



United States of America

Office of the Director  
Bureau of Consumer Protection

Speaker

LMC Speaker 90 Tom, Majority Leader Bill and De

I understand that the North Carolina House of Representatives As the Director of the Bureau of Consumer Protection write to provide information about the FTC Concurring letter are my own and do not necessarily reflect the

American consumers, workers, and small businesses

the FTC has the authority to enforce<sup>2</sup> For example, the Commission took action [against Vonage](#) internet phone service provider, requiring the company to pay \$100 million in refunds to consumers that were allegedly trapped into subscriptions and hit with surprise early termination fees.<sup>3</sup> The Commission also took action against [Passport Automotive Group](#) and its top executives for allegedly

and abandoned the policy after a year because consumers perceived the platform's advertised prices to be higher than its competitors' displayed prices.<sup>15</sup> Ticket sellers who participated in the workshop that did not provide upfront all-in pricing "favored requiring all-in pricing through federal legislation or