

Most US communication companies are ripping off the American people with fraudulent marketing and billing scams and the FCC does nothing!

Direct TV is indulging in criminal activity and overt fraudulent marketing to boost their profits and the USA government does nothing!

I recently ordered cable for my blind disabled 80ish mother living in Jax. After weeks of repeated conversations with one Direct TV salesman, I accepted that my mother would get cable with the GSN at the promotional rate that she could afford based on the offer mailed to her house. The rate was \$24.99 with one free receiver and \$6.00 charge for each added receiver. He estimated after taxes her monthly bill would be about \$40.00 with the two added receivers.

I confirmed with the salesman whom I spoke to several times that I was ordering the promotional offer of \$24.99 for 12 months. He said that because my mother is totally blind that he entered all the rebates and promotional codes and that there was nothing for me to do. He did not tell me that I had to enter any rebates ever during our more than several conversations. Nor did I ever give Direct TV permission to bill my credit card for monthly services.

Yet, I received my charge bill and Direct TV has charged my card twice the amount agreed!

I called the salesman and he said that it was not his doing to double charge me and that he had already entered the rebates even before we received the equipment! He said that he has documentation supporting. Yet, the consumer service branch of Direct TV consumer claimed that the bill was doubled because I did not enter rebate before installation. This dichotomy of consumer relations is the newest cable and communication industries fraud game that is used to scam the American public. They first aggressively market these so-called deals but their salesmen do not mention these rebates and nor that these offers only kick in after three months. Communication industries scams are out of control! They are a major cause of consumer aggravation and often are at the cause of bad credit reports. The US government owes it to the American people to investigate the fraudulent marketing, unauthorized use of credit cards and the over-charging of these communication companies. Furthermore, the forced contracts practices on the public should be made illegal. As soon as consumers threaten to cancel if they are not billed justly or if they can no longer afford the services, these communication companies intimidate them with the criminal cancellation fees which are nothing but long-sharking!: Finally, this pseudo separation of the marketing and sales division from the service and billing division of Direct TV and other communication companies should be stopped. These divisions serve to shift the responsibility from one branch to another simply to avoid dealing with consumer complaints.

A month of calls to the Direct TV consumer department resulted in a deepening frustration and no resolution. Now I am joining the American people to organize an army against the criminal communication company practices.

The Public is on notice that Direct TV and other communication industries are:

Intentionally Billing Incorrectly

Marketing Fraudulently

A major source of bad credit reports

Avoid ethical business relations by dividing sales from consumer services