

SunCom cellular phone service has been not allowing customers to terminate plans after the one year contract was up. They are wanting to charge fees around \$250.00 even though the one year contract was up. They also tried to charge \$250.00 for a \$35.00 phone when someone tried to let another person take over the plan. Another issue is that SunCom's billing department charges callers for minutes that should be included in the plan minutes. I had to call every month to get an adjustment made on the account because they "accidentally" made an error in the computer. It was a chronic problem that they promised to fix every month. I have experienced this problem at both my office and on my home account. I feel this is fraudulent billing and needs to be investigated.