

## Regarding Cell Phone Carriers Charging for Conference Calling

**ALERT:** For those who use T-Mobile or Metro PCS or other cell phone carriers that are being charged for calling into **freeconferencecall.com**. Please read the following information.

This is a message from JoAn who is a member of the Rosary Conference Call whom contacted both T-Mobile and freeconferencecall.com to resolve this issue.

This is the information from [freeconferencecall.com](http://freeconferencecall.com) on how to stop being charged for conference calls.

See how not to get charged any longer and added steps with the FCC.

I called T-Mobile for the 9th time and they told me that there is NO PLAN. T-Mobile offers that will not charge for conference calls. They have assured me and will do a follow up that I will no longer be charged.

----- Forwarded message -----

From: Alexis Vos <avos@freeconferencecall.com>  
Date: Thu, Dec 29, 2016 at 2:59 PM  
Subject: FreeConferenceCall Customer Care  
To: joan.karkos@gmail.com

We understand the inconvenience this is causing and are here to help you find the best solution. Regarding the issue you are currently encountering when you try and connect into your conference line.

The message you are hearing is from your service provider, T-Mobile/Metro PCS.

Recently T-Mobile/Metro PCS began charging certain customers for calls made to [FreeConferenceCall.com](http://FreeConferenceCall.com).

We want to assure you that our promise remains the same: [FreeConferenceCall.com](http://FreeConferenceCall.com) is still free and will always remain free for our loyal customers.

Although we cannot fix this issue, because we are not causing it, we understand that this is extremely inconvenient to you and your participants; we want to assist you wherever possible.

You can use our backup number as a temporary work around and you should not receive a prompt from T-Mobile/Metro PCS for payment. Our backup number is **(518) 333-1522**, follow the prompts to enter the original conference dial in number and access code to connect to our conference line.

Also note: Your service provider is regulated by the **Federal Communications Commission** (FCC), which takes customer complaints seriously. The more complaints they receive, the quicker they will work to resolve the issue with T-Mobile/Metro PCS.

In order to help expedite a return to normal service, you might like to fill out the FCC complaint form (below) under Phone Issues, please use drop down option: Billing.

[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=39744](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=39744)

Please do not hesitate to reach out to us at any time if we can be of further assistance in this regard.

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