

Regarding AT&T Ex Parte filed April 29, 2011

I am disappointed that AT&T did not provide a direct answer to the question that FCC staff asked on March 30, 2011;

The question was #1, "Please provide the total number of overage fees incurred by AT&T customers on a monthly or annual basis, over the last few years."

AT&T's response was to provide a graph showing the "credits" issued for data and messaging overage. This was nice, but did NOT answer the question.

"Credits" are issued only when the consumer (a) notices the overage, (b) decides it is worth dealing with, (c) is even aware that the company might offer a credit, (d) that the company did extend a credit [mine took 6 months for full credit] (e) that the consumer had the time to mess with the problem and (f) that the consumer spoke sufficient english to deal with the problem.

I suspect that the magnitude of overages significantly exceeds the credits that AT&T reports. With 13.5% of consumers experiencing bill shock (Nielson, 12/17/2010 p9 add it up), a 1% revenue impact (AT&T credits) does not make sense.

In fact, the 12/20/2010 filing of the Nielson Study on overages indicates that the bulk of overages were less than \$15 or some such small figure. , Consumers with small overages are not likely to bother with a 15 minute call to try to get it resolved. (see a - f above).

Finally, again, what is overage? if I don't have an international data plan, but international data is enabled, is that an overage? Does everyone have the same definition?

thank you,  
Sean Murphy