

**Maryland Office of People's Counsel  
CONSUMER ALERT**

**T-Mobile Customers Are Entitled  
To A Refund for Unauthorized Charges (Cramming)**

The Maryland Office of Attorney General, together with the Attorneys General of other states, the Federal Trade Commission and the Federal Communications Commission, reached a settlement with T-Mobile USA, Inc., one of the wireless companies. They had alleged that T-Mobile had placed charges from third-party vendors on consumer mobile phone bills without the consumers' permission ("cramming"). The settlement requires T-Mobile to provide at least \$67.5 million for refunds to consumers who were billed for third-party services without their consent. The Federal Trade Commission (FTC) will administer the refunds.

The charges may have been listed as monthly charges as high as \$9.99 per month on the T-Mobile bill. These charges frequently were for "premium" text message services (PSMS) – for example, horoscopes, trivia and sport scores – that the consumer never heard of or requested.

If you are or were a T-Mobile customer and believe that you are the victim of cramming, you can submit a refund claim, find information about refund eligibility or request a free account summary at:

<http://www.t-mobilerefund.com>

If you have any questions about the refund process or your eligibility for a refund, you may contact the Refund Administrator:

1-855-382-6403

Consumer agencies have been urging federal or state action to stop the practice of "cramming" by wireless telephone companies for several years. These companies have allowed third-party companies to use the wireless bill to collect charges. Federal and state agencies have received thousands of consumer complaints that they are being billed for services or products they did not order or authorize. For individual consumers, it has been a time-consuming and frustrating ordeal to get their complaints addressed and the charges removed.

For more information:

<http://www.oag.state.md.us/Press/2014/100814.html>

Also check out the online comments of the People's Counsel on wireless cramming:

<http://programs.wypr.org/podcast/wireless-cramming-and-consumer-advocacy-wednesday-july-10-1-2-pm>

*Maryland Office of People's Counsel  
6 St. Paul Street, Suite 2102  
Baltimore, MD 21202  
410-767-8150  
[www.opc.state.md.us](http://www.opc.state.md.us)  
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