

This rule is a good start, but phone companies should be required to remove any unauthorized charges. without this there is not enough teeth to the rule. allowing unauthorized charges to a phone bill is tantamount to stealing credit. I still don't understand how it is legal for a company to charge me for a service I neither requested nor used. It is not unlike my credit card being charged for a meal I didn't order at a restaurant I have never been to. When I have been charged by a third party on my bill my phone company suggested I go to that party and ask them to remove the charges. this is crazy, if I reported being mugged to the police would it be appropriate for them to tell me to go and politely ask the mugger to return my money? and what incentive are these crammers being given to do this. as of right now there is no requirement or incentive for their honesty. cramming is more than just an inconvenience, it is a crime, and it is costing honest people millions of dollars. this needs to stop.