred
Lake Orion, MI

I am contacting you to express my support for an FCC ruling that would require cell phone companies to notify their customers when they exceed their plan limits. Perhaps like many others, I was the victim of such an outrageous event when my daughter went for an educational semester in Spain. She was told to rent a cell phone for outbound calls, which she did. She and I did NOT realize that inbound calls would also be charged to her cell phone -- until we received a bill from AT&T Cellular for several thousand dollars! Her boyfriend had been calling her on her AT&T cell phone. Unfortunately, no one from AT&T attempted to contact her or us to let us know about this unusual usage pattern... and the customer service representative basically explained that I still had to pay a large portion of the bill because 'we should have known what
we were doing'... RIDICULOUS! Please help stop this usery. Cell phone companies could easily send their customers a text message to tell them when they are exceeding their plan minutes. If other customers are like me, a friendly warning would be enough to help avoid a financial disaster.

Feb 1, 2011 12:42:58 PM
George
Manchester, NJ

Since I am way under most of the time, it hit me like a ton of bricks one time that I was over.

Feb 1, 2011 12:17:44 PM
Jim
Henderson, NV

Please change this law before Feb. 11. Jim Reid

Feb 4, 2011 1:34:04 PM
Matthew
Denver, CO

I fully support having the wireless providers send customers a text or digital alert before hitting a customer's cell phone plan limits. Virtually everything dealing with cell phone activity at wireless providers is automated. This idea can be automated also, without costing providers additional labor expense.

Feb 1, 2011 11:45:33 PM
Michele
Robbins, IL

Someone needs to do something to stop these wireless carriers from charging us these ridiculous fees for this, that, and the other!

Feb 1, 2011 11:57:57 PM
Ronie
Healdsburg, CA

Please give your customers a chance to save themselves.

Feb 1, 2011 4:27:13 PM
Carolyn
Kissimmee, FL

This needs your attention immediately.

Feb 2, 2011 1:45:55 PM
The FCC does not protect the taxpayers whom they are paid to represent and phone companies are completely out of control. They have all the resources and make all the rules. Lying about services and pricing is just a normal part of doing business.

Feb 1, 2011 12:26:52 PM
Paul
Downingtown, PA

How hard can it be to set-up an automatic notification so that adults and children don't exceed their limit? In fact, I would think you could turn such a service into a selling point. I know I would feel more comfortable knowing my kids or wife is about to cause my available minutes to be exceeded. Paul

Feb 2, 2011 4:31:17 AM
Elizabeth
Seattle, WA

This is a matter of basic consumer protection. It is the right thing to do.

Feb 1, 2011 2:45:17 PM
Robert
Antelope, CA

Government has made financial institutions more customer friendly by making unfair fees disappear. Cell phone companies are becoming ubiquitous and will soon, if not all ready, replace land lines as the phone of choice. We need to allow them to use new technologies to help us monitor our usage and costs.

Feb 1, 2011 1:45:47 PM
Richard L
Middletown, PA

I would also like to see the FCC stop the cell phone companies from charging for air time for both incoming and outgoing calls. With the prices they are currently charging there is no ned for the double charge.

Feb 2, 2011 5:01:41 PM
Joel
Waban, MA

I support the FCC proposal for providers to alert customers before they reach plan limits. While responsibility for use of a plan rests with the customer, only the provider can conveniently provide necessary information for prudently using the plan.
Feb 1, 2011 3:36:33 PM
John
Long Beach, CA

Stop the shock!!!!!!!!!!!!!

Feb 2, 2011 1:21:38 PM
Becky
Kansas City, MO

Please do what you can to enact this proposal to require cell phone companies to send us a text to alert us when we get near our plan minutes limit. I have recently gotten large overages in the past 2 months ($50 - $75 each) because my children exceeded the minutes on our family plan. This would be an immense help to families like me who don't always know the level of use of other members on family plans and who really can't afford the extra charges.

Feb 3, 2011 1:19:47 PM
Aida
West Orange, NJ

Think of the jobs it will create to have this extra step in place!

Feb 1, 2011 5:00:49 PM
Dorothy
Wilmington, DC

...I don't go over the limit anymore. But I have friends and family who do. I think there a plan in place to alert the users.

Feb 4, 2011 11:18:58 AM
Dalton W.
Largo, FL

...Having been the recipient of overage charges this sounds like a good idea and should be a requirement of all cell phone providers and should be implemented immediately. There is no need of a time frame for the companies to get "up to speed " in order to do this. Thank you and please do this right a way. Dalton

Feb 4, 2011 3:15:16 PM
Kathy
San Antonio, TX

Please notify me of any overages as they occur. Thank you for that courtesy.
John  
Missoula, MT  
  
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Since cell phone companies are essentially offering computer services, their marginal cost to notify their customers that their minute limits are near surely would be little or nothing. If it were done by email there would be virtually no labor involved, after initial programming, and even that would be minimal. Thank you. John Rettenmayer 3414B Conner Way Missoula  MT 59808  
  
Feb 6, 2011 1:31:49 PM  
Beverly  
Sherrill, IA  
  
We need the wireless provider to alert us if we hit our cell phone plan limits  
  
Feb 1, 2011 10:20:54 PM  
Hernan  
Arlington, TX  
  
Cell phone companies have consumers painted into a corner, like the credit card companies, by making all the rules even though they are onerous for the consumer. I have been hit many times with incredibly high phone bills, way over my agreed monthly plan charges.  
  
Feb 3, 2011 5:22:17 PM  
Karen  
Klamath Falls, OR  
  
Regulation of cell phones would be extremely helpful. The number of phones and the extensive usage should be over seen by a regulatory agency same as land line phones.  
  
Feb 1, 2011 12:58:44 PM  
Lynn  
Montague, MA  
  
Please pass the legislation to let consumers know when we are going over limits!!  
  
Feb 1, 2011 4:47:15 PM  
Randy  
Ottawa, IL
It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data.
so I presume it was concern about ruling that prompted the action. Please make it a requirement so I never again get the horrendous shock experienced in the past.

Feb 1, 2011 2:28:21 PM
Kevin
Lyme, NH

"Gotcha" based business models are not good for anyone. Any company that is not trying to ripoff customers with "gotchas" shouldn't have any real issue with this.

Feb 3, 2011 8:17:51 AM
Deborah
New Boston, MI

I would like to see this issue passed.

Feb 1, 2011 1:15:43 PM
Brian
Houston, TX

It's time you started doing what's right for consumers! Please enforce a plan to provide notice to consumers via text message if they are approaching their mobile phone usage limits before additional penalty charges are applied to their accounts. The mobile networks are raking in enormous fees at the expense of consumers accidentally exceeding their limits. If the mobile companies could be relied upon to charge fairly for their services, this would not be necessary...but they have proven that they can't.

Feb 1, 2011 2:30:07 PM
Mark
Franklinton, LA

.To Whom it May Concern... I for one, totally support pre-notification by the cell phone companies, alerting customers that they are about to go over their calling plans. They already try to send automated offers by text. How difficult could it be to alert customers that their bills are shifting into "out of the Universe" mode. I carry the largest plan available, as it is cheaper and more affective in the long run, to NOT go over and be decimated occasionally. In actuality though...it's more of a blackmail situation. Buy far more than you normally require, just to avoid being severely penalized. I believe this should be an idea whose time has come. Thank you for your consideration, Mark Rhodes

Feb 1, 2011 1:23:01 PM
Rick
Elk Grove, CA

Cell phone companies need to do more to help their customers control or reduce their monthly costs.
Feb 3, 2011 10:03:02 AM
DeWayne
Antioch, TN

Additionally I would like to see Verizon allow their network to work with any cellphone instead of making their phones proprietary. Last I would appreciate wireless companies not requiring contracts. I need a new phone but Verizon requires me to sign a contract for 1 to 2 years if I buy a new one from them.

Feb 1, 2011 2:22:31 PM
Phillip
Momument, CO

Please don't listen to any of the BIG LIES from the wireless companies or their fallacious arguments. This can and does work, ad proved by similar regulation in the EU. I remember a time when the telephone bill came and, if one hadn't made any long distance calls, one KNEW what the bill would be to the penny, Now, even if we stay within calling minutes on one of the three phones, use of any of the other two could throw us over our plan's limit and into a financial blackhole. As for the wireless service's claim, "Let them go online and check their account to see how many minutes remain." This is not practical ant there is a disclaimer that the numbers found on their website may not be accurate. As a disabled person on a fixed income, attempting to get a child through college, I need to reduce fees and outlays whenever possible. My wireless company has NO PROBLEM finding my e-mail address to send me "updates" and "specials," so why can't they use that same address to warn me I'm close to my plan's limit? I believe the word everyone is tap dancing about is GREED.

Feb 2, 2011 8:50:09 AM
Carol
Carmel, NY

The idea of texting customers before we go over our limits is such a simple but customer pleasing idea. Please consider doing this.

Feb 1, 2011 2:40:07 PM
Alex
Portland, OR

Yeah, this seems like a good idea.

Feb 1, 2011 7:17:35 PM
Elliot
Washington, DC

It would be nice if the government started looking out for the interests of citizens instead of always serving the interests of business.
Feb 1, 2011 12:06:08 PM
Gail
Lambertville, MI

Thank you for considering my request.

Feb 3, 2011 2:04:13 PM
John
Bolingbrook, IL

Paying high rates for overages hardly seems like an equitable way to pay for cell phone usage. Buying "large packages" to avoid overage hardly seems fair to the consumer either. Please vote to end the practice of atypically large fees for overage.

Feb 1, 2011 10:37:10 PM
Guy
New Orleans, LA

This is in fact, a no brainer! If they can text message me to tell me that my bill is "ready," they can tell me I've reached my limit!

Feb 3, 2011 11:08:16 PM
Marisa
Oakland, CA

When paying an average monthly cell phone bill of $100.00 the least the phone company can do is let you know when you are nearing the end of your allocated minutes.

Feb 1, 2011 3:25:57 PM
Diana
Concord, NH

I am writing to ask you for your serious consideration to the request to have wireless phone companies provide consumers warnings when they are close to their time limits. While they have the capability to send free messages when they are offering promotions, reminding consumers that their bill is ready for review, and/or notifying consumers of a missed payment arrangement. That said, they certainly have the capability of reminding consumers that they are nearing their limit of monthly minutes and offering more minutes to be purchased before going over or charged when they go over. Seriously, while they are in the business of profit, I believe they should be leaders in putting their consumers ahead of their monetary gains when they are already charging enough to reap huge profits. When consumers are facing challenging times of making ends meet, it is definitely in the best interest of companies to make financial situations easier on their consumers, which will then reap rewards of human compassion, consumer respect, confidence, and bring future financial rewards to the company. There is no doubt that word of mouth continues to be the best advertising. In the end, this does not cost a company anything and
the rewards are great - financially! Finally, I would like to thank you in advance for your serious consideration to my letter. I look forward to hearing the decision you make and hope it is in the best interest of the consumer first before the company and their representatives. Very sincerely, Diana Richard

Feb 1, 2011 4:27:48 PM
Norma
Chicago, IL

Thank you for your support of this proposal requiring wireless carriers to alert consumers reaching their plan limits. Plan overage fees are an unnecessary financial burden to consumers in these tough economic times. Sincerely, Norma Richard 9005 S. Crandon Avenue Chicago, IL 60617-3808

Feb 3, 2011 8:00:47 AM
Amy
Arlington, VA

Yes, of course we want to know. Why wouldn't we? We are berated for being irresponsible consumers so we would like the information that we need to make decisions about the services that we purchase. Let's get this one item off the list of "surprise" billing and help consumers keep their costs under control. Thank you

Feb 2, 2011 12:22:03 PM
Barbara
3210 N 83rd Street, WI

As we have seen before business needs a regulatory hand to be just rather than just greedy. Please help them be moral corporate beings.

Feb 1, 2011 3:43:49 PM
Barry
Richland, WA

Please accept my recommendation to provide notification of overages regarding wireless use. Although we track our own time and have not had this experience ourselves we realize others that do and do not pay on occasion/perpetually increases the fees that we pay Europe seems to have the right idea in this regard as well as credit card chips for security - follow their lead

Feb 2, 2011 7:39:40 AM
Diana
Durham, NC

No overage fees!!!!

Feb 2, 2011 12:07:25 PM
Glenn  
Newburyport, MA  

I currently have a 'family' style plan with five cell phone, all in use by different family members, all sharing the same 'pool' of air-time minutes. Getting notified when I am near my plan limit is essential to me!

Feb 2, 2011 2:17:32 PM  
Jeff  
Edinboro, PA  

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Jeff Richards  Edinboro, PA 16412  

Feb 1, 2011 3:53:30 PM  
Frederick  
Blacksburg, VA  

...This should not be an onerous effort for the cell-phone companies, given their tendency to text for various other reasons already.

Feb 1, 2011 12:55:22 PM  
Jerry  
Murfreesboro, TN  

...This really should be a no brainer!

Feb 3, 2011 11:15:11 AM  
Llanda  
Northborough, MA  

...This is a simple step to help people save money. Just do it!

Feb 2, 2011 1:58:30 PM  
Mark  
Twin Falls, ID  

...Like it has been said this is a 'no-brainer' no reason not to do this.
Feb 1, 2011 3:29:22 PM
Mary
Fairview Heights, IL

I have been satisfied with Sprint, except the cost. Is there a way to not pay to terminate early. Seems so unfair.

Feb 2, 2011 2:01:47 PM
Rhoda
Tuscaloosa, AL

We experienced cell phone bill shock when we first got our teenaged daughter a cell phone. We increased our minutes and data package, but our bills were high for at least 2 more months! In these economic times, who can afford cell phone bills that break the bank? Cell phone companies could use technology to help their customers by sending an email or text message warning customers who are about to exceed their minutes usage of text usage. It seems like a "no brainer" to me.

Feb 2, 2011 12:34:20 AM
Robert
Casa Grande, AZ

Please, do right for the American people, the working middle class people. Do not let 'big money' persuade you from what is best for the people of the United States. Most sincerely, Robert Richardson, M.D.

Feb 1, 2011 3:37:07 PM
Sylvia
Fort Myers, FL

Seem only fair to let folks have a warning if their minutes are going to run out.

Feb 4, 2011 1:27:15 AM
Eunice
marion, IA

Please require U.S. wireless providers to alert wireless customers before we go over our plan limits.

Feb 2, 2011 10:11:16 AM
Martha
Dorchester, MA

The hidden overcharges are outrageous. Consumers should be informed.

Feb 2, 2011 10:00:12 PM
Matthew
Charlottesville, VA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. American consumers deserve better treatment from cellular service providers. I strongly urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 6:34:41 PM
Robert
Atlantis, FL

The cost to consumers is already exorbitant. Companies could cut their monthly rates in half and still be making a profit. A big gouge is to limit service so that extra costs pile up when that arbitrary limit is reached. Let's have a common sense signaling to customers when their limit is reached. The companies already monitor minutes, it would be no extra effort to program their computer to send a brief warning.

Feb 1, 2011 1:53:09 PM
Leslie
Mill Valley, CA

I'm frustrated by the anti-consumer, anti-competitive positions of the U.S. wireless carriers. Thank you for proposing that wireless providers notify customers when they hit their plan limits on minutes, texts, or data usage.

Feb 2, 2011 12:51:52 PM
Robert
Haddon Township, NJ

Approve bill that requires cell phone companies to notify user that he or she is approaching the users limit on minutes. Robert Richter

Feb 2, 2011 10:46:32 AM
Karen
Stillwater, MN

Please protect consumers from these overage charges. The cell phone providers have a wonderful deal with the overages, but the consumer is the loser. If they have the ability to text me for other things, I believe they can let me know if I am out of minutes! Thank you for your time. Karen
Feb 2, 2011 10:49:19 AM
Paul
Stillwater, MN

I'm exhausted by the calls to my cell phone company about my account. Please pass legislation to protect me from the money grabbing mentality of cell phone providers.

