

The Honorable Julius Genachowski
Chairman
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, DC 20554

Dear Chairman Genachowski:

I'm writing this letter on behalf of Rocket Communications, a company based in Florida with 43 employees. We have been in business for 3 years and have 30 different call centers throughout the country. Every day we help thousands of businesses and homes with their voicemail and fax needs. Whether it's a business trying to grow or a family trying to stay in touch, our service is there to help Americans across this country.

It was recently brought to our attention that your Notice of Proposed Rulemaking includes a request for comment on the elimination of third-party billing. While my company believes we must do everything we can to protect and educate consumers against phone bill cramming, we cannot see the benefit of terminating third-party billing.

We strongly agree that no consumer should be billed for a service they did not request. However, we also believe that an outright ban on third-party billing would essentially throw the baby out with the bathwater. Introducing new rules that make our services inconvenient, or even impossible, to access and afford does not make sense for consumers, and does not make sense for the businesses that cater to them.

Instead, we believe that other protections – such as new industry standards for vetting and approving merchants, and greater clarity in how phone bills are organized – would be excellent ways to protect consumers.

Please take this letter into consideration as you contemplate the future of third- party billing. It is commendable to protect consumers from bad actors, but we must be able to do it in a reasonable way that does not unnecessarily complicate service and selection for consumers nationwide.

Sincerely,

A handwritten signature in black ink, appearing to read 'JDutchak', with a long horizontal line extending to the right.

John Dutchak
President, Rocket Communications