

## FTC says AT&T misled customers with unlimited data

October 28 2014, by Jennifer C. Kerr



AT&T is being sued by the government over allegations it misled millions of smartphone customers about its unlimited data plans.

The Federal Trade Commission says AT&T failed to adequately disclose to customers that it would reduce data speeds if they went over a certain amount of data use in a billing cycle. The practice, known as throttling, slows down things like web browsing, GPS navigation or watching streaming videos.

The FTC alleges that AT&T began throttling customers on unlimited



data plans in 2011.

According to the complaint filed in federal court in San Francisco, about 3.5 million consumers have been affected. The commission says some customers had their data speeds slowed by nearly 90 percent.

© 2014 The Associated Press. All rights reserved.

Citation: FTC says AT&T misled customers with unlimited data (2014, October 28) retrieved 11 July 2024 from <a href="https://phys.org/news/2014-10-ftc-att-misled-customers-unlimited.html">https://phys.org/news/2014-10-ftc-att-misled-customers-unlimited.html</a>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.