Feb 1, 2011 8:35:10 PM
Brad
burbank, CA

.Better plans benefit all

Feb 1, 2011 12:37:22 PM
Ramzia
Ann Arbor, MI

In addition to requiring cell phone plans with monthly limits to notify users before they exceed the limit, I would also like to see a requirement that prepaid cell phone plans be required to display the remaining balance of minutes or dollars on the phone itself. I have had one prepaid plan (TracFone) that did just that, so I know it's possible. The prepaid plan I currently have (T-Mobile) does not, and it makes it difficult to see what your balance is and whether they are accurately subtracting the time you use from your balance.

Feb 2, 2011 8:42:28 PM
Sandra
Edison, NJ

.I am unemployed cannot afford my cell phone bill to still keep going up in price.

Feb 1, 2011 5:35:31 PM
Barbara
Camas, WA

ATM's don't permit people to take out more than $XXX a day because banks recognized that removal of large amounts of money is usually indicative of a stolen card. Likewise, large amounts of cell phone minutes used up in a short period of time can also be indicative of illegal activity - a stolen phone being used to make many phone calls. It doesn't have to be illegal phone activity, but, whether it is or not, it sure would be nice to be able to monitor usage of phones we are paying service without waiting for the bill.
I am tired of hearing how phone users in foreign countries get much cheaper rates than in the US. Why must the gov. Step in to get you to be fair w/ the Amer. People on telling us when our min. Are close to going over? You are not deceiving anyone!

Feb 2, 2011 1:26:16 PM
Ronald
Milwaukee, WI

.It makes sense to have this type of notification.

Feb 1, 2011 1:05:05 PM
Anthony
Portland, ME

Consumers need to know when they are at their limit and need to be informed so they can decide if they wish to continue using their phone and chose to pay for extra minutes. The point is to prevent the 'Gotcha' billing system and abuse that is so prevalent in this country. I urge you to stop this practice.

Feb 1, 2011 10:11:22 PM
Richard
Goodyear, AZ

.For once, try acting for the benefit of people and not corporate interests!

Feb 1, 2011 9:16:19 PM
Theresa
San Jose, CA

It's easy for a cell phone provider to send a text or alert when you are close to your plan limits. But they don't want to because the overage charges are too profitable. It's time the consumer had more control over their cell phone bill.

Feb 3, 2011 8:56:22 PM
David
Winston Salem, NC

>Please require the cell phone companies to notify their subscribers when they approach going over the message unit limit for the month. Thank you, David Riffe

Feb 1, 2011 12:52:29 PM
Ronald
Lilburn, GA

The proposal below is reasonable and should cost little to implement.
Feb 1, 2011 1:30:08 PM
J
Newton, NJ

ONE extra phone call put me over my cell-phone limit two months ago. Consequently, the bill was $40-plus instead of the usual $25. It's very unfair. Please do something to stop such abuses.

Feb 1, 2011 12:45:19 PM
Peter
Moncks Corner, SC

The proposal to have cell phone companies notify their customers of the "over the limit" rules and costs seems to be a common sense approach and cost effective approach.

Feb 1, 2011 12:27:38 PM
Denise
Indian Trail, NC

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. Also I don't have texting on my phone but if I receive a text, I'm charged for it. That is not fair, I cannot control who texts me and I should not be penalized for it. I get text messages from strangers and I should not be held accountable for that. Also, they force you to sign a contract for service or when you buy a new phone or change your plan and it's at least 2 years. That is not right. You should be able to cancel at any time and not have to pay a fee for early cancellation. Something needs to be done about this - they are out of control (Verizon Wireless) especially. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Denise Rikard 4202 Forest Drive Indian Trail, NC  28079

Feb 1, 2011 1:44:56 PM
Mary
Manistee, MI

As consumers we should have the right to stay informed, and it should be easily available.

Feb 1, 2011 4:37:01 PM
David
Stamford, CT

Commissioners: In this day and age this seems so sensible and so easy for the phone company to do.please require it. Thank you  Dave Riley
Feb 1, 2011 6:35:14 PM  
Jonathan  
Los Angeles, CA

Corporations have overcharged customers. People have had little or no choice except to not use the services. We need laws to protect customers from corporations.

Feb 1, 2011 4:42:10 PM  
Margaret  
Ellicott City, MD

My husband and I are upset with our wireless bills and if there is no control this will become unbearable. Please control the cell phone companies.

Feb 1, 2011 1:25:38 PM  
Mark  
De Queen, AR

Thousands, if not millions, of low-income people rely on their cell phones in lieu of a land line, enabling them to more effectively look for and find work with which to support themselves. A simple overage on a phone bill can have a disastrous cascading effect on their finances. It's time for the phone companies to enable us to be fiscally responsible, since tracking one's phone usage is so difficult. Please stand up with the people and against the profiteers.

Feb 2, 2011 10:17:04 AM  
Marvin  
Mahwah, NJ

This should have been done 10 years ago. It's way overdue!!

Feb 1, 2011 11:26:20 AM  
Vincenza  
Sanford, FL

Everyone needs all the help they can get!

Feb 1, 2011 1:39:08 PM  
Thomas  
Palo Alto, CA

In our age of e-commerce, information about our transactions and individual account status is kept by the relevant providers -- payment companies, vendors, communications companies, etc. Many already send emails or texts about milestones in usage, limits, or payment requirements. There is no reason that cell phone companies cannot do the same for their customers.
Feb 1, 2011 5:54:23 PM
Lavinia M.
Gwynn Oak, MD

A few years ago my cell phone account experienced overcharges of $200+ two months in a row would have helped me tremendously if my cell phone company had notified me so that I would not have spent $500 during this two month time period. It is very easy for them to do.

Feb 2, 2011 6:52:45 AM
Ronald
Caledonia, MI

Please stop these phone bill shocks. Thank you! Ron Ringleka

Feb 2, 2011 3:30:54 PM
Michael
Clifton Park, NY

Please END cell phone overages bill shock now! Thank you.

Feb 1, 2011 12:03:26 PM
William
Marceline, MO

As long the powers that be feed at the same trough as the rest of the hogs this will not change.

Feb 1, 2011 12:52:14 PM
John
Niles, MI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, John Ripley 1487 Drew Drive Niles, MI 49120

Feb 1, 2011 10:34:55 PM
Glenda
Pomfret Center, CT

We live in an ever-expanding technological world with many devices and services which change on an ongoing, regular basis. This can be a wonderful experience, but it can also be an
opportunity for big companies and suppliers to take advantage of consumers on a monetary basis without guidelines and regulations to their economic practices. This is why I feel it is imperative for the FCC to put into place regulation and guidelines on fair trade practices regarding contracts and billing notification when it comes to cell phone limitations and charges. These measures will ensure that customers are treated more fairly and continue to reap the benefits that such products were meant to provide without hassles and exorbitant fees to contend with.

Feb 1, 2011 11:55:58 AM
John
Tucson, AZ

. Do the right thing, john rist

Feb 1, 2011 4:44:51 PM
David
Albuquerque, NM

A simple text message when someone has reached the minute limit of their cell phone plan would save many people a lot of heartache. It is only fair and right. Let's make it the law.

Feb 1, 2011 7:42:01 PM
Perlita
Hermiston, OR

.Use common sense and protection the consumer.

Feb 1, 2011 10:10:29 PM
Tammy
Hockley, TX

Aren't we being forced to pay enough for our land line, electricity, water, mortgage, and everything else? Aren't we being taxed to death as it is by the state and IRS? Please, spare us this high price because there are still people out here in need of a job that just need a break. Some of these people probably are waiting for a call from a recruiter on their cell phones.

Feb 1, 2011 1:32:38 PM
Alisha
New York, NY

.I don't want to receive any more shocking bills saying I am past due! Tell me in advance!

Feb 1, 2011 8:59:19 PM
Jill
Panama City, FL
.Please help us consumers control our bills! I am tired of finding out the hard way that I have
gone over my limit. It doesn't happen often, but when it does, it can be a budget wrecker! With a
daughter in college, we use our phones a lot. My husband is nearing retirement soon and we
would like better control over our finances. You can help!

Feb 2, 2011 1:59:29 PM
Justin
Port Washington, WI

.Anything we can do to take a little power away from the cellphone industry over the consumer
is a good idea.

Feb 1, 2011 1:14:16 PM
Angela
San Antonio, TX

Please make wireless providers alert users when they are running out of minutes! We need
information to make good decisions, and by keeping it a secret, cell phone companies are
effectively punishing some of their best customers.

Feb 1, 2011 5:21:39 PM
Javier
Brooklyn, NY

.Not all people have big jobs that allow them to pay for high cell phone cost. But at the same
time people still need to communicate and pay phones are pretty much no where to be found
these days. Please keep cell bills at a reasonable rate so that people can still be able to
communicate and are not left completely stranded. While there was a time that only the upper
class could afford the cell phone, that time has passed. Now cell phones are the main ways that
people communicate with each other outside of e mails, the post offices and home phones. If
there were still pay phones everywhere that people were able to have access to that would be one
thing, but they tend to be scarce.

Feb 1, 2011 1:00:44 PM
John
Rancho Cucamonga, CA

Please see to it that laws are passed to prohibit wireless companies from these unethical charges.
There should be something in the software that notifies you when you are nearing your minute
overage as to not fall victim to the overcharges. This alone has caused me financial hardship and
headaches... Sometimes that money could have been used for food and housing. Please help
Thanks  JOHN Rivera  California

Feb 3, 2011 12:32:42 PM
Reinaldo
Indian Orchard, MA
I'm tired of wireless bill shock, and ready for some real control !!! Thanks for your concern

Feb 1, 2011 9:47:58 PM
Sharon
Poughkeepsie, NY

Please consider passing this change.

Feb 1, 2011 9:46:36 PM
Yolanda
Oviedo, FL

I recently doubled my bill for going over the limit. Thank goodness they gave me a break since it was the first time I had gone over.

Jan 27, 2011 2:46:06 PM
Lorin
Austin, TX

The only reason to be opposed to this courtesy message is if you benefit from the mammoth over-use charges the carriers impose. I'm a consumer and not a carrier, so I think this notification should be mandatory. Sincerely, Lorin Rivers 2406 Pruett St. Austin TX 78703

Feb 1, 2011 2:17:43 PM
Philip
Providence, RI

Stop the cell phone companies from overcharging me regardless of my plan's parameters. They should contact me when I reach my limits according to my contract. I should not have to constantly look to see if I am reaching my limits. It is very easy for them to advise me.

Feb 6, 2011 1:59:44 PM
Carol
New Fairfield, CT

Please hear what the people want and not big business. American's should take lessons from what is going on around the world and we should stand up to our government and protest - something should be done to make you hear us.

Feb 4, 2011 8:09:33 PM
James
Studio City, CA

I have been burned a number of times for myself and my children on this. These are "gotcha" charges and should be stopped by prior notification.
Feb 1, 2011 2:33:35 PM
Skip
Oakland, CA

...This is not too much to ask or require.

Feb 1, 2011 3:39:04 PM
Richard
Winston Salem, NC

...I would think that this should be a "No Brainer"......However, sometimes an issue can be clouded by those with special interests. R.D. Roan

Feb 2, 2011 10:51:16 AM
William
Yorba Linda, CA

...This makes too much sense not to approve. Please do your job, and get it done.

Feb 2, 2011 10:12:50 AM
Dan
South Abington Township, PA

...Simple bill that helps people not the cells.

Feb 2, 2011 2:52:17 PM
Leslie
New York, NY

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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Leslie Robbins

Feb 1, 2011 3:15:48 PM
Theodore
Tucson, AZ

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to
nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 2:50:03 PM
Ed
Fort Collins, CO

Consolidation of communications/information systems will lead to less competition, more unique applications, less convenience, restrictive access, and certainly higher costs. Some freedoms do need controls that increase compatibility and ease of use, while keeping costs lower. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. Kind regards. Ed Robert 1923 Linden Ridge Dr
Fort Collins, CO 80524

Feb 2, 2011 9:53:44 AM
Mary
Albuquerque, NM

I believe that customers of cell phone plans should be notified before they exceed their voice, data, or text limits. My company notifies me by text when my minutes are in danger of exceeding the limits and I truly appreciate it. I hear others talking about how much they were charged and it is outrageous. I usually suggest that they switch when their contracts are up . . but that may be two years!. Between long contract periods with onerous penalties, no-return policies and overage costs, the customer has almost no ability to respond to poor business practices by their providers. Please help us out by requiring a text message to let customers know when they are close to their plan minutes. The providers might even find that it is to their advantage in the long run by building customer loyalty.

Feb 1, 2011 4:25:09 PM
Rita
Montrose, NY

I'm sure it isn't difficult for cell phone companies to notify customers in danger of going over their plan minutes. It would be cost savings for everyone who has ever had the shock of an expected expense for using too many minutes. If you know you are in danger of going over, you could at least make a decision as to what you need to do.

Feb 1, 2011 2:38:29 PM
Douglas
Lombard, IL

Seriously, how hard would this be to implement by the cell phone service providers? Is it too much to ask the providers that they let their customers know when they are about to exceed their plan's limits for that month? In an age where everyone is trying to closely monitor their spending, this 'quick win' is absolutely something that the cell phone service providers can do for their customers.

Feb 1, 2011 5:59:37 PM
Earl
San Antonio, TX

...If you cannot control these riches-to-richer companies we will pull a consumer boycott on all goods.

Feb 1, 2011 2:39:20 PM
Edmond
Rhinebeck, NY

...I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 3, 2011 11:23:42 AM
James
Louisville, KY

...Overage's will kill your bank roll!

Feb 1, 2011 8:08:34 PM
James
Palouse, WA

...PLEASE protect me from corporate greed. You are all that stands between me and my being ripped off by my cell phone company. If you don't help me, no one can. Protect consumers, not sneaky, dishonest corporate profiteering.

Feb 1, 2011 12:45:56 PM
Julie
West Jefferson, NC
This is important to me because I have my college age daughter on my plan and need to watch how she uses the phone. We were traveling several months ago and were in a roaming area without realizing it and ran our phone bill up much higher than expected.

Feb 1, 2011 1:47:50 PM
Karen
Redwood City, CA

Please do the right thing - it's good for customers and will certainly reduce angry calls to customer service.

Feb 1, 2011 9:52:58 PM
Karla
Scottsdale, AZ

With people struggling to pay bills, knowing when you're about to go over your plan limit just makes sense.

Feb 2, 2011 1:52:03 PM
Katherine
San Francisco, CA

This has been happening in Europe for decades, so it's time the U.S. caught up.

Feb 1, 2011 1:08:27 PM
Mary
Redondo Beach, CA

We pay an insane amount of money and our cell phone company has been sneaky about how they charge us.

Feb 1, 2011 11:43:11 AM
Nataly
Seattle, WA

It's so simple, the cell phone companies need to inform their customers BEFORE they run up an enormous bill. Sure, I know the cell phone providers love those late fees, but I need to make an informed decision as to how I'm spending my money.

Feb 5, 2011 10:56:50 AM
Oakley
Fort Collins, CO

American families struggle to make ends meet. In the fast paced world it's hard enough just to find the time to sleep little alone keep track of all the small details. There's no reason Americans
should be faced with unexpected expenses that their budget might not handle. If companies want our business they should be willing to give us a small notice to help us stay on budget.

Feb 1, 2011 12:30:20 PM  
Robert J. 
Pittsburg, KS

It would be simple to notify users when their limit is close--only a bit of computer programming.

