

FTC MOBILE CRAMMING ROUNDTABLE  
TRANSCRIPT  
SEGMENT 4  
05/08/13

JESSICA RICH, ASSOCIATE DIRECTOR, FTC DIVISION OF FINANCIAL PRACTICES:  
Among our panelists and in the audience, pretty good crowd here about mobile cramming. And I think this roundtable summed up the issues nicely.

We discussed the opportunities that mobile third-party billing provides consumers, such as easy charitable giving, convenient payment, alternative payment methods for the under-banked in the un-banked.

But as we also learned, we're seeing more and more complaints from consumers in the commercial space about mobile cramming. And we think these complaints are likely to increase with the rise of mobile payments and the increasing popularity. As many panelists discussed today, these complaints are likely to grossly understate the problem, because many people are unaware they've been crammed.

A Vermont recent study, which made news today, shows that 80% of the consumers surveyed didn't even know they could be charged for third-party services on their mobile bills. Their data also showed that, although Vermont has only received a few dozen complaints in this area over the past few years, when consumers were surveyed, 60% of those who responded-- this is if I took good notes-- of those who responded then realized they've been crammed, even though they hadn't even complained



We're also going to continue to monitor developments, especially bad actors that are breaking the law in this space. And we're going to continue to bring enforcement along the lines of the Wise