

October 7, 2010

Senator Tom Udall  
110 Hart Senate Office Building  
Washington DC, 20510

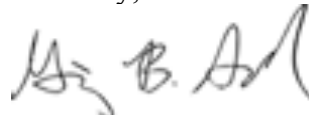
Dear Senator Udall:

The Cell Phone Bill Shock Act of 2010 will go a long way toward protecting consumers by shielding them from excessive overage charges and service fees. Public Knowledge endorses your legislation.

The government's role in aiding consumers from predatory charges cannot be overstated. Such necessities are evidenced by Verizon's Oct. 3 announcement in response to an FCC investigation. The company announced they would refund 15 million customers with up to \$90 million for charges made for unintentional data sessions. In the case of Verizon, several consumers were automatically charged a non-refundable \$1.99 for online access by accidentally pressing a button that automatically connects the customer to the internet, regardless of whether or not the customer subscribed to an online plan. The Federal Communications Commission (FCC) launched an investigation into the issue following several hundred complaints, prompting Verizon to issue the refunds and create a new no-charge landing page for mobile internet users. The FCC's role in stepping in to aid consumers demonstrates that actions must be taken to clarify potential fees to cellular customers. The provisions outlined in your bill will specifically ensure customers are fully aware of potential charges for overage and unique services.

We applaud your leadership on this issue and look forward to working with you in future endeavors that protect consumers.

Sincerely,



Gigi B. Sohn  
President