Feb 1, 2011 12:45:22 PM  
Semone 
Los Angeles, CA

As a tax paying citizen and single mother I find this excessive fees to be a unnecessary burden. The additional cost each month adds any where from $30 to $50 additional to my monthly bill for what is already an expensive service.

Feb 2, 2011 9:56:58 AM  
Terri 
Maryland Heights, MO

This is part of customer service and the more satisfied a customer is, the more likely the cell phone company can retain them. A winning solution for everyone.

Feb 2, 2011 8:53:00 PM  
Terry 
Ray City, GA

The text letting me know that I went over $50 worth is backwards, let me know before I go over please, really.

Feb 1, 2011 2:31:58 PM  
Brian 
Rush, NY

This world does not revolve around corporate profits and the games they play to make them.

Feb 1, 2011 3:58:44 PM  
David 
Blowing Rock, NC

Come on FCC, act in the interest of the American public and make this happen!

Feb 1, 2011 10:50:57 PM  
Dianne
Menahga, MN

The time to prevent a problem is BEFORE it happens. Of course, Cell Phone companies make a fortune by letting people run up huge bills, but the p.r. is terrible. Surely, a text notification would be easier than having to help sort out the aftermath of a total financial meltdown

Feb 2, 2011 3:22:21 PM
Glenn
Henderson, NV

It would not cost wireless providers anything to have a text message alert sent automatically when a subscriber is near their plan's limit. Please insure this small courtesy is provided. Isn't it a shame such a small gesture requires this kind of enforced action.

Feb 2, 2011 3:16:14 PM
Patsy
Rochester, NY

It would be so easy for phone companies to send us an alert if we are going to go over allotted minutes. They send us enough info already about adding features.

Feb 1, 2011 2:22:07 PM
Carole
Alameda, CA

It is outrageous that cell phone companies do not notify me if I am near the end of the limit on my cell phone usage. They take time to call and send text messages for their products; therefore, they have demonstrated the capacity to contact customers at will. I urge the FCC to approve a proposal that wireless companies alert all customers when the customer is close to going over the plan's limits. Thank you for moving forward with this proposal. Carole Robie

Feb 2, 2011 5:23:54 AM
Daniel
Union, MO

There are so many things we need to change with the cell phone companies and this would be a good start. Thanks and remember that we remember what you do in office.

Feb 1, 2011 12:28:57 PM
David
Pueblo, CO

I would like to be notified if my term limits on my cell phone contract have been exceeded in advance

Feb 1, 2011 2:33:39 PM
Devin
Newport, OR

Stop thinking with your wallet and give the people a break! We already make you super wealthy! Quit fucking with us!!!!!!

Feb 1, 2011 1:57:26 PM
Edward
Elizabethton, TN

Please require the cell phone companies to notify users when their plan minutes are exhausted, before the exorbitant overcharges kick in for using excess minutes. Thanks.

Feb 4, 2011 1:56:21 AM
Emsy
Dallas, TX

Be honest with our expenses and we shall make educated decisions.

Feb 1, 2011 1:35:22 PM
James
Santa Barbara, CA

Please do this!

Feb 1, 2011 11:49:22 PM
Jim
Huntington, WV

I'm tired of wireless bill shock, wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan!

Feb 1, 2011 12:55:07 PM
Karen
Grass Valley, CA

This is the least the company can do - a quick text that is written out to its customers. Not just one that says message from, ie, verizon. They want our money, we need to save everyplace we can.

Feb 1, 2011 11:39:06 AM
Maria Catrambone
Ambler, PA

This is a 'no-brainer'. Do the right thing, approve it, and get on to other important things.
Feb 1, 2011 3:21:00 PM
Rose
Monroe, NJ

"It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data.

Feb 1, 2011 12:23:34 PM
Harold
Norcross, GA

"Come on, help the consumer!"

Feb 1, 2011 1:30:50 PM
Travis
Kennesaw, GA

Please urge the FCC to approve the proposal that ensures wireless companies alert me before my plan limits are exceeded. Under the current notification system, it is like a car with a gas gauge in the trunk. You must get out and open the trunk (web site, special phone number) to check your current usage, versus an active notification that lets you know where you stand. For consumers using things like family plans with shared plan resources, that muddies the water even further. The charges for overages far exceeds the average cost for the items in question, and with proper notification consumers like me have the tools they need to avoid costly overages. While we can't control the inflated prices they charge for the overages, at least we would have some way of preventing them from being incurred in the first place.

Feb 1, 2011 12:24:02 PM
Alan
Tampa, FL

"It's time for you to side with us, and not big business. I know you believe your "REELECTION" depends on big business but the future of America depends on us. Remember, what goes around, comes around... Perhaps in 2 years the Senate will also be Republican. And the White House. Why? Because you believe big business keeps you in power..."

Feb 1, 2011 12:08:34 PM
Helen
New York, NY

"I've noticed the harder my life gets and the more stress I am under, the easier it is to go over the limit and not realize it. Please, please help all consumers, especially low-income ones. Thank you."
Feb 4, 2011 12:30:04 PM
Steven
Brooklyn, NY

Cell phone companies should notify me before I go over my limits on voice, data or text service. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 1, 2011 1:31:08 PM
Francis
Rochester, NY

Please, stop cell phone shock. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Francis A Rozzi 297 marblehead Dr Rochester, NY, 14615

Feb 1, 2011 12:45:42 PM
Scott
Los Angeles, CA

Stop acting like you hate your customers.

Feb 1, 2011 2:36:55 PM
Edward
Chestnut Hill, MA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Edward A. Rubin 104 Thornton Rd Chestnut Hill, MA 02467

Feb 1, 2011 3:05:39 PM
Mark
Stow, MA

I would like the courtesy of a notification from my cell phone company that I'm approaching my limits on voice service so that I'm not shocked by overage bills. Please make this a requirement for all cell phone companies doing business in the U.S. Sincerely, Mark Robinson 3 Taylor Road Stow, MA 01775

Feb 4, 2011 1:03:58 AM
Michelle
Palo Alto, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Michelle Robinson Palo Alto, CA

Feb 2, 2011 2:46:52 PM
Nathaniel
Mesa, AZ

Cell phone companies must become more responsible to the American people, particularly the young and vulnerable populations by sending an alert message when overages occur. This is the right thing to do and it will pay dividends in the long run. I get so tired of dealing with greedy big businesses that only care about the profit margins and have not sense of responsible service to the public. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Nathaniel Robinson 1711 S. 97th Street Mesa, AZ 85209

Feb 1, 2011 1:04:48 PM
Paul
Hudsonville, MI

This notification requirement is a good idea. I do not know a single parent who has not got shook with a three to five hundred dollar cell phone bill. Please inact this requirement.

Feb 1, 2011 11:55:39 AM
Paul
San Rafael, CA
I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Paul Robinson 227 Billou St San Rafael, Ca 94901

Feb 2, 2011 10:37:33 AM
Rene'
Sperry, OK

I am writing to you concerning the proposal for cell companies to notify customers by text prior to customers' minute overages. I believe the practice of selling phone service by the minute and then charging outrageous price increases once those minutes have been used is unfair and is another example of large American corporations bullying US citizens. American corporations have become so large and powerful that we - individual citizens - have no hope of impacting corporate businesses on our own. I beg you, as a division of the government designed to protect the liberty - the CHOICE - of the American PEOPLE, please approve this proposal. Thank you so much for your time and hard work.

Feb 2, 2011 1:18:24 AM
Richard
Pinedale, CA

Wireless services should send alerts to their customers when the time allotted is almost used up. Please require the companies to do so.

Feb 1, 2011 1:40:36 PM
Rob
Croton On Hudson, NY

If this were truly "burdensome" for the carriers then they'd certainly want to drop/ban any direct marketing efforts on our cell phones as well.

Feb 1, 2011 11:28:30 PM
Toni
Cathlamet, WA

It would be easy for cell phone companies to notify me when I had reached my plan limits and would minimize overdue or unpaid cell phone bills, which should decrease expenses for cell phone companies. It's a win/win for everyone. Toni Robinson

Feb 1, 2011 4:34:07 PM
Tracey  
Kingwood, TX

isn't it totally sad that here in America we do not have alerts from our cell phone companies like they do in Europe, when we're about to go over our minutes. i get alerts all the time from my bank and the school and work, but my cell phone carrier will not provide this service. can y'all fix this please? it's an easy fix. Thank you for all your hard work.

Feb 1, 2011 12:49:34 PM  
Steven  
El Paso, TX

.stop this cell bills that come so big and half the time you don't even own that much STOP NOW

Feb 1, 2011 6:18:35 PM  
Thomas  
Lakeside, CA

.I have friends and relatives who have been hit with overage fees. There should be notification and an option to purchase an extension to your plan at a more reasonable rate. Thanks

Feb 1, 2011 9:34:45 PM  
Philip  
Santa Cruz, CA

There are not enough rules to keep the consumer safe!!

Feb 1, 2011 11:47:38 AM  
Sybil  
Wauwatosa, WI

.It will save money, time and frustration for countless cell phone users.

Feb 1, 2011 7:01:45 PM  
Garry  
Gilbert, AZ

.Please Help Us abd Protect us!

Feb 1, 2011 12:21:21 PM  
Ian  
Fort Worth, TX

.Please inform me once I have used 50-80 & 90% of my minute usage.

Feb 1, 2011 4:46:54 PM
Julie
Kenmore, WA

This is an excellent idea and easily done using cellular technology.

Feb 1, 2011 2:24:52 PM
Kenny
Colliersville, NY

I don't ask you to take responsibility for my actions, only that you give me a method of gauging the effects of my actions before it becomes penalizing.

Feb 1, 2011 2:20:42 PM
Rowland
Center Valley, PA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Rowland C. Rodgers 3087 Oakhurst Drive Center Valley, PA 18034

Feb 1, 2011 1:49:34 PM
Bruce
Allentown, PA

This is crazy to find that your phone bill has gone through the roof because you did not know how much the bill was going to be. In one month I had 150 minutes on hold that took up most of my alloted time. the reason the phone companies are fighting this is it is so lucrative. Change the regulations now and stop the abuse.

Feb 2, 2011 9:47:22 AM
Thomas & Margaret
Roswell, GA

We have been hit by the "over limit" charges that exceeded $100 under a "family" plan. The notification is not burdensome and can easily be addressed by a simply computer program. The "suprise" bill is no way to handle business. Text messaging is no great burden on the system, yet significant monthly charges are attached to the feature. Many accounts are automatically paid, which can be destructive to a family budget. The only solution to this problem is the cell phone provider's notice of impending overage usage to their customer.
Feb 1, 2011 2:56:40 PM
Abraham H
Peoria, IL

.My name is Abraham Hafiz Rodriguez, and I am a second year medical student at the University of Illinois College of Medicine. I really hope that you will help set regulations that will force large cell phone corporations to treat their customers with more respect.

Feb 1, 2011 5:04:16 PM
Diana
San Antonio, TX

My last bill was over 200.00 more than the month before because I did not realize that I had gone over my limit. In my history as a cell phone user, I have never used all my minutes and did so because of a medical crisis. Under the circumstances I would have like a warning. It is the least the company could do after years of loyalty from this consumer.

Feb 1, 2011 1:00:37 PM
Jess
Denver, CO

.OMG that you would do the right thing!! Why are all rules tilted toward corporations and their extreme profits? What happened to truly treating your client fairly?????? All LIP SERVICE!! Every company likes to say they have your interest at heart, yet like banks always trying to find a way to squeeze another $50 out of you....used to be a dime..... No this is ridiculous, like they dont make enough profit already? They claim they want your business....and yet what? To fleece you?? Tell them no!!!!!!!!!!!!!!! Sincerely, Jess Rodriguez

Feb 2, 2011 12:19:45 PM
Lucy
Antioch, CA

.and please let me know before my phone contract is about to expire dont just assume I want to continue and resume or extend without fair warning.

Feb 1, 2011 12:10:25 PM
Ruben
San Antonio, TX

.Please stop this abuse!Ruben

Feb 1, 2011 10:11:15 PM
Salvador
Lees Summit, MO
I support this proposal. I have also been surprised by an unexpected bill of additional minute charges.

Feb 1, 2011 11:38:03 PM
Tim
Spring, TX

It's time to take action on behalf of the American consumer - time to do the right thing on behalf of those you represent and protect - the American People!.

Feb 2, 2011 3:48:42 PM
Danee
Duncanville, TX

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Danee Roedl 1143 Caravan Trail Duncanville, TX 75116

Feb 1, 2011 12:24:03 PM
Jay
Cross River, NY

When will the Federal Government stand up to big business extortion of the average American citizen? It rarely happened under the industry friendly Bush/Cheney (in fact the opposite was the case). So, where's the change under President Obama's leadership?

Feb 1, 2011 3:10:54 PM
Douglas
East Berne, NY

I find this bill to be very important, several times a year my cellphone/ data bill comes in at $200+, and it is not fair, when its so easy to make a mistake and go over tight limits! Thanks Doug

Feb 1, 2011 8:17:02 PM
Marvin
Indio, CA

Please have wireless providers inform customers when they are about to exceed their plans minutes. Thank you Marvin Rofsky, Ph.D.
Feb 2, 2011 9:15:36 AM
Mary
Rochester, NY

Please consider having cell phone companies alert me when I am in danger of going over my plan limit.

Feb 1, 2011 12:26:08 PM
Alice
San Francisco, CA

As a currently out-of-work person, I've done everything possible to minimize my expenses, including lowering my phone bills by lowering the usage thresholds on my plans. While I'm diligent about monitoring use, it's not explicit how data use and talk minutes are calculated, so there's always a chance my calculations don't match my carrier's. This directive would keep me and my carrier on the same page, matching responsible action equally.

Feb 1, 2011 4:04:40 PM
Bruce
Sacramento, CA

In the free market, no services should be raised without the person being service having a chance to opt out of the system or change service providers. Consumers have rights. It is the government's job to protect those rights.

Feb 2, 2011 5:51:38 PM
Christopher
Medfield, MA

This is an easy one. As smart as smart phone purveyors are, this is a back pocket layup. A simple text to let you know you're about to reach your limit? I get that now from my webmail provider. So make 'em do it. Pass this, FCC!

Feb 1, 2011 2:13:44 PM
Judy
Olympia, WA

Business knows exactly what the charges are, we cannot keep track. It is the humane thing to do, and I doubt it will cost them much.

Feb 1, 2011 1:02:55 PM
Charles L.
Princeton, NJ
I urge the FCC to insure that we the CUSTOMERS are the ones to decide how much our cell phone bill ought to be.

Feb 1, 2011 8:59:20 PM
Dawn
Danville, PA

I am not dependant on a cell phone. I believe you will find enough of us will have had it with your extra charges and will cancell our subscriptions. I know I will. I am not held by a contract any longer and I am fed up with nonsense charges just to steal money out of my pocket. I m not rich and you're making sure I don't get there. Please consider those of us who are barely making ends meet and realize we are doing the best we can to pay your unjustified fees and don't add any additional fees to our already way too high phone bills. Sincerely, Dawn Roland 365 Narehood Road Danville, PA 17821

Feb 1, 2011 7:04:32 PM
Paul
Boise, ID

Regulations that require basic honesty and transparency in the way companies do business make sense. I see no "right" to rip people off.

Feb 1, 2011 3:22:23 PM
David
Richmond, CA

Let us not condone the tricks companies employ to trap us into spending more than we need to. It is not fair to exploit the customer with such trickery.

Feb 1, 2011 2:04:57 PM
Shirey
Great Neck, NY

I will be watching for overcharging. If you do it I will cancel my service.

Feb 2, 2011 8:01:45 AM
Gonzalo
West Harrison, NY

I'm so tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
A proposal that wireless companies alert me before I go over my plan limits. Sincerely, Gonzalo Romani
176 Park Avenue
West Harrison, NY 10604

Feb 3, 2011 5:11:42 PM
Susan
Williamsburg, VA

A decade ago, a popular science book pointed out that actual calls are virtually free to the provider...yet bills go up and up?

