

UNITED STATES OF AMERICA Federal Trade Commission



Office of the Secretary

December 2, 2014

Ms. Roxanne Crapser State of Nebraska

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. Crapser

Thank you for your comment

In your commet, youexpressconcerns aboutour child making use the first of the proposed complaint and order here should help to address



Office of the Secretary

December 2, 2014

Ms. Erika Fultz Commonwealth of Kentucky

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. Fultz:

Thank you for your comment the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

The Commission appreciates ur support of the proposed order. The Commission is committed to protecting consumers from unauthorized charges, including those incurred by children. In your comment, yoexpressconcerns about your child making unauthorized purchases via the Google Play storen proposed complaint and order here should help to address your concerns. The proposed complaint alleges that Caileadeto obtain account holders' informed consent for-imapp charges incurred by children. Under the proposed order, Goode must alter its business practices going forwtardbtain express, informed consent to inapp charges before billing for such charges proposed order also will require Gootole provide full refunds to account holders who have been billed by Googlenauthorized inapp charges incurred by minors. If Google'syments total less than \$\\$million, it would remit the difference to the FTQo be used for additional consumer remedies or for disgorgenment effectuate refunds, Googleust send anlectronic notice to its consumersithin 15 days of entry of the final ordethat clearly and conspicuously discloses the availability of refunds and instructions on how to obtain such refund syou do not receive a notice from Google within 15 days of the date of this letterlease contact the FTC's Consumer Response Center at (877) 382-4357, or file a complaint online at www.ftccomplaintassistant.gov

After reviewing your letter, other public comments filed with the Commission, and the investigative record, the Commission has determined that the relief set forth in the proposed order is appropriate and sufficient to remedy the violations alleged in the proposed complaint, and it is in the public interest to issue the Decision and Order in final form final Decision

and Order and other relevant materials are available on the Commission's website at http://www.ftc.gov/enforcement/caspsoceedings/12**2**:237/googleinc. It helps the Commission's analysis to hear from a variety of sources in its work. The Commission thanks you again for your comment.

By direction of the CommissionCommissioner Wright recused.



Office of the Secretary

December 2, 2014

Ms. Jhonette Gamble Commonwealth of Virginia

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. Gamble

Thank you for your comment the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

In your comment, your spress concerns about ur child making unauthorized purchases via the Google Play storand note that you were unaware that your credit card could be charged for in-app activities You also inquire about refunds. The proposed complaint and order here should help to address your concerns. The proposed complaint alleges tight failed to obtain account holders' informed consent foaipp charges incurred by children. Under the proposed order, Googleust alter its business practices going for transfer proposed order also will require Googleto provide full refunds to account holders who have been billed by Grougle unauthorized inapp charges incurred by minors. If Google wayments total less than \$\square\$ million, it would remit the difference to the FTC be used for additional consumer remedies or for disgorgement To effectuate refunds, Googleust send an ectronic notice to its consumers within 15 days of entry of the final order at clearly and conspicuously discloses the availability of refunds and instructions on how to obtain such refulf you do not receive a notice from Google within 15 days of the date of this letterese contact the FTC's Consumer Response Center at (877) 382357, or file a complaint online at www.ftccomplaintassistant.gov

In your comment, you also raise concerns ylocatr credit card information was stored in Google Wallet without your consent. Although the proposed complaint does not contain allegations specifically adelssing this issue, the Commission is committent to consumers from unauthorized financialn sactions. The Commission has forwary tendromment to the FTC's Consumer Response Center. In addition, the Commission encourages

After reviewing your letter, other public comments filed with the Commission, and the investigative recod, the Commission has determined that the relief set forth in the proposed order is appropriate and sufficient to remedy the violations alleged in the proposed complaint, and it is in the public interest to issue the Decision and Order in final form.final@Decision and Order and other relevant materials are available on the Commission's website at http://www.ftc.gov/enforcement/caspsoceedings/122237/googleinc. It helps the Commission's analysis to hear from a variety of sources in its work. The Commission thanks you again for your comment.

