

wgntv.com/news/wgntv-cub-cellphone-charges-oct11,0,1484549.story

WGN

Watchdog: Illinoisans are paying too much for cell phone service

Citizens Utility Board offers ways to save on phone bill

Bill Kissinger, Julian Crews

WGN News

1:16 PM CDT, October 11, 2010

CHICAGO

If you own a cell phone in Illinois, you may be overpaying an average \$359 on your bill every year.

The Citizen's Utility Board (CUB) analyzed more than 400 cell phone bills to see where people are being overcharged.

CUB President David Kolata says many companies peddle plans that don't meet the needs of the caller.

Kolata says companies often sell customers more minutes than they need, preying on consumers' fears of paying expensive penalties for overage charges.

CUB also found that some customers were getting billed for weekend and nighttime minutes that are suppose to be free.

Other unnecessary fees include phone insurance, directory assistance and roadside assistance.

CUB says phone companies should be offering rewards plans to unused minutes.

CUB has also set up a website (cubcellphonesaver.com) that allows consumers to upload their cell phone bills to see where they might be overpaying for service.

Copyright © 2010, [WGN-TV, Chicago](http://www.wgntv.com)

advertisement

Get your Free guide Now!

SOLUTIONS FOR YOUR REMODELING & WINDOW OR PATIO DOOR REPLACEMENT PROJECT

YOUR GUIDE TO REMODELING & REPLACEMENT

MARVIN
Windows and Doors

The advertisement features a stack of three booklets titled 'YOUR GUIDE TO REMODELING & REPLACEMENT' by Marvin Windows and Doors. The top booklet shows a modern interior with large windows and a patio door. The Marvin logo, which includes a yellow rose, is prominently displayed at the bottom right of the ad.