

ConsumersUnion®

THE ADVOCACY DIVISION OF CONSUMER REPORTS

September 27, 2018

Dear Congresswoman Eshoo,

Congress can and should play a role to address the problem of skyrocketing company-imposed fees in cable and internet service provider (ISP) bills. As such, Consumers Union is pleased to support your bill, the “TRUE Fees Act” introduced by you today. This legislation is simple, straightforward, and effective. It would address the out-of-control fees problem in the telecommunications marketplace by requiring service providers to advertise the *total price* of a service that includes *all* fees comprising the monthly service charge for services rendered.

If passed into law, the TRUE Fees Act would deliver much-needed transparency to the billing practices of cable operators and ISPs. We fully endorse this approach which is similar to the final rule the Department of Transportation (DOT) issued in 2011 to protect consumers from runaway airline fees. The “Full Fare Advertising Rule” for airlines requires that airline pricing include all mandatory taxes and fees, making it easier for passengers to determine the full price of their air transportation.¹ Applying that remedy to the media marketplace with limited exceptions would represent a huge victory for consumers who are weary of all the fees being charged by MVPDs.

Consumers Union looks forward to working with you and your staff to help advance the TRUE Fees Act through Congress and into law. Please do not hesitate to contact us should you have any questions or would benefit from our assistance.

Sincerely,



Jonathan Schwantes
Senior Policy Counsel

¹ 49 U.S.C. § 41712; *see also* 14 C.F.R. § 399.

