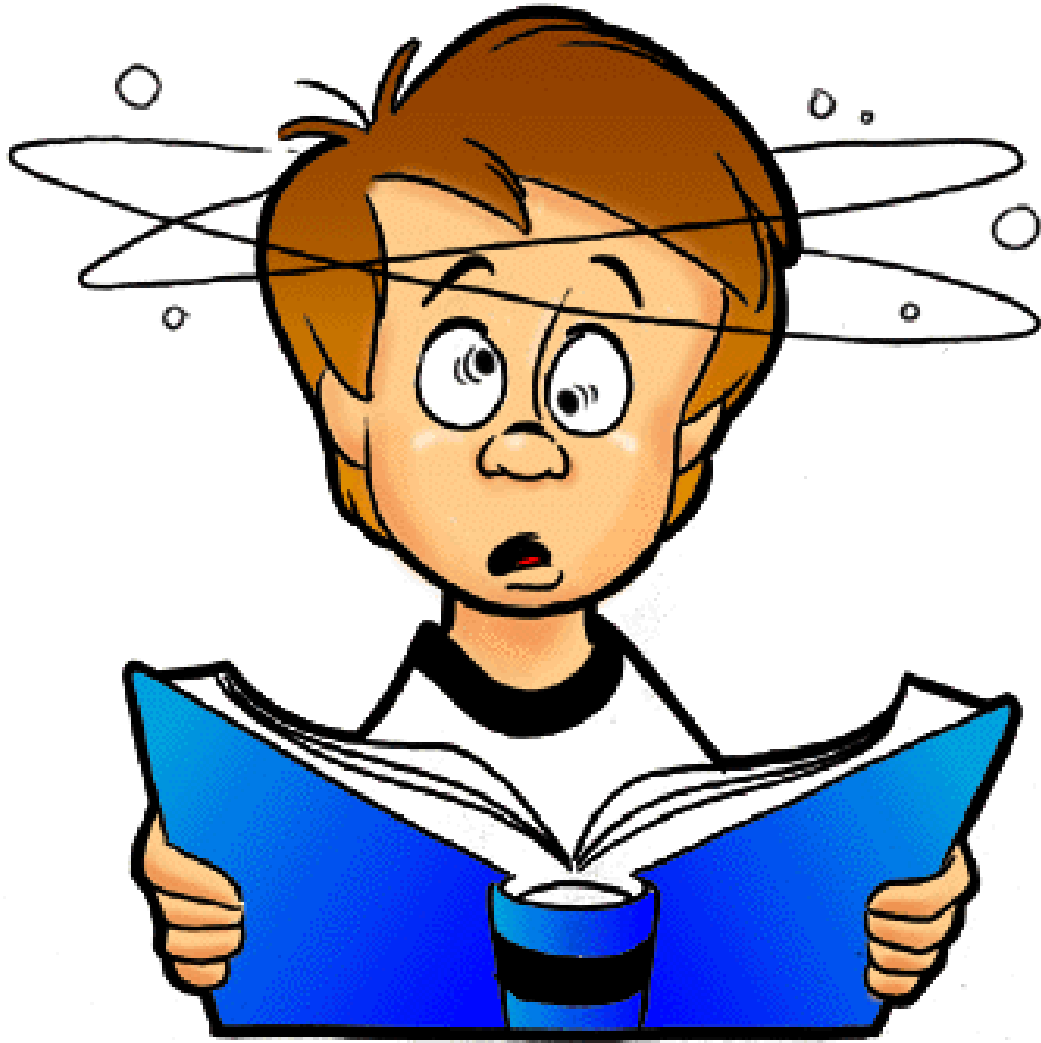


Unauthorized “Third Party Charges”

California
Public
Utilities
Commission





Tips You Should Know

- Be smart about buying services billed to your phone bill
- Your phone company may allow you to buy items or services from other companies and bill them to your phone bill
- Before you buy, make sure you understand what you are buying, the price, and any conditions placed upon it



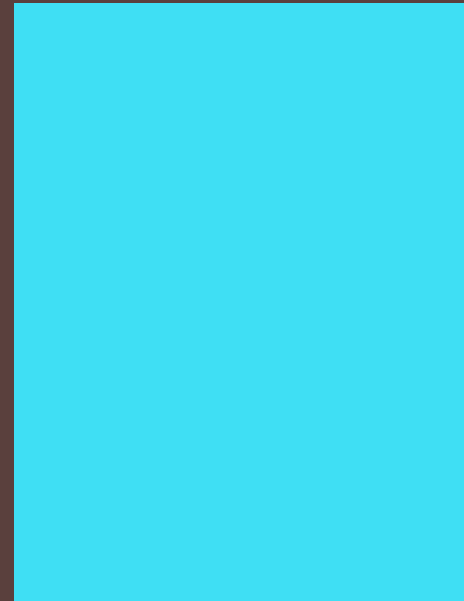
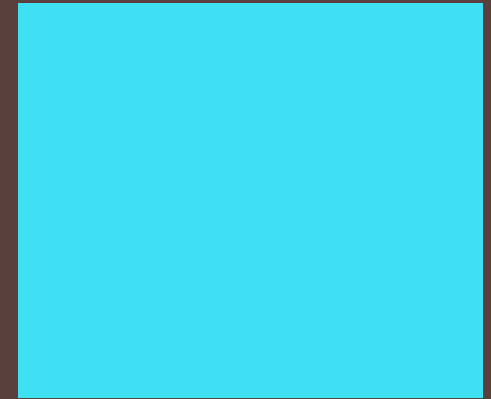
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Buying services over the internet

