

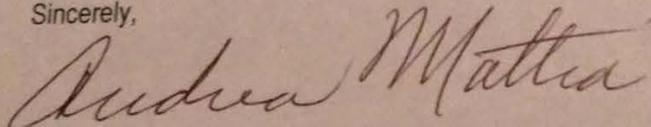
Dear Ms. Bowers:

This letter is confirmation of receipt of the above referenced complaint from Mr. William Carlson. It was received by the FCC and forwarded to Verizon Wireless on April 9, 2015. Mr. Carlson stated in his correspondence that he purchased the Motorola Nexus 6 from a source other than Verizon Wireless. He alleges that while he was able to connect it to Verizon Wireless' network, he is not able to manage his "My Verizon" account services online, nor is he eligible for additional discounts with the device.

To date, the only version of the Nexus 6 that has been certified for operation on the Verizon Wireless network is the version with Verizon Wireless installed software. While Google has confirmed for Verizon Wireless that the Nexus 6 hardware is the same for all domestic Nexus 6 devices, the software installed by Google in the device varies between carriers. Further, Google does not currently have a way to deliver Verizon Wireless software to a Nexus 6 device on which a different carrier's software was originally installed by Google. Accordingly, Mr. Carlson's Nexus 6 device is not approved for use on the Verizon Wireless network. While inserting a compatible SIM card that is already active on the Verizon Wireless network into Mr. Carlson's Nexus 6 device may allow it to be used on the Verizon Wireless network, such a procedure is not authorized by Verizon Wireless because the software on the device would remain the software for another carrier.

Verizon Wireless sincerely regrets any inconvenience incurred while resolution was sought in this matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Mr. Carlson have any questions or concerns, he may call me at (240) 568-1389 between 8:00 AM - 5:00 EST, Monday - Friday, or he may contact Customer Service at 800-922-0204.

Sincerely,

A handwritten signature in cursive script that reads "Andrea Mattia".

Andrea Mattia-Analyst
National Executive Relations

Cc: Mr. William Carlson