

FEDERAL TRADE COMMISSION  
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FEB 3 2014

COMMISSIONER BRILL January 27, 2014

Commissioner Julie Brill  
Room H-328  
Federal Trade Commission Headquarters  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(202) 326-2626

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FEB 03 2014

FTC CRC

Dear Commissioner Brill,

After reading the recent FTC press release on the Apple settlement, I tried to submit a comment for consideration before the February 14<sup>th</sup> public comment deadline... but the site failed to work properly. Below this letter, I attached my comments, along with the site page where I tried to make the comments on the FTC settlement and also attached some print outs of the page and the error that I got when I tried to submit the online comment.

I find it a little frustrating, as a consumer, after "mentally applauding" the FTC for their actions to be unable to do such a basic thing. Then I tried to find a way to email the office(s) of one of the commissioners... I found no way to do so, no official website page(s), no consolidated physical mailing address.

I only found Twitter accounts to follow... and online biographies. Then after digging around and finding the FTC WhitePages and the FTC Organization Directory I found what I think is your mailing address (i.e. room number) and based on the position of Commissioner along with the "H" determined that the mailing address would be the FTC Headquarters.

[www.ftc.gov/sites/default/files/attachments/contact-federal-trade-commission/whitepages.pdf](http://www.ftc.gov/sites/default/files/attachments/contact-federal-trade-commission/whitepages.pdf)

[www.ftc.gov/sites/default/files/attachments/contact-federal-trade-commission/orgdirectory33.pdf](http://www.ftc.gov/sites/default/files/attachments/contact-federal-trade-commission/orgdirectory33.pdf)

I can only imagine the volume of communication that an FTC Commissioner receives. But I think in this Digital age, and the importance of the FTC Commissioners' role, it only makes sense for each Commissioner to have an official office homepage with a "contact us" link or a general office inbox/email address.

Thank you for taking the time to read this and for standing up for the consumer.

Sincerely,

Josh Stein

Comment submission page: <https://ftcpublic.commentworks.com/ftc/appleconsent>

Got to from: <http://www.ftc.gov/news-events/press-releases/2014/01/apple-inc-will-provide-full-consumer-refunds-least-325-million>

**Comment**

*Last year I got an email notice that looked like it was SPAM/Phishing. It did not come from apple.com or itunes.com - rather it came from a fake looking site routed via another site... and I ignored it.*

*from: Apple In-App Purchase Litigation Administrator  
[administrator@itunesinappurchasesettlement.com](mailto:administrator@itunesinappurchasesettlement.com) via no155.com*

*reply-to: Apple In-App Purchase Litigation Administrator  
<[noreply@itunesinappurchasesettlement.com](mailto:noreply@itunesinappurchasesettlement.com)>*

*When I saw news of the recent FTC settlement with a real FTC announcement I looked back for that email I remembered -- and of course the Apple date has already gone by for submitting a claim (it was January 13 2014)*

*The FTC settlement has a deadline date of March 31 2014 -- does this mean that Apple needs to allow people to submit a claim until that date?*

*Apple should also have to use a notification system and email format that DOES NOT look like an email Phishing for personal information.*

*I also went to Apple's website and searched for "settlement", "settlement claim", and "itunes settlement claim" and got nothing... A consumer should be able to go to the Apple website and see very visible and clear information regarding the settlement -- from the Apple home page.*

*It shouldn't be a game of guessing if information is real or where to find it.*