



William H. Johnson
Senior Vice President
Federal Regulatory and Legal Affairs

1300 I Street, NW, Suite 400 West
Washington, DC 20005
Phone 202.515.2492
Fax 202.336.7922
will.h.johnson@verizon.com

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Ex Parte

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Protecting the Privacy of Customers of Broadband and Other Telecommunications Services, WC Docket No. 16-106

Dear Ms. Dortch:

On June 23, 2016, Karen Zacharia, Kathy Zanowic, Catherine Hilke, and I from Verizon met with Matt DelNero, Lisa Hone, and Melissa Kirkel from the Wireline Competition Bureau and Jennifer Tatel from the Office of the General Counsel to discuss the Commission's broadband privacy proceeding. During the meeting, we described the process Verizon uses when developing privacy notices. We also explained how and when those privacy notices are made available to consumers as well as the qualities that help make a privacy notice effective, such as brevity and the use of plain language. We explained that notice requirements detailing exactly what language must be included in privacy notices as well as when and how those notices must be provided to customers could undermine the effectiveness of consumer notices and subject consumers to privacy notices from broadband providers that are lengthy, unclear, and confusing.

Sincerely,

cc: Matthew DelNero
Lisa Hone
Melissa Kirkel
Jennifer Tatel