

FTC/Apple Settlement Twitter Chat

On January 15, 2014, FTC staff participated in a Twitter chat following the FTC's announcement of a settlement with Apple Inc. for unauthorized in-app purchases. Hashtag for the event was #AskFTC, and we tweeted from our @FTC account.

Note: Tweets in their original order (they're reversed here for ease of reading), and without handles redacted remain publicly available on Twitter at www.twitter.com/FTC.

Tweets

Do you have your questions ready about the #Apple settlement with the FTC? Staff will take your Qs in less than 10 mins. Use #AskFTC.

Learn more about FTC Twitter Chats here: <http://go.usa.gov/Z6rG> #AskFTC #Apple #Tech
Expand

Hi this is Duane Pozza. I'm an FTC attorney working on the Apple matter. Looking forward to your questions. #AskFTC

Send me your questions now! #AskFTC #tech #Apple

Q1 RT [REDACTED] Can you explain how the \$32.5 million refund total was reached? #AskFTC

A1 As our complaint notes, consumers incurred millions of \$ of unauthorized charges - \$32.5M min amount Apple must pay in refunds. #AskFTC

I'm here until 3pm EST answering ?s about FTC's settlement w/Apple. Read press release for more case info: <http://go.usa.gov/ZHMF> #AskFTC

Q2 RT [REDACTED] What exactly is the refund for? #AskFTC

A2 Apple will give full refunds for in-app charges by minors incurred without authorization. #AskFTC

Q3 RT [REDACTED] Apple doesn't make apps, developers do. Why blame or charge Apple? Doesn't seem fair. #AskFTC

A3 Complaint & proposed order focus on the in-app billing process that Apple controls. #AskFTC

Q4 RT [REDACTED] Apple CEO Tim Cook said the FTC's involvement in this matter "smacked of double jeopardy." What is your response? #AskFTC

A4 Under settlement, Apple will change practices to get informed consent for all in-app charges, which is still ongoing issue. 1/2 #AskFTC

A4 2/2 FTC settlement will also ensure full refunds to all consumers affected by unauthorized in-app charges at any time. #AskFTC

Q5 MT [REDACTED] You should get a refund! I wonder if the @FTC has an application to get one? #AskFTC

A5 After order becomes final, Apple will send email notices to consumers, who can request refunds directly from Apple. #AskFTC

Q6 MT [REDACTED] How closely has FTC examined in-app purchases on Android & Windows Phone? Are those implementations satisfactory? #AskFTC

A6 Can't comment on any other biz. Key principle in both mobile & non-mobile is that cos must get informed consent for charges. #AskFTC

Q7 RT [REDACTED] What else is Apple going to do that they have not done already? #AskFTC

A7 Apple will change its in-app billing practices to get informed consent for all in-app charges & also provide full refunds. #AskFTC

Q8 RT [REDACTED] #AskFTC Hi. Can you describe how iOS in-app purchase process differs from Android? Would be good for context. Thank you

A8 I can't comment on the specific business practices of other companies. #AskFTC

Thanks for the questions so far. I've got about 20 more minutes if you have any other questions about the FTC/Apple settlement. #AskFTC

Q9 MT [REDACTED] #AskFTC shouldn't parent just not give kid the password? Or better supervise? Why does fed gov have 2 intercede?

A9 Complaint says Apple didn't give parents sufficient info, in particular about 15 min window, for them to consent to every charge. #AskFTC

Hi all, I'm going to begin to wrap up if there are no more questions... #AskFTC

The Business Center Blog post discusses that biz shouldn't charge consumers without their informed consent: <http://go.usa.gov/Z6Bd> #AskFTC

Parents can learn more about in-app charges here: <http://go.usa.gov/Z6Zz> #AskFTC #mobile #Apple #tech #consumertips

Thanks for all the questions! Here again is a link to the FTC press release on the Apple settlement: <http://go.usa.gov/ZHMF> #AskFTC