Feb 1, 2011 12:16:55 PM
Demostene
Latham, NY

Please require this notification. It is too easy and too expensive to exceed your plan. I am a heavy user with a 1500 minute plan, and still I sometimes go over. This is becoming more important daily as more and more people are eschewing land lines. Thank you.

Feb 1, 2011 1:49:15 PM
Juio
Fontana, CA

This is just a matter of common sense, and the phone companies don't want to let go of any of their profits - that are generated basically without any principles.

Feb 2, 2011 7:59:17 AM
Mark
Los Angeles, CA

Dear Operations Manager, I am totally in favor of this plan and I will strongly consider this for future wireless service as a customer. Sincerely, Mark Romero
4042 Tropico Way
Los Angeles, CA 90065-3327

Feb 2, 2011 11:25:10 AM
Norman
Texas City, TX

Some cell phone companies apparently are also claiming that to send texts warning you that you are nearing your limit is "burdensome." This statement would appear to have 2 purposes. Firstly, they are trying to become the "victim" or that dreaded Regulation word. Most importantly, they appear to be setting the stage to either raise their already inflated prices or to charge for this extra "service." Please try to ensure they do neither of the above. Please let them know that consumers understand that setting up these alerts is as simple as writing a snip of code and then adding it to a program. The cost is basically one time and will not kill their huge profits for the year.
Feb 1, 2011 11:52:36 AM
Robert
Great Falls, MT

The wireless companies don't want this as they can charge more money. I hope you realize you work for the American people and as such, your loyalties should be with us. That means you don't collaborate with private or official companies to take our money.

Feb 1, 2011 4:03:38 PM
Cathy
Newark, DE

Automating alerts to a customer to let him know of his account status is good customer service and it's fair. As a software engineer, I can say, it would be a relatively quick, easy, and cheap modification. The only reason not to do this is to gouge the customer. It's a shame that the government has to regulate something that should be initiated by the phone companies for its common sense and fairness. However, since they're not implementing the option of their own accord, they need a reason to do so. Please require this.

Feb 3, 2011 1:38:32 PM
Jim
Simi Valley, CA

I can be challenging for people to understand the details behind the service being provided by cell phone companies. This makes it easy to miss things like data charges which go over the plan's allocation, since the person is not consciously aware of it. It is in the best interest of the average consumer to have some kind of "fair warning", which would come in advance of the overcharge being incurred.

Feb 1, 2011 1:03:41 PM
Ron
Frederick, MD

It is time to stop the wireless phone companies from taking advantage of American consumers.

Feb 1, 2011 1:43:30 PM
Deborah
Oberlin, OH

Of course it makes sense to have wireless companies let consumers know before they go over their minute limits. Please side on the consumers' side!

Feb 1, 2011 1:30:40 PM
Arden
Belhaven, NC
Wireless over-limit charges are reminiscent of the outlandish fees charged by banks and credit card companies. A few minutes over can be very costly. Wireless providers could easily send an alert when a certain number of minutes are remaining. They could actually live up to some of their overly-boastful claims that they offer excellent customer service and low fees. However, wireless companies make a lot of money on over-the-limit charges so it's not in their best interest to let customers know when they're about to exceed their limit. Please let the U.S. wireless companies know that excessive over-limit charges will no longer be tolerated and that notification must be sent when plan minutes are about to be exceeded. Sincerely, Arden Root
291 Jordan Creek Marina Dr. Belhaven, NC 27810

Feb 1, 2011 5:04:26 PM
Jack
Dana Point, CA

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Dr. Jack Roper

Feb 4, 2011 6:41:10 PM
Robert
Marietta, GA

I am old enough to remember when the land line phone companies fought tirelessly for 'metered service' against all consumer groups that recognized the obvious: that 'metered service' benefitted only the service provider. Then when 'cellular' telephone service was introduced, 'metered service' was touted as the way to improve the cellular infrastructure based upon demand. Now, because we caved in to that proposal, we are locked forever into a system that not only provides the service providers with a way to slam customers with rate increases, but also a method to gain windfall profits by charging outrageous penalties for simply using the telephone service more than expected. This is an outrage and must be opposed and overturned. And the time is now.

Feb 1, 2011 11:46:50 PM
Michael
Seal Beach, CA

I worked for an unnamed cell provider and know how resistant they to giving out refunds for anything but especially overages!

Feb 2, 2011 6:26:56 PM
Lisa
Stop cell phone bill shock!

Feb 1, 2011 1:11:29 PM
Betty
Pearl River, LA

Telephone companies should be required to notify consumers before that exceed plan limits. Let the consumer decide whether they need to cut back on phone time or pay the additional costs.

Feb 1, 2011 2:26:33 PM
Brian
Menifee, CA

Thank you.

Feb 2, 2011 12:02:37 AM
Diane
Newton, MA

I feel very strongly that this is important to do. Too many people depend on their cell phones and pay outrageous bills.

Feb 1, 2011 7:36:40 PM
Gail
Wilmington, OH

Cell phone companies helping Americans to use their phones wisely and spend carefully would be a benefit to helping us gain more financial security.

Feb 2, 2011 8:48:19 AM
John
Monroe Township, NJ

I have never exceeded my "free" time, but this change is elementary good, honest business. Shocking, at first, for the carriers, but they'll get used to it.

Feb 1, 2011 6:38:22 PM
Theodore
Willingboro, NJ

Make cell phones user friendly!

Feb 2, 2011 10:22:33 AM
Thomas
Congress keeps giving communications companies legislative favors, now you have an opportunity to start turning this around and return to fairness.

Feb 1, 2011 6:21:17 PM
Elizabeth
Frederick, MD

We NEED this regulation because we, as consumers, are being gouged just like we WERE with the bank's overdraft fees. It's a big moneymaker for the phone companies and should be stopped.

Feb 1, 2011 4:05:37 PM
Barry
Saint Charles, MO

I have unlimited minutes but no text plan companies are sending me unwanted spam text messages which cost me 20 cents each and even after I contacted my carrier they say that they can't block them and if I get these messages I will have to pay for each one my choice will be to change carriers after over 5 years not very nice of them but when I pay my bills all of them on time it doesn't phase them that I said I was leaving. Pretty sad way to run a business. Barry Rosen 636 493 9333

Feb 1, 2011 1:47:12 PM
Judy F.
Miami, FL

Just as banks should inform us if we exceed our assets with a purchase on a debit card, so should the cell phone companies.

Feb 1, 2011 4:46:31 PM
Barbara
Marysville, WA

I think a simple message texted to us before we go over our allowed time is a great idea.

Feb 1, 2011 1:31:52 PM
Ken
Altamonte Springs, FL
This solution makes sense!

Feb 2, 2011 9:58:35 AM
Shannon
Chalfont, PA

Please consider this seriously! You will definitely vote for it if you do care about your constituents

Feb 1, 2011 1:12:23 PM
Neal
Acampo, CA

I've experienced an overage of my cell phone bill several times in the past and didn't know it until I opened up my bill. Please make this proposal happen!

Feb 1, 2011 12:00:51 PM
Bill
Colorado Springs, CO

Why would you not want to approve this proposal?

Feb 1, 2011 12:53:41 PM
Bob
Wilmington, IL

This really is a simple, obvious, thing to do. I don't really see any downside to letting people know when their minutes run out. Providers should be doing this without being told to but since they aren't it's only right to make it mandatory.

Feb 1, 2011 7:28:07 PM
Inez
Roseville, CA

After all you are in the phone business. A simple phone call is the courteous thing to do. Inez

Feb 1, 2011 2:36:59 PM
Frank
Shaker Heights, OH

Please alert me when I've gone over the limit of my cell phone plan.

Feb 1, 2011 11:34:57 AM
Pam
Chappaqua, NY
Having a cell phone is great, but it's getting really expensive. We need more control over our bills.

Feb 5, 2011 6:31:51 PM
Gilbert
San Mateo, CA

It is critical to know when our plan limits are reached; a short message sent to us will help us understand when our limits will end and why the final bill may be very large.

Feb 2, 2011 12:16:42 PM
Ann
Ballwin, MO

Only greed would keep cell phone companies from providing this basic customer service.

Feb 1, 2011 11:49:46 AM
Chester
Hot Springs, AR

I have been hit several times by excessive charges due to a teenage daughter. Finally got her under control but there is no reason why the phone company could not notify me or simply stop service for service not contracted. Thanks C G Ross

Feb 1, 2011 8:28:28 PM
Doc
Lafayette, CO

Egypt is right, bring down the elitists!

Feb 1, 2011 12:00:36 PM
Donald
Belton, MO

Consumers are under seige, need a break!

Feb 2, 2011 2:07:03 PM
Margaret
Bowie, MD

I was hit with a bill like this - I was $70+ dollars in additional charges before I knew it. Notification of reaching the limit or being with in a specified amount of your pre-paid minutes would lessen the shock and allow me to change my calling habits or plan to prevent these $.45 a minute calls!!!
Marian
Hesperia, CA

This is a simple and reasonable feature for the cell phone companies to add to my phone service! It will help my family a great deal, since several of us share the same account and I would love to know if we are about to reach our limit of paid plan minutes!

Feb 1, 2011 1:22:52 PM
Mike
New Castle, DE

The Chamber of Commerce, Wall St., cable companies, utilities, and the other big businesses of America have completely had their way for the past 10+ years. I want to see meaningful regulation and enforcement with penalties that that are not so small that they are seen as a cost of doing business. These large companies aren't content to make a profit by providing good service at a fair price, they trick you into paying 'gotcha' fees at exorbitant rates for things like overdrafts and in this case excess cell phone minutes. The wireless companies lost what little credibility they had with me when they bellyache about technological hurdles to make prior notification happen. I worked in IT for 30 years and know otherwise.

Feb 1, 2011 4:34:49 PM
Pat
Houston, TX

Cell phone companies already rip us off enough with text and data charges that are outrageous. Please stop them from ripping us off with overage fees too.

Feb 1, 2011 2:20:56 PM
Paul
Merrick, NY

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Paul B. Ross

Feb 3, 2011 12:25:54 PM
Peggy
Soquel, CA
Our cell phone bill is the largest bill we have each month, and is a burden. Rates are too high, and getting a less expensive plan has caused us to be charged for going over our minutes limit. Please require notification, since these companies show no mercy when it comes to profiting on the backs of the consumer.

Feb 1, 2011 8:50:54 PM
Richard
Newport News, VA

Wireless providers should notify the customer when they are about to exceed their plan's voice, text, or data limits. If I find I routinely exceed my limits, I will either adjust my usage or upgrade my plan. Getting hit with an unexpected charge just isn't right, especially when the providers could easily provide a text message or other form of notification. I urge you to support the FCC Notice of Proposed Rulemaking CG Docket No. 10-207 titled "Empowering Consumers to Avoid Bill Shock," and CG Docket No. 09-158 titled "Consumer Information and Disclosure."

Feb 6, 2011 7:54:56 AM
Sherry
Las Vegas, NV

I'll never forget the time when my cell phone bill came in at over $600.00. It was because my daughter went over her limit of text messages. When I called to complain, they said there wasn't anything they could do about it, but I could get unlimited texts for all 4 phones for $5.00 a month.

Feb 1, 2011 12:52:16 PM
Beverly
Hillsborough, NJ

The technology is certainly there to do this, the only reason phone companies do not is because it is a great source of additional revenue. Long over due!

Feb 2, 2011 2:48:02 PM
Donna
Bronx, NY

Why is it that it is not an inconvenience to send text messages for promotional purposes, but it is for overages? Give your customers a break. You're making a lot of money. Do the right thing and sign onto this program!

Feb 1, 2011 5:37:03 PM
tom
San Leandro, CA
The FCC exists to protect the public from unfair practices by or between large companies. Please help us all to keep our costs under control. By passing these rules, the FCC can ensure that the people charged for excesses are the ones who have consciously made a choice.

Feb 1, 2011 2:37:14 PM  
Patricia  
Decatur, IL

I have seldom gone "over" my monthly minutes because I limit my calls and because I have maintained a land line way past when it makes sense to do so. I could cancel that line if I knew for sure that I would be notified of being near going over. It would help me enormously. Please help by making such a notification mandatory.

Feb 1, 2011 6:20:03 PM  
Ellen  
Ithaca, NY

Working with your customers will provide a feeling of goodwill that will produce many good feelings and attitudes. Ellen Rosten

Feb 1, 2011 12:11:41 PM  
Mark  
Camas, WA

This should be a basic act the phone companies should embrace. Only exception is IF they want you to gover limit. which do you think????

Feb 1, 2011 4:29:52 PM  
Peter  
Scottsdale, AZ

A simple text message or robo-call to let you know you are close to- or have exceeded your included monthly minutes would be in order. They have the technology - be honest and benefit your customers. Having people spend within their means probably also helps keep them customers longer.

Feb 1, 2011 7:11:25 PM  
Scott  
Lexington, KY

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 2, 2011 8:56:01 AM
Steve
Mount Pleasant, MI

.DO THIS NOW

Feb 1, 2011 1:55:05 PM
Craig
Olathe, KS

I also want no contracts!!! Just like land line phones.

Feb 1, 2011 11:59:45 AM
David
Columbia, SC

In order to provide citizens with freedom from needless and unintended cell phone costs, cell phone companies should notify me before I go over my limits on voice, data or text service. This will help me get control over my bills and permanently avoid bill shock. this is especially important in these difficult economic times. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Thank you, David Rotholz Columbia, SC

Feb 1, 2011 4:33:48 PM
Angela
Brooklyn, NY

"Bill shock" has hurt many people that I know. Additional communications to consumers should be developed.

Feb 1, 2011 1:02:43 PM
David
Elkton, MD

Really -

Feb 1, 2011 6:58:26 PM
Michael
Akron, OH
.It is always disconcerting to receive your cell phone bill: what charges will show up THIS time? Even though you try to keep it under control, there is no real way to know what your bill will be until you receive it. Charges on over-usage add on, specially with a multi-line account, and what you thought would be a small bill turns out to be hundreds of dollars! And there is little forewarning, unless you keep checking your usage like a madman, if you have the capacity. Even then, in a multi-line situation, it is hard to control.

Feb 2, 2011 12:09:26 AM
Ann
Seattle, WA

There has to be some limits placed on phone companies and how they charge customers.

Feb 2, 2011 12:05:28 AM
Mary
Littlerock, WA

.Cell phones have become a mainstay in today's world, often replacing a home phone. This is especially true for low income families with parents who must always be available for their children. The families most affected by cell phone overage costs are those who can least afford to pay the price. It is within your power to make a difference for them, and all US cell phone users. While I heard about this through Consumer's Union, I am very adamant that the issue must be addressed, and soon. Thank you for your consideration. I look forward to reading about new regulations to stop wireless companies from excessive charges without specific notice to their customers that they are near or at their plan limit.

Feb 1, 2011 12:25:47 PM
Ron
Orange, CA

.Common sense regulations are simply good for business. This falls under that catagory and you wonder why companies would not have adopted this on their own....which is another example of the proper roll of government to stand up for its citizens.

Feb 1, 2011 8:45:38 PM
Les
East Lansing, MI

.That is unless they don't care about customer satisfaction....

Feb 1, 2011 3:32:17 PM
Lee
columbus, OH

.stop making laws only for corporations. US TAXPAYERS pay your salary and deserve your best efforts.
Feb 1, 2011 9:06:25 PM
Robert
Waukesha, WI

.This is why the government spends money they don't have. because they know we the tax payers can be robbed with out our knowledge. This will stop, we will replace the current congress body with those that answer to the voters. STOP THIS NOW BE FOR IT'S TO LATE FOR YOU "THE FCC" ALSO.