- Some items can be ordered from the internet and billed to your phone bill
- Understand what you are purchasing and its price before you buy

Do not allow others to purchase services with your phone

- You may be responsible if you let someone use your cell phone to buy something.
- If you don't want someone to make purchases with your cellphone, make sure you tell them not to buy anything with your phone



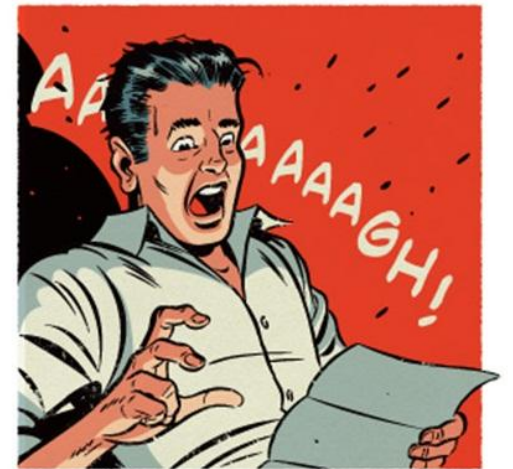
You may block charges from appearing on your bill

- All phone companies must offer free blocking of most third party charges
- If you have more than one cell phone billed on your plan, you must tell the company which phone or phones you want blocked



Check your bill to be certain that charges were authorized

- Check if you were billed for third party services
 - If you were, make sure that the services were ordered by you or someone you authorized
- Make sure you were charged correctly
- If you did not authorize them, contact your phone company immediately



\$45

Extended plans available

8GB

*First 8GB at high speeds, then at
2G**

MORE DETAILS

What to do if you have prepaid or pay-in-advance cell service

- Prepaid or pay-in-advance cell service operates differently than other kinds of cell services
- Some of them require you to place money in a special account for such purchases
- Contact your company for details

59

to-Refill

BASIC

\$30

Unlimited Texts

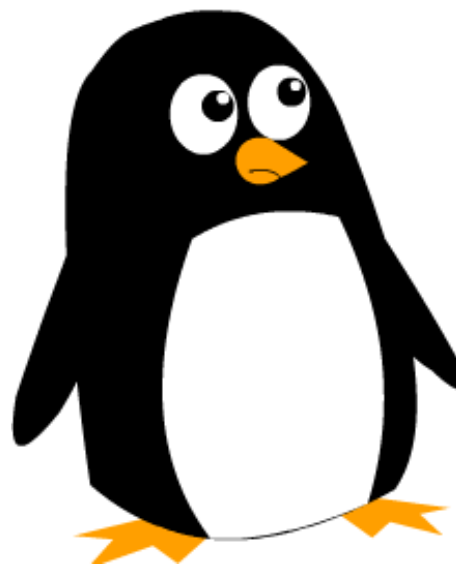
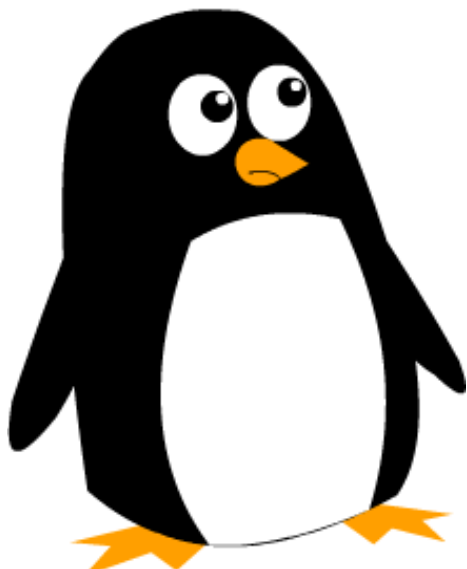
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more data w/
Auto-Refill

Safe procedures for buying services with your cell phone

- Buying services with your cell phone may be as simple as selecting an “app” from an online market and pressing the word “buy”
 - A. Before you buy, follow the instructions closely and scroll through the entire screen to read all the information
 - B. After you press “buy,” you may be asked again if you want to buy the product by responding to some type of order confirmation
 - C. Test your newly purchased service as soon as possible and check that it is billed correctly





Questions?

**For any questions contact your local TEAM
organization for assistance:**

(714)481-9600

Thank you !

Created by: Intern Jonathan Lucas 2018