By direction of the CommissionCommissioner Wright recused.



Office of the Secretary

December 2, 2014

Robin GilcrestPollack State of California

Re: In the Matter of Googlenc., File No. 122 3237

Thank you for your comment the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

The Commission appreciates ur support of the proposed order. The Commission is committed to protecting consumers from unauthorized charges, including those incurred by children. In your comment, yoexpressconcerns about your child making unauthorized purchases via the Google Play stollou also inquire about refunds. The proposed complaint and order here should help to address your concerns. The proposed complaint alleges that Googlefailed to obtain account holders' informed consent feating charges incurred by children Under the proposed orderoglemust alter its business practices going forward obtain express, informed consent to proceed the charges before billing for such charges before proposed order also will require Goodpeprovide full refunds to account holdewho have been billed by Google unauthorized imapp charges incurred by minors. If Google's payments total less than \$ million, it would remit the difference to the FTto be used for additional consumer remedies or for disgorgement effectuate refund Sooglemust send an electronic notice to its consumers thin 15 days of entry of the final order at clearly and conspicuously discloses the availability of refunds and instructions on how to obtain such refunds. If you do not reeive a notice from Google within 15 days of the date of this Jetter please contact the FTC's Consumer Response Center at (8743582or file a complaint online at www.ftccomplaintassistant.gov

After reviewing your letter, other public comments dile in the Commission, and the investigative record, the Commission has determined that the relief set forth in the proposed order is appropriate and sufficient to remedy the violations alleged in the proposed complaint, and it is in the public interest to be Decision and Order in final form the final Decision

and Order and other relevant materials are available on the Commission's website at http://www.ftc.gov/enfocement/casesroceedings/122237/googleinc. It helps the Commission's analysis to hear from a variety of sources in its work. The Commission thanks you again for your comment.

By direction of the CommissionCommissioner Wright recused.



Office of the Secretary

December 2, 2014

Ms. Suzanne Marracelli State of Florida

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. Marracelli

Thank you for your comment the Federal Trade Commissis roonsent agreement in the aboveentitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.



December 2, 2014

Ms. Abby McDonald State of California

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. McDonald:

Thank you for your comment the Federal Trade Commissis not onsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis not Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

The Commission appreciates ur support of the proposed order. The Commission is committed to protecting consumers from unauthorized charges, including those incurred by children. The proposed complaint alleges that Gofzilled to obtain account holders' informed consent for imapp charges incurred by pp account holders from unauthorized billten both and the difference by minors. If Google's payments total less than \$\\$\million\$, it would remit the difference to the FTC, to be used for additional consumer remedies or for disgorgent entification of the final order that clearly and conspicuously discloses the availability of refunds and instructions on how obtain such refunnd i rand hill i .fun



Office of the Secretary

December 2, 2014

Mr. Jeff Moore State of Nevada

Re: In the Matter of Googlenc., File No. 122 3237

DearMr. Moore

Thank you for your comment the Federal Trade Commissismonsent agreement in the aboveentitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissism Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

In your comment, your spress concerns about unauthorized charges from Gd6gteu have been charged for unauthorized ipp purchases made by a child via the Google Play store, the proposed complaint and order here should help to address those concerns. The proposed complaint alleges that Googleiled to obtain account holders' informed consent fearipp charges incurred by children. Under the proposed order, Gorogleilling for such charges. The proposed order also will require Googleiprovide full refunds to account holders who have been billed b@ooglefor unauthorized inapp charges incurred by minors. If Google'spayments total less than \$million, it would remit the difference to the F,To be used for additional consumer remedies or for disgorgem conference for the final order to clearly and conspicuously discloses the availability of refunds and instructions on how to obtain such refunds. If you have incurred an inapp charge via the Google Play store and you do not receive a notice from Google within 15 days of the date of this letters (, pl)-2(enty)20(s6)-2(vtw)2(i(G)2(oo)-2(vtw)2(i(G)2(



Office of the Secretary

December 2, 2014

Dullah Morris State of North Carolina

Re: In the Matter of Googlenc., File No. 122 3237

Thank you for your comment the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