Feb 1, 2011 12:11:26 PM
Andrea
Charlottesville, VA

.I would like to see more ethcial business practices from cell phone companies, particularly Verizon.

Feb 1, 2011 12:39:39 PM
Paul
Ocala, FL

These guys are now worse then the banks now !!! Not only the cell companies but how about these third party charges , as well

Feb 3, 2011 5:24:27 AM
Valerie
East Elmhurst, NY

Are you for the people or big business? Support your fellow citizens!

Feb 1, 2011 2:40:42 PM
Anthony
El Cerrito, CA

There can be no reason to not pass this bill. The only reason to not have this notification would be for the carriers to gouge their customers.

Feb 1, 2011 12:46:49 PM
Dee Ann
Two Harbors, MN

.I live on disability, am a disabled school teacher, can't afford tv, have only my cell phone and have gotten burned waiting on line to Govt. agencies like medicare part D ande others just to get to speak to a real person. The fact that most companies, including the phone companies don't hire enough people so you wait in cue cctoo long and it eats up your mins. The playing field is totally set up for the corporations.
Feb 2, 2011 9:49:09 AM
M
West Palm Beach, FL

I try to be aware of how often I use the cell phone to stay within my minutes but sometimes things get hectic and one can forget to check. I don't use it enough to warrant a $99 monthly fee for unlimited use nor can I afford it at this time. I think a simple solution like sending an automatic warning when you are about to go over your limit is a brilliant idea. We need to start protecting consumers more from big business. They should not be allowed to run the country or our lives and since this practice is already in place in Europe then let's use that model.

Feb 1, 2011 4:18:04 PM
Stephen
Arkdale, WI

. Although I do not suffer overage fees, I know that there are many who do and fair notice should be required.

Feb 2, 2011 3:11:55 PM
Guilermo
Spokane, WA

Cell phones have simple ways to notify their customers when they are approaching their plan limits via either text or voice messages. Their greed poses a conflict of interest that can only be bridged by protective legislation. The rates paid for those who exceed their limit is often abusive. Please approve such legislation to save the many unweary users from potential bankruptcy.

Feb 2, 2011 12:50:56 AM
Mike
Sunland, CA

. It is just despicable the way our wireless phone providers take advantage. But it they won't do the correct thing on their own then they need to have rules and regulations that for force them to do the right thing. When someone's cell phone is nearing it's plan limit, that person should be notified. That's what any decent person would do for a friend or even an acquaintance, and now it should be the law. I'm tired of being ripped off by my phone company. The FCC and our congressional representatives should be looking out for our interests on this matter. Big business is only as valuable as it forwards the ideals and purposes of our country and not their self greed.

Feb 3, 2011 12:59:21 PM
Al
San Diego, CA
We all depend more and more on cell phones for our telephony needs. This modest burden on cell phone service providers is the LEAST they can do to make their already outrageous rates and plans more user-friendly and predictable for consumers.

Feb 1, 2011 2:01:43 PM
Earl
West Valley City, UT

Cell phone companies are always charging for every detail and hope you go over. It is just more money in their pocket. When you request them to block features you do not want or use they say that it cannot be done. In actuality they are hoping you hit an app inadvertently, so they can charge you. It is time to stop the blatant disregard they have and stop the practices they are using.

Feb 2, 2011 8:03:10 AM
Erica
Louisville, KY

Companies should make their fees up front and be responsible to their consumers.

Feb 1, 2011 2:57:18 PM
Carla
Richardson, TX

This should be mandatory for all cell phone companies, credit card companies, and the likes of those businesses who generate hefty profits when consumers "go over the limits". If banks can notify their customers that their bank accounts are out of cash, or at their limit, why can't everyone else?

Feb 1, 2011 2:58:24 PM
Robert
Springfield, OH

The simple fact that I am locked into a two year contract binding me to your rules and regulations should also mean that you are bound to provide top quality services during that time period. A simple automatic Email message informing me of pending overages and added cost would be a quick and timely way to provide an excellent service to your customers.

Feb 1, 2011 11:54:16 AM
Gay
Riverside, CA

I have been dealing with "overage" charges nearly monthly and just increased the minutes on my plan to avoid these unexpected large bills - however, if I had received some kind of an "alert" via text/call/email, I would have saved a lot of time, money and frustration. PLEASE make the the law for cell phone companies!! Thanks!
Feb 2, 2011 9:16:30 PM
Avima  
Cincinnati, OH

Not being able to have a single phone that works everywhere is bad enough, but the recalcitrance of the phone companies to provide a simple alert is truly outrageous.

Feb 1, 2011 10:12:35 PM
Helene  
Houston, TX

I am very much in favor of this service. Went over last month!!!!!!!!!!!! Helene Rudick 8512 Ariel Houston, Tx 77074

Feb 2, 2011 12:15:56 PM
Stephen  
Verona, WI

I would like to respectfully request that you sincerely consider a method to provide consumer relief when it comes to cell phone bills. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple straightforward solution that puts me in control of my wireless bill. Please provide the consumer the opportunity to avoid these high cost bills. Thank you. Sincerely,

Feb 1, 2011 5:18:44 PM
Ruthann  
Houghton, MI

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ruthann Ruehr 403 Vivian St. Houghton, MI 49931

Feb 1, 2011 8:56:18 PM
Kathleen  
San Antonio, TX
.We consumers are sick of being held hostage to big business and their sleazy practices. I refuse to have anything to do with wireless, because I see what so many others go through with their wireless providers - and I have heard the nightmare stories about ALL the major companies. Too bad millions of Americans are not as stubborn as I am - if everyone would simply give up the wireless until the contracts were consumer friendly (TRULY), then the CEO's would begin to listen.

Feb 1, 2011 12:42:22 PM
Bill
Salt Lake City, UT

.I personally have not had cell phone bill shock, but I've heard enough stories to believe that it can happen and I would like to be sure it doesn't happen to me.

Feb 5, 2011 11:17:46 PM
Mary Ellen
Lodi, WI

.Although retired, I am busier than ever with my volunteer schedule, involving greater use of my cell phone. I would really appreciate a heads up as I approach my contracted minute limit. My library reminds me of books coming due; certainly phone companies have the technology to alert us as we approach the limit

Feb 1, 2011 11:32:03 PM
Donald
Portland, OR

.As a beginning to make cell phone usage fair, rational and reasonable let's make cell phone companies notify customers when they are near their "hours" limit. Also, why are we constructing so many separate cell towers and structures and systems when one comprehensive system would better serve the entire nation? Cell companies could rent space on towers. It is a ridiculous waste of materials and money and leaves the less populated areas without cell service. Cell service in the US is way behind Japan, Korea and other countries because of the silly notion of "competitiveness". If cell phone companies can continue to charge outrageous "overage" fees then they should have to reimburse customer hours that are not used at the same rate. It is not fair to be penalized so heavily for going over your minute allotment one month and not get some reimbursement for minutes not used in other months.

Feb 1, 2011 9:45:36 PM
Joseph
Wonder Lake, IL

.These cellphone companies have been scamming people and now its time to send them a message .
Feb 1, 2011 12:09:49 PM
Phil
Saint Cloud, MN

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to
nine times the average plan cost for each minute I'm over budget. I should have the opportunity
to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick
text from my company would allow me to make that decision. This is a simple solution that puts
me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its
proposal that wireless companies alert me before I go over my plan limits. Sincerely, Phil
Ruggiero 3715 Deerwood Ct St. Cloud MN 56301

Feb 1, 2011 12:39:36 PM
Abdiel
Cedar Hill, TX

This need to pass, so families can save money.

Feb 1, 2011 8:19:40 PM
Linda
Chesapeake, VA

Notifying consumers before they go over their limit of minutes is simple to do. Cell phone
companies know instantly how many minutes are left in a person's account. Therefore there is
no excuse for not notifying a customer when only 10% or less of their allowed minutes remain in
their current plan month.

Feb 1, 2011 2:38:48 PM
Raul
Sun City, CA

Stop the greed!

Feb 1, 2011 11:39:33 PM
Solveig
Salt Lake City, UT

DO IT!

Feb 1, 2011 2:07:19 PM
Jacob
Memphis, TN

No more bill shock. This practice is unconscionable.
Feb 1, 2011 11:26:18 AM
Byron
Andover, KS

Cell phone service is already bloated with fees that take advantage of consumers. Help us fight back against the unconscionable practice of dinging consumers for going over their minutes without advance notice.

Feb 1, 2011 1:41:01 PM
Karin
Beach Haven, NJ

I would like to be notified if I am close to my limit to avoid unexpected large bills. When I go over my plan minutes, the cost jumps to $.45 per minute! That hurts! Please help.

Feb 1, 2011 6:09:22 PM
Margo
Asheville, NC

I see no problem with having a message sent to me when I am about to go over my minutes on my cell phone. After all we have so many other things sent to us easily over the wireless, why not help us? Of course it would cut down on the money to be made by a carrier. With technology the way it is today, it should be really easy for them.

Feb 1, 2011 1:38:13 PM
Mark
Raymore, MO

Please put an end to this unethical practice. Just as the banks now have to get permission from the consumer before going over on their debit cards, the cell phone service providers should have to get permission before letting their users go over their limit.

Feb 4, 2011 1:29:51 AM
Jesse
Ardmore, PA

I'm sure you use a cell phone too.

Feb 1, 2011 3:50:37 PM
Bob
San Antonio, TX

I guess we could defund the FCC.

Feb 1, 2011 6:19:50 PM
Donald
Bristol, ME

The ever rising costs of wireless is having a negative effect on productivity. By en large the workforce here needs every edge possible. We need to treat communications as a national asset and not the privilege of a few who can afford it. The same of course is true of high speed wireless internet. Just look at Singapore for the lead on this one. For profit control of vital communications is not justified if the licensed vendors gouge the public.

Feb 1, 2011 1:51:38 PM
Michael
San Francisco, CA

Please instate a fair billing method for cell phone rates.

Feb 1, 2011 6:56:23 PM
Michelle
Indianapolis, IN

I've carried a cell phone for well over a decade and have run into overage fees a handful of times. Even checking account records isn't fail safe as a means to avoid them as there is sometimes a significant lag time in updating minutes used. I don't think it is too much to ask to have wireless carriers notify consumers as they reach limits for minutes. It's information they have and should be compelled to share it with the customer in a timely manner.

Feb 1, 2011 1:12:04 PM
W
Atlanta, GA

Please help end this version of the theft and duplicity by incumbent carriers.

Feb 1, 2011 4:34:21 PM
Marie
Chicago, IL

Some of us uses our Cell phone as our main sources of communication. Some times these bills come as a shock although you know that you have not used them yet the bill are so high until it is impossible to keep them on. There are fees that I don't understand or why I should be paying for them some time the fees are higher than the bill it's self. Regulation of the Cell phone Companies should be a priority if they are to continue with this underhand of way of doing business with the American people.

Feb 1, 2011 3:12:46 PM
Donna
North Highlands, CA
I support the petition requesting cell phone companies to notify customers when they are at risk of over usage on their cell phone bill. I can see why the cell phone companies would not want this to be law. I do also know that the people, the customers that keep these cell phone companies in business can ban together and be a super power that could also put them out of business. It only takes people banning together for one cause and following through to be heard. It's a small price to pay by the cell phone companies to keep the business they have. You have to give sometimes to receive. I recommend that the cell phone companies be required to notify the cell phone users that they are nearing their phone limits and increased billing would happen if they choose to continue with the usage.

Feb 2, 2011 10:37:16 AM
Wanda
Danville, VA

The overages are outrageous, something needs to be done about them. Therefore we are asking you to pass this proposal. Thanking you in advance.

Feb 2, 2011 11:50:29 AM
Adrienne
Williamson, NY

Don't let these companies scam us anymore than they all ready do.

Feb 1, 2011 12:03:35 PM
B
asheville, NC

Let's help Americans be able to afford their cell phone bills!

Feb 2, 2011 5:57:19 AM
Ron
Greensboro, NC

For cell phone companies to say it is burdensome to send a simple message to customers nearing their plans limit is patently absurd. They already do so for promotional purposes...clearly not a burden.

Feb 1, 2011 2:03:12 PM
Ronald & Kathy
Willoughby, OH

Please stop the cell phone companies who constantly seek to screw consumers every way they can. We want and need the service, but what they do to us is absolutely ridiculous!!!!

Feb 1, 2011 1:20:39 PM
Pamela
Manchester, NH

I am a single full time working mother with a chronic medical condition that warrants having a cell phone nearby at all times in case of emergency. When my daughter's best friend's carrier was changed by her parents it never occurred to my daughter (or her friend for that matter) that the change would effect their texting coverage rates. Because the change took the friend out of our carriers network we no longer were receiving free text messaging for that phone line. My daughter racked up a $1200.00 + cell phone bill. I was never called and alerted by the carrier that my family plan of $50.00 a month was increasing dramatically- if that had been done I could have circumvented the problem at a much earlier and financially manageable stage. As it was, the company would not work with me regarding a payment plan and I ended up having to take out a personal loan in the amount of the unexpected charges to avoid going into collection. This all happened at the same time my daughter was starting her freshman year of college so she was late in being able to purchase her books until I had my cell phone bill straightened out and could afford to allot that money as we had planned. She was heartbroken to have unwittingly caused so much stress in our lives.

Feb 2, 2011 12:26:00 PM
Thomas A.
Reston, VA

This is a fairness issue for all Americans and visitors who use cell phones in the USA. Please protect them by requiring wireless providers to send text or other alert message before a subscriber hits their cell phone plan limit. Thank you for protecting American consumers!

Feb 1, 2011 12:32:06 PM
Jay
Sacramento, CA

I use prepay to avoid this problem as I can't afford unlimited or the other programs generally offered. I am well aware of the overtime issues as I have heard many stories from family and friends. I may be soon in the same limited minutes predicament and don't want surprises. With prepaid I am notified to encourage sales, but the same notification process can be easily used to warn people from expensive overages. After all, if they could afford unlimited, they would be probably enrolled in it.

Feb 1, 2011 2:24:47 PM
Carroll
Vero Beach, FL

The American people are relying on YOU to protect us from the avaricious profiteering of cellular industry. Their corporate policies have deliberately made it more difficult to keep our usage within the contracted amount so that they can bill more for overages. My husband and I pay $130 per month for his 700 minute per month Verizon phone, and $30 per month (prepaid) for my Straight Talk plan. Since I changed to the pre-paid account, the carrier has always managed to notify me. Verizon would have my husband believe it's too difficult for them to do.
Twice over the years, we have paid bills of $200 (45 cents for every minute over the plan). The second time I complained to Verizon saying I was willing to pay for the right to get out of the remainder of the contract, I was told: "You now qualify for our 1000 minute per year "free" extra minutes". According to her this is their POLICY. From that day three years ago, until now, I have never heard of any other customer who was aware of this secret 'policy'. We love having cell service and if we had to choose between landline or cell it would be cellular hands down. Both my husband and I would like to have iPhones, but we won't go there (too bad for the American economy) for these reasons: NO MORE OVER-THE-LIMIT FEES WITHOUT NOTIFICATION! NO MORE EXOHBITANT BUY OUT COSTS FOR POOR SERVICE!

Feb 1, 2011 3:22:18 PM
Edward
Huntington, WV

If my cell company can send me advertising texts they can also send me texts letting me know I'm close to going over on my useage. This 'early warning system' is currently in use in most of europe and works very well.

Feb 1, 2011 12:37:21 PM
Wilmer M.
Berwyn, IL

This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits

Feb 1, 2011 1:04:51 PM
Juan
San Leandro, CA

And stop forcefully contracts to have better deals.. Metro is a good example of more simplicity.

