

GAO: FCC must improve wireless industry oversight

December 10 2009

(AP) -- Federal regulators receive tens of thousands of customer complaints about wireless services every year, but don't do enough to follow up or to protect consumers who have problems with their mobile carriers, government auditors have found.

In a report released Thursday, the [Government Accountability Office](#) said the [Federal Communications Commission](#) needs to ramp up oversight of the wireless industry and do a better job of enforcing consumer protection rules.

The GAO report comes almost four months after the [FCC](#) opened a series of inquiries into wireless industry practices, including an examination of so-called "truth-in-billing" rules, which require phone companies to clearly describe charges on consumer bills.

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Citation: GAO: FCC must improve wireless industry oversight (2009, December 10) retrieved 3 May 2024 from <https://phys.org/news/2009-12-gao-fcc-wireless-industry-oversight.html>

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