

California creates cell-phone fraud unit

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California regulators Thursday approved a special unit to investigate fraud allegations in the cell-phone industry.

The state Public Utilities Commission voted 3-2 in favor of a series of proposals designed to protect consumers, including creation of a fraud unit that will field complaints from consumers and investigate alleged violations of regulations.

"The commission found that plenty of laws and regulations exist, but what was lacking was timely complaint resolution and enforcement of the law," said Commissioner Rachel Chong.

The fraud unit will routinely meet with law-enforcement agencies in order to compare notes and coordinate enforcement activities.

Other measures approved by the PUC include expanded consumer education programs to inform wireless users about their rights and the latest changes in service features.

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