Feb 1, 2011 8:53:43 PM
Roberta
San Diego, CA

Please stop cell phone companies from charging us. While I have never gone over, I believe that cell companies should send a warning when someone is going over their allotment of time. To not do this is just pure greed by a company that has no regard for their consumers--only for the money they will make. Please protect the consumers.

Feb 2, 2011 11:08:29 AM
David
La Honda, CA

This is a wise suggestion and will be good for your company's reputation.
Feb 1, 2011 12:47:56 PM
Barbara E.
Orlando, FL

.This just makes good sense.

Feb 2, 2011 10:33:53 AM
Charles
Corona, CA

.I was victimize by several hundred dollars. This would have prevented it.

Feb 1, 2011 7:50:17 PM
Lyle
Virginia Beach, VA

.Over the years, I have had to pay more than $1000 for extra minutes because I was not aware I had reached my plan limits until the monthly bill arrived.

Feb 1, 2011 7:33:22 PM
Rex
Phenix City, AL

Your support will be appreciated.

Feb 4, 2011 10:13:04 AM
Pat
Fillmore, UT

.It would be wonderful to have an update on minutes used on our cell phones prior to going over our alloted minutes. Please send us an alert or text before we go over the time we have on our plan.

Feb 4, 2011 2:39:44 PM
Dorrie
Union Mills, IN

.Why aren't they required to notify you if you go over your plan, now? At the very least, they should absolutely be required to provide access to the amount of your bill at any given time. At this time, I can't find out from Verizon how much I have wracked up dollar wise by phone or on the web site and there is no alert choice to make for that. I had a nasty shock when my granddaughters were texting me quite a bit and I had no clue when I went over the allowed amount. $405 to text back and forth with 2 ten years olds. That's even just greedy.

Feb 2, 2011 7:13:04 AM
Ira
El Prado, NM

I am not likely to be effected by this one way or the other but it can effect my family members. If this can be done elsewhere it should be done here also. The only reason for not doing it would be to try to squeeze a few more bucks from those people who accidentally exceed their contracted time. Greed, greed, greed! That's corporate America today!

Feb 2, 2011 7:49:39 AM
Craig
Round Rock, TX

It's only fair.

Feb 1, 2011 11:41:29 AM
Karla
South Hampton, NH

Please ensure that a system is in place to ensure that individuals are notified prior to going over cell phone service-related minutes. It's a reasonable service to ensure that users are aware of costs--it certainly is shocking to receive a bill whereby a per minutes charge could be as high as 9 times the going rate. Corporations and consumers must work together to ensure that there are transparent procedures in place whereby individuals can knowingly choose or not choose to utilize additional minutes at very high rates. Thank you for your consideration. Sincerely, Karla Ruzicka

Feb 1, 2011 3:03:12 PM
Angela
San Diego, CA

It is so easy for you to program this into the service. Do not believe we don't know that. The many messages sent to buy more stuff give the lie to that!

Feb 1, 2011 4:07:38 PM
Edward
Colorado Springs, CO

Please do not allow this to go into effect. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Ed Ryan
Feb 3, 2011 7:36:07 PM
Mary
Simpsonville, SC

Since there are no "sizes" posted on data, it is very difficult to judge how much you are using. After almost 2 years of using a MiFi connection and usually being way under our limit, there have been 4 months when we went way over and I still have no idea what made the difference in usage. Some method of letting the consumer know how much data has been used while on the internet would be very helpful.

Feb 2, 2011 6:05:12 PM
Dawn
Saint Louis, MO

Phone companies can help improve the relationships between businesses and consumers. Play fair.

Feb 2, 2011 11:09:18 AM
Karen
Denville, NJ

This is very important so an individual can stick to their monthly budget amount for cell phone service.

Feb 1, 2011 11:05:33 PM
AKBAR
Anaheim, CA

Please stop cell phone bill shock.

Feb 2, 2011 6:29:18 AM
CATHERINE
OMAHA, NE

I'm sick of the greed!! Give us all a break!

Feb 1, 2011 3:44:11 PM
mICHAEL
Caldwell, NJ

I HAVE TO SAY THAT ENOUGH IS ENOUGH!!!

Feb 1, 2011 1:52:43 PM
JAMES
HAGERSTOWN, MD

Feb 2, 2011 10:46:54 AM
SARAH
Durham, NC

IN ADDITION TO BEING NOTIFIED OF FORTHCOMING MINUTE OVERAGE, CELL PHONE COMPANIES SHOULD BE REQUIRED TO CARRY A LOW COST "EMERGENCY PLAN" FOR OLDER ADULTS. THIS WOULD ALLOW FOR BACK AND FORTH COMMUNICATION BETWEEN THE CALLER AND EMERGENCY PERSONNEL. I ALSO STRONGLY SUGGEST THAT CELL PHONES WHICH ARE PURCHASED FROM ONE COMPANY BE TRANSFERABLE TO ANOTHER COMPANY. - - THE EMPHASIS HERE IS THAT YOU ARE FORCED, IN MOST CASES, TO PURCHASE A COSTLY CELL PHONE WHICH, IF YOU CHANGE CARRIERS, IS NO LONGER VIABLE. MY HUSBAND AND I HAVE SPENT HUNDRED OF DOLLARS ON VERIZON PHONES WHICH ARE USELESS IF WE CHANGE CARRIERS. THIS SEEMS GROSSLY UNFAIR AS THESE PHONES WERE PURCHASED FROM THE COMPANY, NOT GIVEN TO US. HOW CAN THEY BELONG TO THE COMPANY WHEN YOU HAVE PURCHASED THEM????? THE CELL PHONE COMPANIES COULD NOT CONTINUE THESE UNFAIR PRACTICES IF OUR LAWMAKERS DID NOT ALLOW THEM TO DO SO. THEREFORE, I URGE YOU TO CONSIDER YOUR CONSTITUENTS NEEDS RATHER THAN THE NEEDS OF THE CELL PHONE COMPANIES.

Feb 1, 2011 2:28:14 PM
ULRIC
Placitas, NM

. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits  ulric schweizer 20 tejon canon rd placitas nm 87043

Feb 1, 2011 12:49:53 PM
Maggie
Jemez, NM
Last month my cell phone bill was $150 over! yes they can send a simple message to alert you. They already do it when you need to pay....

Feb 1, 2011 10:52:38 PM
MALCOLM
Pittsburgh, PA

.Do what's right for the consumer!

Feb 2, 2011 10:33:12 PM
AARON
Coconut Creek, FL

.My most recent bill from Sprint was double the usual amount due to what they claimed was excessive minutes used. I threatened to discontinue the service and a "Service Retention" rep waived the extra charges.

Feb 3, 2011 6:55:26 PM
PAULINE
Medford, MA

.STOP THE PHONE CO. FROM GETTING AWAY WITH THE OVER CHARGES WITHOUT WARNINGS. WE SHOULD BE INFORMED PAULINE SERGI

Feb 1, 2011 8:50:44 PM
R. E.
Hereford, AZ

.WIRELESS COMPANIES ARE MAKING ENOUGH MONEY WITHOUT USUARY CHARGES. GREED WILL EVENTUALLY BRING THEM GREIF, "THINK".

Feb 1, 2011 11:22:45 PM
WILLIAM F
Gainesville, FL

.stop the madness, send a text or e mail. thanks bill

Feb 1, 2011 7:59:47 PM
GRAHAM
SAN ANTONIO, TX

.PLEASE HAVE CELL PHONE COMPANIES NOTIFY YOU AS YOU APPROACH YOUR LIMIT. PHONE SERVICE COULD BE STOPPED AT THE LIMIT WITH A TEXT MESSAGE TELLING THE REASON. THERE SHOULD BE NO CHARGE FOR RECONNECTION. THIS IS SIMILAR TO WHAT BANKS DO.
Feb 2, 2011 12:36:14 PM
ROGER
San Antonio, TX

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Roger E. Simon 619 Northstar Dr San Antonio, TX 78216

Feb 1, 2011 6:14:33 PM
SHARRON
Little Rock, AR

If there is a possibility that a phone company could be fair with us, that would be great. I'm sure they'll fight this tooth and nail because it will eat into their profits, but someone needs to think of us once in a while, including congress. Thank you.

Feb 1, 2011 1:47:04 PM
SHERYL
Corona, CA

Please require that the cell companies notify us before we run up huge overcharges!

Feb 2, 2011 11:31:48 AM
MICHAEL
Rice Lake, WI

This is a NO BRAINER. Get it done.

Feb 1, 2011 7:29:16 PM
STANLEY
Mc Alisterville, PA

Let us know before they bill us

Feb 1, 2011 3:02:31 PM
RICHARD
Falls Church, VA
Cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can get control over my bills and permanently avoid bill shock. Wireless companies are charging up to nine times the average plan cost for each minute I’m over budget. I should have the opportunity to decide if I want to pay that, change my plan, or cut back my usage so I don’t go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I’m tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Richard Soland Falls Church, VA 22041

Feb 1, 2011 1:07:03 PM
JEREMY
PORTLAND, OR

IT'S A NO-BRAINER.

Feb 1, 2011 3:00:04 PM
J. R.
Cincinnati, OH

.I could not agree more!

Feb 1, 2011 11:19:21 PM
Robert
Arlington, VA

. My friends & I believe the FCC should serve the Public here, as in Europe, to have more responsibility and control of our personal budgets.

Feb 3, 2011 11:53:40 AM
ALBERT F
SUNNYVALE, CA

. Please take action to stop the cell phone companies from excess charges by requiring a warning message alerting customers to a potential for exceeding plan limits.

Feb 1, 2011 12:46:38 PM
HAROLD
Export, PA

Last year I had this happen to me where I used a smart phone in Canada and hadn't been told that my plan did not allow use internationally without incurring extra charges. As a result I was billed an very high charge which was over several hundred dollars.

Feb 1, 2011 5:52:58 PM
CYNTHIA
SEQUIM, WA
PLEASE, pass this bill. The cell phone company notifies me for all kinds of junk I don't need so why can't this just be an automatic notice. I have received a bill for over $100 more than I usually pay and had I known, I could have dealt with it before it came to that. The cell phone companies are ripping us off!

Feb 1, 2011 8:06:20 PM
ROBERT&MARY
Grand Rapids, MI

.THIS IS IMPERATIVE TO OUR FUTURE WELL-BEING

Feb 2, 2011 7:25:49 AM
WILLIAM
New Orleans, LA

THE REQUIREMENT THAT CELL PHONE COMPANIES SHOULD NOTIFY THEIR CUSTOMERS THAT THEY ARE APPROACHING THEIR MONTHLY LIMIT OF AVAILABLE MINUTES IS LONG OVERDUE.

Feb 1, 2011 2:36:25 PM
Gene
Chandler, AZ

It has happened to me more that once, but one time in particular I was at a trade show in another state, and when I later received my bill I was shocked to see over $300 in extra charges. This industry is cleaning up at the cost of the consumer. Big corporate america has gotten very greedy.

Feb 1, 2011 3:07:53 PM
Andrew
Cheswick, PA

.I'll never forget the day my cell phone bill came and it was over $300! That was $250 more than the usual. It took months to sort it out with numerous phone calls to unresponsive customer service and finally a letter to the president of Verizon. We did get their attention with that, and the president's assistant finally made it right. But the amount of time and effort it took to get a fair shake was outrageous. Please stop the insanity! Make it impossible for the cell phone companies to hold our phones and cell service hostage from these unaffordable, unintended overages.

Feb 1, 2011 3:41:35 PM
Theresa
Cheswick, PA
Mistaken overages can cost hundreds of dollars, and when they happen, the cell phone companies have us over a barrel. There's no way to get free of it, and the customer services are set up so that there's no accountability. You can never reach the same rep twice, no one has the "power" to do anything, and if you get fed up, you're black listed and they won't deal with you at all. Suddenly you're in it for hundreds and can't get service anywhere until you pay it off, no matter how long you've been a paying customer or how good your credit is. I had to contact the executives at our cell company to get action. It worked, but the frustration and ridiculous amount of time it took made it a losing proposition regardless. It's time for the cell phone companies to take some responsibility and notify us before we go over our limits.

Feb 2, 2011 7:31:02 AM
R
Rio Rancho, NM

Please give us a break. You already charge double over what phone calls used to cost, a reminder of end of minutes would indicate you are not really into stealing from us.

Feb 5, 2011 4:17:44 PM
Carolyn
Durham, CA

I'm a retired teacher who rents a room to live in and can't afford my own land line. It's so terrible when these cell phone companies take advantage of their customers and are allowed to do so because the laws favor them and we customers are basically at their mercy. And they aren't in business for mercy but for profit and the idea of a fair profit seems to have disappeared. When did this happen? When did the government stop protecting us? Please support fair legislation.
Carolyn Sabin 1812 Pasatiempo Drive Durham, CA 95938

Feb 1, 2011 7:02:23 PM
Robert
New York, NY

Cell phone companies make plenty of money, and the service is getting worse, not better. There must be restraints placed on them to keep them from excessive profitering as well as rules for service standards.

Feb 1, 2011 3:19:29 PM
Stephen
Albuquerque, NM

Cell phone companies should be required to notify users that they are approaching their use limit. My company does that, and it is much appreciated. Since many others do not do this voluntarily, it should be required in the U.S., as it is in Europe.

Feb 2, 2011 12:10:42 AM
Marlene
Rego Park, NY

...Just a simple consumer protection. Especially good for younger children to learn how to manage their accounts and money.

Feb 1, 2011 6:16:32 PM
Michael
Cincinnati, OH

Please pass a regulation that requires wireless companies to notify us via text or other means before we exceed our limited allotment. The outrageous overage charges are absurd and unfair without prior notification and consent. Your taxpaying constituents thank you. Sincerely, Michael A. Safdi MD 2836 Losantiridge Ave Cincinnati, OH 45213

Feb 1, 2011 12:48:25 PM
Diane
Edmonds, WA

...Telephone charges are out of control. Service worsens as prices continue to rise.

Feb 2, 2011 5:40:23 AM
David
Dallas, TX

This has happened to me before. Their plans are so complex that it's easy to misunderstand, even if you do you "due diligence."

Feb 1, 2011 1:29:11 PM
Dianne
San Jose, CA

...I urge the FCC to approve its proposal that wireless companies alert cellphone users before they go over plan limits.

Feb 1, 2011 6:54:50 PM
Richard
Portland, OR

...Changing cell phone rules is a good idea for consumers.

Feb 1, 2011 11:56:12 AM
Annette
Sherman Oaks, CA

I am continually appalled at the greed and shifty practices that has taken over most businesses. Can the wireless cell phone companies notify me before I go over my limit? Of course they can.
However, it's beneficial for them to be deceitful and squeeze every last drop they can from the consumer. Even a phone card will tell you how much time you have left! In this day and age, their is no excuse (other than highway robbery) to not have a system that protects and notifies the consumer.
Feb 1, 2011 9:12:14 PM
Wendy
Portland, OR

We've had that nasty surprise several times. It isn't easy to keep on top of the minutes when you have a family plan....

Feb 1, 2011 1:25:39 PM
Richard
Standish, ME

...Cell phones can mean a call to save a life. People need to be able to afford the cost of cell phones. Please stop cell phone shock. Seniors, young people and just about every body needs to maintain a good cell phone budget!!!

Feb 1, 2011 1:00:22 PM
Frank
Portland, OR

...Yes it would be right to receive a notice that my minutes have run out and have better control of my cell phone bill. It would also be great to have only the services you sign up for activated on the phone instead of having to call to cancel some services that you do not want to pay for.

Feb 1, 2011 12:41:31 PM
Frank
Orlando, FL

...It time to vote on the side of consumers.

