

In the case of the roaming charges for Jordan Webster, I've researched his account and have been able to breakdown the events that led to his billing of over \$16,000 in roaming charges in less than a week's time. Roaming is a value added service offered for the convenience of customers and IT&E's rates are consistent with those of the majority of carriers in the US.

While we try to advise the customer promptly when excessive heavy data usage occurs, this is a problem faced by all carriers that offer roaming services. Although we are not aware of the specifics of use in this instance, high data usage may be incurred while downloading and watching movies or other large streaming activities. For your reference, an average movie download is between 1-1.5 GB. Additionally, many users install smart phone applications which may automatically request data such as weather information when it is available, even while roaming. Heavy data usage creates problems for all carriers.

Our roaming call details are extracted from Syniverse who gets the information provided to them by our roaming partner in the United States mainland.

According to our records, Mr. Webster's data roaming began on Friday, December 16, 2011 and continued through Wednesday, December 21. When IT&E was made aware of Mr. Webster's excessive roaming charges through an alert report from Syniverse, we immediately notified our customer by SMS and suspended the service on the same day to prevent him from incurring additional data charges.

Shown below is the breakdown of Mr. Webster's usage for that period, which also includes the adjusted rate and adjustment made to the account.

Please see the table below:

	Kbytes used	Charges	Adjusted rate	Adjustment
16-Dec	3,545	35.45	10.64	(24.82)
17-Dec	531	5.31	1.59	(3.72)
18-Dec	221,977	2,219.77	665.93	(1,553.84)
19-Dec	777,394	7,773.94	2,332.18	(5,441.76)
20-Dec	188,452	1,884.52	565.36	(1,319.16)
21-Dec	417,951	4,179.51	1,253.85	(2,925.66)
	1,609,850	16,098.50	4,829.55	(11,268.95)

On Jan 12, 2012, a customer service representative emailed our internal Management Information Systems department (MIS) to inquire about the accuracy

of Mr. Webster's roaming data charges. MIS confirmed with the representative that the data charges reflected in the bill which you were provided by Mr. Webster were accumulated from Dec. 16 - 21. The IT&E customer service representative called Mr. Webster and left a message on his voicemail.

On Jan 13, Mr. Webster went to IT&E's Micronesian Mall location to inquire about his roaming charges. The IT&E customer service representative informed him that the charges were accurate, at which time Mr. Webster inquired about a discount or a payment plan.

Mr. Webster was directed to IT&E headquarters in Harmon where he spoke with our Customer Service managers who subsequently approved a credit adjustment (reduction) of \$11,268.95 to Mr. Webster's bill. Mr. Webster agreed to satisfy the remaining balance of \$4,829.55 with a series of \$500 monthly payments.

At this time IT&E will be unable to reduce Mr. Webster's bill further as the remaining balance represents amounts which include the cost of charges from our roaming partner in the mainland.

At the time of purchase, IT&E customer service representatives inform all customers (civilian and military) that voice, data and SMS roaming charges are accrued at a higher rate while travelling off-island as opposed to their regular local voice, data and SMS plan charges. IT&E makes the matter of roaming rates particularly clear to our country's servicemen who avail of our services at our Andersen Air Force Base location.

As a result of Mr. Webster's situation, IT&E has sought to further increase our customers' awareness of the potential for unintentional roaming charges by adding the following verbiage to our Wireless Service Application:

*“*Many phones, especially Smart Phones, automatically transmit and receive data. Roaming users are advised that you can incur charges even though no services are intentionally used. For roaming advice and options please contact Guam 922-4483 (4ITE) and the CNMI 682-4483 (4ITE). IT&E offers different value plans to help you enjoy and manage your usage at the most affordable cost to you.”*

In addition to the changes made to our application, IT&E is producing a roaming guide that we hope will avoid situations like Mr. Webster's going forward.

Prior to any travel outside of your service area, place a call to your wireless service provider and inquire about roaming rates and service availability in your respective destination, or check these rates on line. A two-minute call to the local phone company or researching on line could save the customers thousands of dollars.

Applications on Smart Phones installed by customers often request data from networks without customers being aware, such as weather data. We advise customers to turn off the data capability on their wireless devices when roaming to avoid charges.