In your comment, yoprovide a receipt of a charge from Google Plate proposed complainthere alleges that Googlailed to obtain account holders' informed consent fearpip charges incurred by children. Under the proposed order, Googlailealter its business practices going forwardto obtain express, informed consent tearpip charges before billing for such charges. The proposed order also will require Googlaperovide full refunds to account holders who have been billed boogle



Office of the Secretary

December 2, 2014

Ms. Bellamy Printz State of Ohio

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. Printz

Thank you for your comment the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

In your comment, your spress concerns about refunds. The proposed complaint and order here should help to address your concerns. The proposed complaint alleges that the obtain account holders' informed consent for proposed incurred by children. Under the proposed order, Googheust alter its business practices going forwardbtain express, informed consent to proposed order also will



Office of the Secretary

December 2, 2014

Ms. Trinity Ragan State of Florida

Re: In the Matter of Googlenc., File No. 122 3237

DearMs. Ragan

Thank you for your commends the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii),





Office of the Secretary

December 2, 2014

Mr. William Taylor Commonwealth of Virginia

Re: In the Matter of Googlenc., File No. 122 3237

DearMr. Taylor.

Thank you for your comment the Federal Trade Commissismonsent agreement in the aboveentitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissism Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

In your comment, you exprse concerns about charges in 2013 and 2014 bu have been charged for unauthorizedapp purchases made by a child via the Google Play store, the proposed complaint and order here should help to address those concerns. The proposed complaint alleges that Google iled to obtain account holders' informed consent fearing charges incurred by children. Under the proposed order, Google later its business practices going forwardto obtain express, informed consent tearing charges before billing of such charges. The proposed order also will require Google provide full refunds to account holders who have been billed by oogle unauthorized in process incurred by minors. If Google's payments total less than smillion, it would remit the difference to the F, to be used for additional consumer remedies or for disgorgem to the final order at clearly and conspicuously discloses the availability of refunds and instructions on how to obtain such refunds. If you have incurred an inpocharge via the Google Play store yould do not receive a notice from Google within 15 days of the date of this leptle as contact the FTC's Consumer Response Center at (877) 38257, or file a complaint online at www.ftccomplaintassistant.gov

After reviewing your letter, other public comments filed with the Commission, and the investigative record, the Commission has determined that the relief set forth in the proposed order is appropriate and sufficient to remedy the violations alleged in the proposed complaint, and it is in the public interest to issue the Decision and Order in final forma.final Decision

andOrder and other relevant materials are available on the Commission's website at http://www.ftc.gov/enforcement/caspsoceedings/122237/googleinc. It helps the Commission's analysis to hear from a variety of sources in its work. The Commission thanks you again for your comment.

By direction of the CommissionCommissioner Wright recused.



Office of the Secretary

December 2, 2014

Mr. Michael Watz State of Colorado

Re: In the Matter of Googlenc., File No. 122 3237

DearMr. Watz

Thank you for your comment the Federal Trade Commissis roonsent agreement in the above ntitled proceeding. The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commissis Rules of Practice, 16 C.F.R. § 4.9(b)(6)(ii), and has given it serious consideration.

In your comment, your concerns about inadverteemtchases via the Google Play store If you have been charged for unauthorized proportion purchases made by a child via the Google Play store, the proposed complaint and order here should help to address those concerns. The proposed complaint alleges that Google to obtain account holders' informed consent

fGoogle'spayments total less than \$\\$\million\, it would remit the difference to the e used for additional consumer remedies or for disgorgen net ffectuate refunds, ust send an electronic notice to its consum than 15 days of entry of the final order ly and onspicuously discloses the availability of refunds and instructions on how to ch refunds f you do not receive a notice from Google within 15 days of the date of please contact the FTC's Consumer Response Center at (8747) 538,20 file a tonline at www.ftccomplaintassistant.gov

After reviewing your letter, other public comments filed with the Commission, and the investigative record, the Commission has determined that the relief set forth in the proposed order is appr