Feb 1, 2011 7:30:48 PM
Martine
Bloomfield Hills, MI

...I believe cell phone companies should notify me before I go over my limits on voice, data or text service. I should be able to have control over my bills and permanently avoid expensive surprises. I should have the opportunity to decide if I want to pay the overblown cost of over budget minutes, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill and I urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely,
Pedro  
North Hills, CA  

THERE IS NO DAMMED WAY ANYONE SHOULD PAY ADDITIONAL CHARGES FOR OVER THE LIMIT WHEN THERE IS A WAY TO CONTROL IT!!

Feb 4, 2011 8:28:32 AM  
Charlene  
San Miguel, CA  

Were tracking entire family's cell phone usage minutes quicker, simpler and easier, we would be able to stay within our"Family Plan". Using 700 minute increments for price hikes is excessive.

Feb 2, 2011 12:21:26 PM  
Freddy  
Morgan Hill, CA  

I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits.

Feb 2, 2011 10:43:23 AM  
Kamal  
Snellville, GA  

We are paying enough for our cell phones. We don't need additional surprise charges. Stop gauging us.

Feb 1, 2011 5:54:10 PM  
Pat  
Roanoke, VA  

It is only fair that I would have control of my cell phone usage. I experienced a $225 extra cell phone bill. I was away from home, my mother was dying and I was the family member making decisions for my mother. She died and I had to pay the bill. :-( It would have been helpful if I could have had a warning when I got close to my limit. Thank you. Pat Sales, 5008 Hunting Hills Circle, Roanoke, VA, 24018

Feb 3, 2011 3:47:41 PM  
Judith  
Jacksonville, FL
Enough already!

Feb 1, 2011 12:11:50 PM
Raymond
Vallejo, CA

ELIMINATE 'OVERAGE FEES' FOR CELL PHONE CALLS! ALERT USERS BEFORE CALLS ARE MADE IF THEY GO OVER THE TIME LIMITS.

Feb 1, 2011 11:56:44 PM
Nasser
Riverside, CA

I'm a consumer, tax payer and university employee who wants to be notified when I go over my limits in my various plans. I have a plan at work for myself and another plan for my wife and kids.

Feb 1, 2011 7:02:56 PM
Larry
San Diego, CA

Stop the mobile RIP OFF!!!!

Feb 1, 2011 5:43:55 PM
Charles
Simi Valley, CA

I don't feel it would be that hard for a wireless carrier to notify a person if they are nearing their plan limits.

Feb 1, 2011 12:58:25 PM
Mike
Milwaukee, WI

Also data plans.

Feb 1, 2011 1:48:12 PM
Roger
San Jose, CA

This is important to me!

Feb 1, 2011 1:00:16 PM
George
Acton, MA
Please help your customers by notifying us when we are about to go over our allowed limits on our cell phone plans!

Feb 1, 2011 12:55:31 PM
Pan
Portland, OR

I strongly agree with the following statement...

Feb 2, 2011 10:25:32 PM
George
Commerce Township, MI

.My cell phone bill is out of control.

Feb 1, 2011 1:24:33 PM
I
Sebastopol, CA

This should be really easy for cell service providers to accomplish and will really help consumers.

Feb 1, 2011 2:44:09 PM
John
San Francisco, CA

.Please pass rules requiring cell phone companies to send a text message to their subscribers when they are within 20 minutes of their purchased monthly minutes. This will help prevent surprise high costs of overtime without limiting the subscriber's use or hurting the provider's business. It will give the provider an opportunity to also advise the subscribers who repeatedly go over to buy more basic monthly minutes with that warning message. That is a win/win for all parties.

Feb 2, 2011 3:22:23 PM
Mark
Las Vegas, NV

.Wireless bill shock happened to me last summer when I got a new employee. She was spending so much time on the cell phone with her friends that it ran up the cell phone bill. If I had known I could have stopped it and replaced the employee sooner.

Feb 1, 2011 3:52:00 PM
Wanda
Orting, WA
Thank you for your time and please make your decision based on the American Consumer's ever tightening wallet.

Feb 1, 2011 12:36:45 PM
Frank
Dallas, TX

.Quit letting telecommunication Companies and all large corporations from running America into the ground!!

Feb 3, 2011 2:01:48 PM
Lori
Orlando, FL

.I want cell phone companies to notify consumers before they (consumers) go over their minutes. This would be very helpful.

Feb 1, 2011 3:35:48 PM
Virginia
New York, NY

.I am all for the new proposal the FCC has introduced to require the wireless carriers to text the customer when they are about to go over their limit. It truly is a no brainer and they do it already in Europe. It protects both the consumer and the companies. It's an alert that everyone benefits from. We need this is our current economic climate. Thank you for your attention.

Feb 1, 2011 6:26:12 PM
Michael
Los Angeles, CA

We must promote reasonable transparency in our interactions - we have a right to know such things!!

Feb 1, 2011 4:27:11 PM
Paul
Charlotte, NC

.Another example of "trick the consumer". Cell phone companies are the snake oil salesmen of the present. Do not let them get away with charges without letting one know when he/she is about to enter the nether world of $$$$ per minute calls!!!!

Feb 4, 2011 5:45:27 PM
Sandra LaBarge-Neumann
Nashua, NH
.Any other industry has to alert the consumer to astronomic fees - this bill makes sense and should be enacted.

Feb 1, 2011 5:47:00 PM
Kathe
New Paltz, NY

My husbands and I, Mensans both, do not use cell phones, and feel they should be banned until demonstrated to be safe. They have the same resonance frequency of water; using a cell phone, to quote a nearby physics professor, "is like sticking your head in a microwave oven." They most definitely heat up one's brain, and so far there are no 30-year studies showing whether that is safe or not. European countries ban it for children because their blood-brain barrier is so thin; the USA should do the same. Forget wireless bills; look into the safety of these devices, period. You can ignore the rest of the letter below; we don't have a cell phone plan.

Feb 1, 2011 7:04:35 PM
Ron
Ames, IA

.Cell phones are already such a high profit item, do we really need to line the pockets of the phone carriers any further?

Feb 1, 2011 2:08:42 PM
Jack
Broomall, PA

.Please be sure require that cell phone companies inform their customers when they are about to go over in their charges.

Feb 1, 2011 1:18:47 PM
Rosalinda
Saint Augustine, FL

While traveling in CA, what a pleasant surprise when I got a text message saying that I was using services that MIGHT incur roaming charges, i.e., my phone GPS (which I promptly stopped). What an ugly surprise to find out I had $18 of charges because the message came AFTER I'd already used the service for some time. Definitely, there is room for improvement.

Feb 1, 2011 1:21:56 PM
Michael
Tequesta, FL

Please correct this long standing abuse by all companies involved

Feb 3, 2011 11:05:24 PM
Sariah
Boise, ID

Please listen.

Feb 1, 2011 5:15:32 PM
Modesto
San Sebastian, PR

. Yes, cell phone bill shock should be ended.

Feb 1, 2011 11:43:23 AM
Wil
Bronx, NY

. You must pass this legislation. Let's have some relief for consumers for a change!

Feb 1, 2011 3:40:41 PM
Michael
Newport News, VA

Fee's resulting from running over your "given cell phone minutes" are a DEBT TRAP! And, it is one directed at lower income communities (considering not all of us can afford their unlimited plans). It is only fair, and just that, at the very least, those on cell phone plans that allot minutes get a heads up! before they go over. Please, end this debt trap, require cellular companies to clearly alert you in advance when one is approaching their maximum allotted cell phone minutes in order to prevent overage charges

Feb 1, 2011 11:48:39 AM
Anthony
Port Jefferson, NY

. This is a reasonable request. Please implement it so people aren't taken unfair advantage of.

Feb 2, 2011 12:12:40 PM
Dolores
Somerset, MA

. A short message regarding cell phone limits certainly is not too much to ask of our wireless company. Let's stop these overcharges and start being fair to your customer. Dolores Sapelly
Somerset, Ma

Feb 1, 2011 4:24:26 PM
Douglas
North Middletown, NJ
I'm writing to encourage you to look carefully at the proposed legislation. The ubiquity of the cell phone in our daily lives need not result in the kind of shock one can find should they inadvertently exceed their monthly limit.

Feb 3, 2011 2:35:22 PM
Marta
Englewood, CO

This is just common courtesy. Cell phone companies should do this for their customers. This is why so many of them lose their accounts to unlimited carriers. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Marta Saracho 4101 S. Acoma St., Englewood, CO 80110

Feb 1, 2011 2:38:25 PM
Darius
Costa Mesa, CA

This is very easy for the companies to do and it will save us a lot of money.

Feb 1, 2011 5:05:32 PM
Patricia
Baltimore, MD

Let's face it, if our not for profit libraries can let us know when materials are due, it would be very easy for cell phone companies to notify us. They are much more technologically advanced.

Feb 1, 2011 12:53:24 PM
Arian
San Pablo, CA

It's a simple thing to do--and they can do it easily. Makes it easier for everyone--but it will cut down on all those bills. What a pity!

Feb 1, 2011 3:00:50 PM
Charlotte
Palmer, AK

Cell phone policies are confusing at best. Cell phone customers should not so easily be in danger of accumulating excessive fees for being over limits or having a lot of roaming charges. It
is often hard to keep track. Requiring companies to send a text to alert consumers that they are approaching their cell phone plan limits would be helpful.

Feb 2, 2011 8:42:57 AM  
Jessica  
Pittsburgh, PA

Please stop cellphone shock!

Feb 1, 2011 7:33:26 PM  
Larry  
San Jose, CA

Ethics would dictate informing your client before they have used up their minutes. Do you wish to serve your customer or take advantage of them?

Feb 1, 2011 12:45:13 PM  
Greg  
Lake Wales, FL

The phone companies and wireless carriers have a license to steal. Please stop the theft.

Feb 1, 2011 1:30:38 PM  
Elizabeth  
Leawood, KS

This could so easily be stopped. Just as we have alerts on our credit cards and bank accounts, cell phone providers should have alerts that consumers can set up in order to avoid going over their limits.

Feb 2, 2011 3:26:07 AM  
Salome  
Honolulu, HI

For the 1st time, I received a bill that was $300+ and never had a warning from T-Mobile. Our land line was down for about 1 month so I used my cell for long-distance and local calls. Little did I realize that I was over the limit of 1,000 calls/month. I definitely agree that the consumer should receive a warning that they are getting close to the limit of their cell plan. Sincerely,  
Salome Sato POB 12057 Honolulu, HI 96828

Feb 5, 2011 2:02:23 PM  
Askar  
Seattle, WA
This makes sense and technologically easy to implement. US wireless carries are among the worst in the industrialized countries when it comes to services vs pricing. European and Asian carries offer more services and priced more competitively. Please consider voting for it.

Feb 1, 2011 1:53:49 PM
John
Memphis, TN

Please consider this for your constituents who work hard for their income. Thank you. --John H. Sauls Memphis, TN

Feb 1, 2011 11:29:44 AM
Franklin
Elm City, NC

It's a 'no-brainer' to have your wireless provider send you a text or alert before you hit your cell phone plan limits. This way, YOU can decide if you want to cut back on your phone time, or pay more for the extra minutes for voice, text or data.

Feb 2, 2011 4:19:00 PM
Kathleen
Stephenville, TX

Many of us who have limited plans cannot afford to pay overage fees. But keeping up with all our minutes is difficult. This is an easy solution!

Feb 1, 2011 2:22:58 PM
Kathy
Coquille, OR

With five people on our family plan, we often get unexpected things showing up on our bill. Often the person it's charged to has no idea what it's about. We'd sure like to know when we're going over before we get the bill and then have to try to figure out what happened.

Feb 1, 2011 1:43:20 PM
Reynolds
Beverly Hills, CA

I have many friends who have unknowingly violated the "ceiling" on their cell-phone plans and wound up with unanticipated excessive charges in the hundreds or thousands of dollars. My carrier, AT&T will not notify me if I am about to go over the limit, but they will let me switch plans without charge if my intuition suggests that I will exceed the current plan's limit. If I can press a couple of buttons on the phone to access my current usage, then the same information can come to me as a text message or other alert on just about any modern phone. The phone company sends me advertising on my phone, which is far less important to me.
Feb 1, 2011 5:24:27 PM
Sally
Sequim, WA

We are tired of being run by big businesses! The technology is there, the phone companies are just greedy! Stop giving in to the cell phone companies.

Feb 1, 2011 1:33:04 PM
Naomi
Saint Paul, MN

Cell phone bills are already outrageously expensive.

Feb 1, 2011 4:42:12 PM
Margaret
Lakewood, CA

Please do the right thing, the right thing being common courtesy. Like street signage and fuel gauges we need your help. Granted as adults you should know how much time you have left or what your limits are, however with young adults, children, and our busy world it would be nice to have some warning prior to going over. This courtesy goes a long way in deciding my service holder. Please consider this request. Thank you. Margaret M. Sawatzky

Feb 2, 2011 5:59:00 AM
Betty
Alvarado, TX

I have experienced a shocking overcharge several times and I am on a fixed income. It would be nice to be notified before overage charges hit my bill. Betty Sawyer 325 Woodhaven Alvarado, Tex 76009

Feb 2, 2011 8:42:22 AM
Mark
Edmonds, WA

Let's do the right thing here.

Feb 1, 2011 1:29:04 PM
Michael
Nampa, ID

To Whom It May Concern: When you consider rules, regulations, laws and improvements in terms of improving consumer cell service, please, please, help end cell service bill shock! For too long now, the cell industry has gotten away with charging overage fees and penalties to consumers. All of this is "gouging" the public, unnecessary, and only serves to pad the industry’s pockets. It would be very helpful to all of us cell service consumers to be warned
BEFORE we go over our minute plans. Please remember, it is the job of our Federal Government to protect we the consumers, with rulings, regulations and laws to keep industries from charging us high fees and penalties when we use their services regularly, monthly. Think about the changes in banking rules recently with regard to overdraft fees and overlimit fees. Those were regulated (limited) to protect consumers, just as cell companies should be required to use their computers and texting capabilities to warn us monthly customers when we are nearing our plan voice, data or text limits. Thank you for your consideration. Sincerely, Michael Saxman

Feb 1, 2011 12:57:24 PM
JoshuA
Pittsburgh, PA

Stop letting the wireless companies run rough shod through our wallets. Stop the consumer unfriendly actions of the big cell companies NOW!

Feb 1, 2011 11:54:08 AM
Richard
Henderson, NC

This should not be a difficult decision. Most of the cell phone companies make us already sign long contracts, and requiring them to let us make an informed decision on whether we are about to exceed our limits and therefore causing us to go over our budgets. It's one thing allowing them to make their profits on the backs of the informed customers, but now they are allowed to make them on the uniformed ones as well. A simple text message when approaching their contractual limits would allow the users to make an informed decision on whether to curtail their use, or set aside some additional money if they continue to use the services.

Feb 1, 2011 2:18:46 PM
Pasquale
New York City, NY

The phone companies should phone plans should be regulated. The should be forced to offer more phone plans at a more reasonable price. The price of the plans should not be more beneficial to the customers with the more costly plans but spread out more evenly.

Feb 3, 2011 5:16:49 AM
Laura
New Philadelphia, OH

.I have two children on my cell phone bill. Needless to say we encounter overages sometimes. I have often asked Verizon why they can't notify me when we are close to our limit. They can't, or won't do it. Why not do something for the consumer and tell them to stop making outrageous profit at our expense.

Feb 1, 2011 12:35:26 PM
Kim  
Acton, MA  

I have been the victim of deceitful practices by cell service providers, including instances where I changed my plan to increase minutes (to avoid potential overages,) only to be told that in doing so I had completely eliminated my text messaging plan, which had been $10/line on my family plan. I was shocked to receive a bill for over $600 the next month for alleged "overages," and was unable to receive any credit for this obvious mistake. I told them I am not an idiot, and did nothing to erase my text plan; Verizon's response was that I had to re-select it when I changed my minutes! Then, because I was trapped in a contract, I could do nothing but pay the excessive charges and wait for my contract to end. This type of thing happens all the time, I am sure. The cell provider should charge the flat monthly rate, not ridiculous charges for each minute or text, and should, at a minimum, notify customers of approaching limits, especially in cases such as the example above, where I had no idea I had no text plan anymore.

