

AT&T fined \$60M for misleading with 'unlimited' plans

November 5 2019, by Tali Arbel



In this July 18, 2019, file photo, is an AT&T retail store in Miami. AT&T will pay \$60 million to settle the government's allegation that it misled customers of unlimited-data plans by slowing down service for heavy users. The Federal Trade Commission said Tuesday, Nov. 5, that AT&T will automatically provide partial refunds to customers who signed up for unlimited wireless plans before 2011. (AP Photo/Lynne Sladky, File)

AT&T will pay \$60 million to settle the government's allegation that it misled customers of unlimited-data plans by slowing down service for heavy users.

The Federal Trade Commission said Tuesday that AT&T will automatically provide partial refunds to customers who signed up for unlimited wireless plans before 2011.

The FTC sued AT&T in 2014 for not clearly letting customers know that if they used up a certain amount of data, AT&T would slow their speeds so much that web browsing was almost impossible. It said then that AT&T had throttled at least 3.5 million customers.

The agency says AT&T is required to say prominently if data speeds or amounts are restricted.

Today, AT&T's [website](#) says it may slow speeds of unlimited plans after a certain amount of data is used.

© 2019 The Associated Press. All rights reserved.

Citation: AT&T fined \$60M for misleading with 'unlimited' plans (2019, November 5) retrieved 9 April 2024 from <https://techxplore.com/news/2019-11-att-fined-60m-unlimited.html>

<p>This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.</p>
--