

Many companies are following fraudulent practices by somehow billing through big wireless services providers like AT&T.

Today I noticed that some company called OZ communications is billing to my AT&T account for phone number 201-686-4474. This number is used by daughter to reach out to me for after school/games pick up. Somehow unscrupulous vendors starts having tie-up with AT&T and starts charging us. After talking to AT&T, I believe this is a pervasive problem and AT&T cannot do that. I was requesting AT&T to give me details of the vendor (OZ communications) so that I can file a complaint and prevent other people from getting cheated by this company. AT&T said that they cannot give this information to me.

I request your help with the following:

1. Tighten the laws for mobile purchases. It should be mandated that anything that is billable should have the consent of the account owner and that transaction should be authenticated by using some account owner identification PIN.
2. Majority of the customers only use the phone, cell and data services. The purchases over phone should no be enabled by the phone providers by default. This should only made the explicit request from the subscriber.
3. If such fraud do happen, the service provider like AT&T, Verizon, etc. should be mandated provide the details of the involved fraudulent party so that we can bring it to the attention of governing bodies like FCC or get some justice from the courts.

With this economy, we are ending up working at least 60 hours a week to keeps our jobs and provide good education to our kids. In the little time we have for ourselves, we find it very frustrating to continuously keep a vigil on the complicated bills and fighting the abuses. I hope you kindly consider my opinion and help in doing the needful so that many gullible wireless subscribers are spared from fraud.

Regards,
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