Opening Remarks of Chairwoman Edith Ramirez 
Google Inc. In-App Purchase Case 
Press Call 
September 4, 2014 
Good afternoon, and thank you for taking part in today’s call. 
Today, the FTC is announcing a settlement with Google that will require the company to fully 
refund all unauthorized in-app charges made by children through the Google Play store, totaling 
a minimum of $19 million. In addition, under the settlement, Google must obtain consumers’ 
express, informed consent before imposing any in-app charges. 
This action marks an important step in the Commission’s continuing work to ensure that 
consumers using their mobile devices enjoy the same basic consumer protections that have 
existed for decades in other contexts. In particular, our settlement with Google underscores the 24 502.15 Tm
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Our settlement with Google will accomplish two main things. First, it will require Google to 
promptly provide full refunds of a minimum of $19 million to all affected consumers who were 
billed for unauthorized in-app charges by minors. 
 
Second, the settlement will require Google to change its business practices to ensure that the 
company gets consumers’ express informed consent before incurring an in-app charge. As part 
of that requirement, Google must inform consumers upfront about any billing window that may 
be opened and obtain their consent for charges that are incurred. 
 
Today’s settlement marks the Commission’s third case related to in-app purchases by children. 
In January, Apple settled similar charges, and the company’s refund process to consumers i0<00B6>-6<005600030056004<00aomTm

 
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