

I am writing to express concern about text message subscription services from SnapSMS which have appeared on my cell phone bill charging \$9.99 per month for services which I do not want and have not signed up for.

Over a year ago, I signed up for e-billing on my cell phone plan and have paid the bills as they come due without reviewing them closely. It seems without a paper bill to review, these added charges to the billed by these subscription services just went unnoticed. Today, I noticed that our bill was higher than normal and took a good look at it only to discover that there were monthly subscription charges under the text message section of my bill. I immediately called my cell phone carrier and discovered that for the past 11 months I have been being charged for these subscription text services that I did not sign up for. The customer service agent with AT&T notified me that this happens regularly and that their company has even gone to court regarding these services, but that the FCC has ruled that this type of marketing is legal. I have serious concerns about this type of service and feel violated that they claim that we signed up for this service and have charged me over \$100 in the past year! While AT&T did give me a partial credit due to the problem, I feel that it is wrong that they must pay out of their pockets for dishonesty of companies like SnapSMS. I have searched the internet and found that many other people have made complaints regarding this company and have similar stories to my own. Not only do I want a refund from the company, but I want this type of service to be made illegal.

Please feel free to contact me regarding this.

Thank you for your time.

Best Regards,

Yvette Paris