

To Concerned Citizens, I have a wireless company that offers 10 seconds to create a personal Voice Mail greeting. The type of wireless account is called a prepaid version. After speaking to their Tech Dept, I believe that 'nothing can be done' is incredible and think prepaid accounts are considered second class, not deserving their best. I've had a 2 year account for the same monthly fee and my perception is from the difference in treatment. I'm looking over the VErY long hoRIZON I experience with this provider and thought, either they offer a minimum of a 30 second personal greeting time or vote with my wallet and leave. It's not a difficult request for the F.C.C., to create a consumer protection to have all private accounts with enough time to create a personal greeting where including daily events into the greeting are available! This request means to exclude the recorded Name or phone number greetings the wireless company provides. Most providers have separate voicemail numbers from the phone number and for many consumer accounts it's feasible and fair to end pilot numbers (separate) so consumers can better control this paid part of their phone account. The maturity of wireless phones has progressed where consumers expect voicemail with their phone; so much that a offer to discount \$15.00 when voicemail is removed, that 90% of consumers would decline the discount! The Agency needs to push back for consumers because technology makes it inexpensive for the wireless companies to make these accommodations. It's possible yet harder to create a wireless cell-spam filter to prevent companies from texting or robo-calling their products for sale, away from unsolicited phone numbers. Some accounts require a payment for these calls and unfair is a mild word to call this practice! Private account owners are losing the protections offered by the 'Do Not Call' offered a decade ago? The directories of cellular phone numbers I think are available for companies and consumer selective published cellular numbers with the phone having a cell-spam filter for all private cellular accounts would protect us well. The public asks for your assistance in cleaning up these portions of the wireless business. Thank You, Michael Redding, CA. 6/17/2013