

**STATEMENT OF
COMMISSIONER JESSICA ROSENWORCEL**

Re: *Neon Phone Service, Inc.*, File No. EB-TCD-17-00023719.

Fraudsters who exploit consumer phone bills deserve no quarter. With today's Notice of Apparent Liability, we propose a penalty of nearly \$4 million on Neon Phone Service for engaging in all sorts of ugly behavior: switching consumers' service providers without their consent, sticking unwanted charges on consumer bills, and lying to the Commission. These charges are serious, but they are not unique, because they are part of a pattern of similar behavior by others associated with Neon Phone Service, some of whom previously have been subject to multiple Commission enforcement actions.

When do we say enough is enough?

I believe Neon Phone Service deserves due process under the law. But I also believe the Commission should go further to stop these bad actors from engaging in this same fraud again. This agency should use every tool we have at our disposal to stop wrongdoers in their tracks and prevent them from repeating these scams. When entities repeatedly violate our universal service rules, the Commission suspends and debars them from participation in agency programs. It is time for the Commission to take a fresh look at its authority so it can put in place similar policies here—and stop fraudulent actors before they cheat any other consumers.