Feb 3, 2011 9:47:05 AM
Constance
Andover, MA

Do the right thing.

Feb 1, 2011 12:36:28 PM
Carolyn
Berkeley, CA

This will be particularly important for the many young people who use cell phones as their only phone.

Feb 2, 2011 9:33:56 AM
DANIEL
Houston, TX

At one point, my elderly dad was charged over $700 for ROAMING CHARGES. This practice should have stopped long ago. Corporate TRICKS like these that get around FAIR practices to gouge the public should be banned. Long waits to reach a Customer Service Representative should be penalized also. The companies should be PUBLIC UTILITIES and their rates moderated by similar rules. The AIRWAYS are PUBLIC PROPERTY.

Feb 1, 2011 11:48:12 AM
Robert
Flagstaff, AZ

I would very much appreciate this type of alert.

Feb 1, 2011 2:29:46 PM
Barbara
Brookeville, MD

I find that I'm paying for unlimited minutes when I really don't need them most of the time to avoid the possibility of owing untold dollars to my provider. This isn't a wise way to spend my money but I do it to protect myself.

Feb 1, 2011 4:37:16 PM
Elizabeth
Shoreview, MN

.PLEASE MAKE THIS SIMPLE REQUIREMENT THAT CELL PHONE COMPANIES NOTIFY THE CUSTOMER BEFORE HE/SHE GOES OVER THE LIMIT.

Feb 2, 2011 12:21:13 PM
George
Bellevue, NE

With time charges being assessed for both incoming and outgoing calls by many carriers it's easy to deplete allowances. Simple notification would help consumers make choices as to how to handle these outrageous "over the limit" charges. We urge you to require notification from all wireless companies. Thank You. Sincerely, George E. Schaefer 912 Hickory Cr. Bellevue, NE, 68005

Feb 1, 2011 11:50:00 AM
Stacey
Madison, WI

Let's require a simple and logical solution that will save consumers a great deal of money.

Feb 1, 2011 3:14:25 PM
Louise
Bayport, NY

Please be sure to pass this legislation for protection of consumers. Thank you.

Feb 1, 2011 2:19:24 PM
Elsa
Belmont, CA

Given how advanced our country is, this simple, consumer/voter/citizen-centered bill is so right and easy. I've wanted this for so long, and it will SO HELP MY CHILDREN who are on my plan - and sometimes blow us out of the water! SO very may thanks for listening and acting on this, Elsa Schafer and the four voting members of my family :)
Manvel, TX

It would be most civilized if our cell phone companies would notify users when their limit has been met. Certainly, these companies make enough to sacrifice a few overage fees. Or is gouging the American public job #1? Silly question, right?

Feb 1, 2011 1:40:37 PM
Jordan
San Diego, CA

These companies already cheat on the amount of minutes I use. They should at least let us know when they think we've gone over.

Steve
Charlotte, NC

Alerting customers that they are about to go over on their usage plan just sounds like the right thing to do. We all lead busy lives and trying to keep track of the minutes used on a cell phone plan is one of those things that is just not top of mind. And we all don't like being surprised with extra charges on any of our bills.

Feb 3, 2011 3:06:15 PM
Lois
Central City, NE

I would appreciate being notified if it looks like I am going to go over my limits on my cell phone for the month. Sometimes it's difficult to keep track of my calls when they are on both a cell phone and cell phone. Thank you. I appreciate it.

Feb 3, 2011 1:40:57 PM
Amy
Trabuco Canyon, CA

Wireless companies are right there notifying me when my contract is about to expire - this should be simple for them!

Feb 2, 2011 6:19:55 AM
Mertina
Needham, MA

It's the only decent thing to do to notify customers before they go over the limit. Come on, care for your customer instead of thinking of profits first. Tina Scharback

Feb 1, 2011 1:22:58 PM
David
Everett, WA

.Profit is one thing - corporate greed is another. Keep your customers informed at all times!

Feb 2, 2011 7:56:18 PM
Mary
Islip, NY

.Its time to start protecting the consumers and not big business.

Feb 1, 2011 1:50:04 PM
Chantelle
Albany, OR

.It would be a great feature and offer a way to provide excellent customer service to existing and potential customers.

Feb 1, 2011 12:52:58 PM
Richard
Coram, OH

.I'm tired of wireless bill shock, and ready for some real control. Cell phone companies should notify me before I go over my limits on voice, data or text service. That way I can finally get control over my bills and permanently avoid bill shock. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill.

Feb 2, 2011 7:32:06 PM
Christine
Milwaukee, WI

Help us stay fiscally sound.

Feb 1, 2011 11:33:25 AM
J
NYC, NV

.and lower the overage rates

Feb 1, 2011 1:30:29 PM
CJ
Santa Monica, CA

This is just one more dirty trick that big corporations have been playing on the American consumer--for far too long. But you, the FCC, have the power to protect us.
Feb 1, 2011 12:22:53 PM  
Rhoda  
Ridgewood, NJ

Please introduce alerting me when my call limit has been reached. I need this service especially since I will be increasing the number of calls I make. Thank you

Feb 1, 2011 1:43:47 PM  
Wolfgang  
Fairfield, CA

Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Wolfgang Scherp 4074 Shaker Run Circle Fairfield, CA, 94533

Feb 1, 2011 2:58:02 PM  
Mary  
Fort Smith, AR

Please help us control our cell phone bill with a notification when we are going to have extra charges. How difficult can this be for a computer to do.

Feb 2, 2011 8:34:45 AM  
Michele  
Jacksonville, FL

When my plan was "new" the company ACTUALLY called me & did this, then I could adjust my plan accordingly. No one is paying my bills for me. This just seems like a no-brainer.

Feb 1, 2011 5:32:00 PM  
Dean-Ross  
Carlsbad, CA

To not provide notice, is to continue to take advantage of the elderly and the poor and is just not professional good business.

Feb 1, 2011 11:57:43 AM  
Anita  
Albuquerque, NM

The phone companies have the most readily available, most efficient means to do this. The fact that they don't want to says it all.
Good service is good business. Please consider the following in that light:

Seriously, this just makes such good sense for consumers that I am hoping your agency can see past the corporate pressure and make this notification a requirement. It is very disheartening to see the majority of Americans continually let down in favor of corporate greed and I thank you for watching out for us.

There have been several times I have had to pay for overages due to family members going over their minutes. This would greatly help families work their budgets.

Please note that in addition to the following, I would like the capability to block international texting/multimedia while allowing only domestic (in-plan, unlimited) texting/multimedia.

These are hard times. Current business practices only hurts people that are already suffering. Your company will still make a good profit. What about ethics and patriotism. Not patriotism for the military machine, but compassion for other Americans and health of our society. Don't YOU want to live in a nice place with happy people around you?

Presumably this nation is of, by and for WE THE PEOPLE, not of, by and for corporations and utilities, especially those that pile on and externalize expenses on the backs of customers.
Feb 1, 2011 6:46:14 PM  
Sylvia  
Pasadena, CA  
.Transparency is important in all billing procedures and the FCC should make sure that billing by Mobile phone companies is open and above board for their customers. When rates are to be changed customers should know in advance to be able to decide whether to stay with the company or fine lower-priced possibilities!

Feb 1, 2011 2:13:50 PM  
Jennifer  
Pasadena, CA  
.Stop cell phone bill shock!

Feb 1, 2011 4:47:17 PM  
Randy  
Mobile, AL  
This letter is from a real person with real bills. I'm tired of wireless bill shock, and ready for some real control. 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. Wireless companies are charging up to nine times the average plan cost for each minute I'm over budget. I should have the opportunity to decide if I want to pay that, or cut back my usage so I don't go over my plan limits. A quick text from my company would allow me to make that decision. This is a simple solution that puts me in control of my wireless bill. I'm tired of bill shock, and urge the FCC to approve its proposal that wireless companies alert me before I go over my plan limits. Sincerely, Randy L. Schlude

Feb 1, 2011 6:40:51 PM  
Mark  
Parker, CO  
.I hope that you will feel like I do that it is important that all cell phone companies let a person know when they are getting close to their cell phone minute totals. Already people in government have allowed cell phone companies to merge and take too big of a share. The people in government that allowed this consolidation have utterly ignored Anti Trust laws and the protection of the American people. Until we can try these people for treason we should at least pass this act.

Feb 3, 2011 12:47:26 PM  
Margie  
Krum, TX  
.I have been socked with an unexpected bill more than once, the last time 5 times the normal bill!
Feb 1, 2011 1:22:36 PM
Dennis
Billings, MT

.Please enact this rule to help protect usthanks dennis

Feb 1, 2011 4:21:07 PM
Howard
Peoria, AZ

.Howard Schmidt
21 West Utopia Road
Peoria, AZ 85382-8580

Feb 2, 2011 1:13:32 AM
Jerry Lynn
Swansboro, NC

.Please do this NOW!

Feb 1, 2011 9:19:06 PM
Paul
Shelbyville, KY

My carrier made $220 extra last month on us two working seniors because we had a medical emergency, and kept our family in the loop with our phones. We didn't get a thank you note or a sympathy card from our carrier. So I'm saying to them, NO THANK YOU.

Feb 3, 2011 11:23:54 AM
Russell
New Kensington, PA

.Considering the sheer volume of "junk" text messages that cell companies send their customers, I don't believe it would be any undue burden on them to be required to send a text to those same customer if they should ever come close to incurring "over the limit" charges for any given month. During the course of a month, I get countless texts from my cell provider trying to get me to upgrade my plan, offer me a new (and better) phone free (with a plan upgrade), offer me discounts from their "partners" (companies that have nothing to do with cell phones), etc. Normally, I am against more governmental regulation of business. However, if cell providers are willing and able to flood my inbox with these sorts of texts, then it wouldn't take that much of an effort to warn their customers when they are approaching their voice, data or text limits during a given month. This is especially true because wireless providers charge many times the average plan cost for those minutes. The FCC needs to start doing things for the benefit all of us, instead of being the PC Police of the airwaves. Sincerely Russell Schmidt
433 Rainbow Drive
New Kensington, PA 15068

Feb 1, 2011 11:55:38 AM
Tim
Lake Stevens, WA

If my wireless carrier can send me a text message when my ring back tone is about to expire with reply yes to renew & have an app loaded on my smart phone that gives me up to date data & minute usage, then they can surely tell me if I am about to go over my minute or data plan usage.

Feb 1, 2011 12:30:04 PM
Trey
Wilmington, NC

Please, considering the technology is so easy for you to create this service...please feel free to do so! Thank you! Trey

Feb 2, 2011 2:55:04 PM
David
Houston, TX

Stop Overage Fees

Feb 1, 2011 8:00:40 PM
Larry
Chicago, IL

As a parent I know all too well how wireless providers rely on the ignorance of our children to stick parents with outrageous bills for kids' cell phone use. All we ask for is real-time knowledge about where usage is and that is easily done with the computers that manage the accounts. L. Schmitt Chicago Il

Feb 1, 2011 8:35:35 PM
John
Casa Grande, AZ

I feel strongly that to accept money for their service, the communication companies need to be responsible enough to notify subscribers when their accounts are nearing maximum allowable useage. We live in a computer age. They are capable of informing the consumer and it should NOT COST AN ADDITIONAL FEE TO DO SO!!!!!!!!!!

Feb 1, 2011 5:16:47 PM
Jeff
New York, NY

The attention to minutes, messages, MBs of data etc. is rediculous for those who just want to communicate easily with friends and families.

Feb 1, 2011 2:37:19 PM
Linda
West Columbia, SC

.PLEASE LISTEN TO YOUR CUSTOMERS AND DO THE RIGHT THING. Our country and citizens are struggling and don't need nor can many afford. You are making money. We all need to tighten up. Have a heart and more concern for your customers than your coffers.

Feb 1, 2011 1:26:02 PM
Richard
Rockville, MD

Telecom companies should tell us when we are reaching the limits of our service contracts. If they fail to notify us they should not be able to charge for the overages. Even with this notification the charge for minutes above our plan should be at the same rates that we pay on the plan. There is no reason that the customers should be charged large fees for exceeding the usage allowed in the contract. Other wise the costumers will be paying the phone companies for services, time, and bandwidth that we don't need.

Feb 1, 2011 2:51:38 PM
James L
Volcano, HI

.This is such a simple matter and the wireless companies know how to implement it easily. Make sure they do!

Feb 1, 2011 11:17:25 PM
Scott
Baton Rouge, LA

.This is an easy one, let's get it done.

Feb 1, 2011 1:14:11 PM
David
Richland, WA

.As cell phone users on a family plan we are too often hit with extra charges for use outside the plan. About half the time the charges are bogus and require numerous Customer Service calls to correct. Other times the charges are avoidable if we have current information on our total usage for the month.

Feb 1, 2011 7:56:31 PM
Michael
Marana, AZ

.Please go with these no brain changes for the consumer!

Feb 1, 2011 12:45:34 PM
Michael
Danville, CA

There's no excuse for NOT notifying customers when they're approaching their prepaid limit.

Feb 1, 2011 5:23:26 PM
Thomas
mt laurel, NJ

.Ending bill shock will rein in the impersonal way cell companies do business. The back door bills I call them, you never see them coming.

Feb 1, 2011 3:02:08 PM
Kathy
Logan, UT

.I consider this utility a luxury, and not a huge necessity, so I have decided to pay as I go. It's the only way I have any control of my own phone expenses.

Feb 1, 2011 1:53:11 PM
Ralph
Guilford, CT

Please pass this consumer friendly regulation.

Feb 1, 2011 2:10:28 PM
James
Millbrook, AL

.I have paid hundreds of dollars in over charges. The profit for the cell phone companies is in the overcharging. This is the corruption of the business community.

Feb 2, 2011 8:35:16 AM
William
Midland, MI

Stop letting these companies play "Gotcha." It is important that this provision is passed.

Feb 3, 2011 8:18:54 AM
Ann
Waterville, ME

.It this electronic age, cell phone companies can readily advise their customers that they are about to go over their texting limit especially given the significant charges that accrue. It is responsible and good service. Please act to limit these unreasonable big company profits. Thank You. Ann Schoenthaler-Ervin
Feb 1, 2011 1:16:22 PM  
Edward  
Ventura, CA

.I switched from AT&T to Sprint because of their lousy service and high rates for extended coverage and texting. Sprint is much more customer friendly but all wireless companies should be required to let the customer know when limits are imminent.

Feb 2, 2011 8:51:40 PM  
Barbara Sue  
Lancaster, OH

Please be on the side of consumers and regulate that all wireless providers notify their customers that they have hit the phone plan limits. I believe that cell phone bills are unnecessarily high...and that some of their pricing policies are poor!

Feb 1, 2011 12:18:33 PM  
Carol  
Pittsford, NY

Companies can show their honesty and dedication to their customers for providing a service that notifies the consumer when they have met their plan limit. It is irresponsible to do otherwise. If a company can help people from over-extending their budget, I see it as a win-win situation. It's time we reigned in the greed and treated people as we wish to be treated in business, ethically and fairly.

Feb 1, 2011 12:46:35 PM  
Barbara  
Galena, MO

.It is always screw the consumer, full speed ahead to make a fortune. These companies are all run by GREED!

Feb 1, 2011 10:48:05 PM  
Stella  
Oak Ridge, TN

Cell service providers are unique in how they make charges to a customer without notifying the customer of the costs, even when the amounts reach high levels. There is no reason for these services not to be required to follow the procedure of notifying the customer of the impending charges.