

Mobile Cramming Roundtable Tweets

On May 8, 2013, the FTC hosted a workshop on mobile cramming and unauthorized charges on your mobile phone bill. Staff tweeted the daylong event from its @FTC account. The hashtag was #FTCmobile.

Tweets are posted in chronological order for ease of reading. They remain in their original order on the FTC's Twitter account for as long as the site allows.

Opening Remarks

We're starting! #FTCmobile

FTC Commissioner Maureen Ohlhausen kicks off the workshop. Notes it is also Public Service Recognition Week. #FTCmobile #PSRW

We need to protect consumers & also let innovative mobile service flourish, says Ohlhausen. #FTCmobile

Ohlhausen highlights FTC's 1st mobile cramming case info: <http://go.usa.gov/TGfA>
#FTCmobile

Ohlhausen: Workshop will cover understanding 3rd party billing & mobile cramming & current, possible strategies to reduce #FTCmobile

Panel 1 Tweets

Panel 1: Understanding Third Party Billing & Mobile Cramming. Moderated by FTC's Larissa Bungo & Andrew Schlosser

Panelists L to R: Mike Altschul, Kate Welley McCabe, John Breyault, Jim Manis, Jim Greenwell, and Larry Bryenton #FTCmobile

Each of the panelists are giving a brief overview of their organizations and roles. #FTCmobile

Moderator: What is the process for placing a third party charge on a mobile phone bill? #FTCmobile

Up to 80% consumers surveyed said they did not know that third party services can be billed to their mobile phone, says McCabe. #FTCmobile

Up to 80% consumers surveyed said they did not know that third party services can be billed to their mobile phone, says McCabe. #FTCmobile

Bryenton: Charitable third party billing on mobile phone bills does not seem to be a problem. It lies in commercial space. #FTCmobile

Mobile bills can be used like a credit card said Bryenton, but consumers don't get same benefits of regulations#FTCmobile

Correction: Breyault: Charitable 3rd party billing on mobile phone bills does not seem 2 be problem. It lies in commercial space. #FTCmobile

Correction: Mobile bills can be used like a credit card said Breyault, but consumers don't get same benefits of regulations. #FTCmobile

Panelist: Carriers provide disclosures in service agreement at point of sale that 3rd party services can be charged to cell bill. #FTCmobile

Panelist: Carriers provide disclosures in service agreement at point of sale that 3rd party services can be charged to cell bill. #

Panelists LtoR: Alan Sege, Melanie Tiano, Martine Niejadlik, Lynn Follansbee, Delara Derakhshani, Dave Asheim, and Mike Altschul. #FTCMobile

Tiano discusses investigations into mobile cramming and proposed legislation to protect wireless users. #FTCMobile

Sege: Refund rates are not indicative of cramming necessarily. #FTCMobile

Moderator: Should refund rates be reported nationally? #FTCMobile

No consistent policies implemented at carrier or aggregator levels. Need clear reason codes why consumers refunded. Niejadlik #FTCMobile

We need to be proactive take action before consumers are hit with these charges. Derakshan #FTCMobile

Moderator: Once a carrier or aggregator terminates a content provider, are consumers notified? Should they be? #FTCMobile

Sege wants to discuss if there are any ways of improving security before transactions are initiated. #FTCMobile

Negative opt-in is not compliant with industry best practices. Altschul #FTCMobile

Moderator: What can industry do to make double opt-in more secure? #FTCMobile

All you need for cramming is to know an active phone number exists. Derakhshan #FTCMobile

Rules we have in place today simplified, easy to understand and comply with since CTIA took them over from MMA. Niejadlik #FTCMobile

Moderator: Should consumer be able to dispute charge & not make that part of payment without it affecting their service or credit? (t)BDC 0.0(&), o havrl.10(i)4(th/ -0.00i)4(the)13(di)4iav11(

Rich: Next steps: Will examine comments. Will figure out if need to make additional recommendations & write workshop report. #FTCmobile

Rich thanks staff that put on workshop. It takes a village to make it come together. #FTCmobile

FTC's upcoming workshop on mobile threats is June 4. Learn more: