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April 19, 2010

Ex Parte

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

Re: Consumer Information and Disclosure, CG Docket No. 09-158

Dear Ms. Dortch:

On April 16, 2010, Tamara Preiss and Donna Epps of Verizon and Jerry Karnick of Verizon Wireless met with Mark Stone, Deputy Chief of the Consumer & Governmental Affairs Bureau, and Michael Jacobs, also of CGB, to discuss issues in the above-captioned proceeding.

We explained the many ways that Verizon Wireless discloses its early termination fees (ETFs) to customers both prior to and after purchase. The attached documents were provided to illustrate disclosure in stores, on-line, and at the time of purchase.

This letter is being filed electronically pursuant to Section 1.1206 of the Commission's Rules. Please contact me should you have any questions.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Tamara Preiss".

Attachments

cc: Mark Stone (via e-mail)
Michael Jacobs (via e-mail)

LG enV[®] 3

\$129⁹⁶
**BEST
 VALUE!**

Phone with Essential Bundle. A \$30 savings!†

Vehicle Charger • Headset • Case / Cover

Includes phone at \$79.99 (\$129.99 2-yr price less \$50.00 mail-in rebate debit card), and Essential Bundle at \$49.97. New 2-year activation req'd.



Removable
Memory Card



Visual Voice Mail



GPS



Global Ready™
In over 40 Countries



3G
Multimedia
Phone

- Full, Compact QWERTY Keyboard for Fast Messaging
- 3.0 Megapixel Camera
- HTML Web Browser
- V CAST Music with Rhapsody (Subscription, Wireless & PC Downloads)*
- Mobile Email*
- VZ Navigator®, turn-by-turn directions*
- Bluetooth® Stereo Support
- Hearing Aid Compatibility = M4

*See Sales Rep for details/charges.

\$175 ETF with 1- or 2-yr agreement. Requires voice plan with data pak \$9.99 or higher. For list of Global Ready countries, visit www.vzw.com/goglobal.

**Phone
Only**

\$79⁹⁹

Phone with new 2-Year Agreement† \$129.99
 Save w/ Mail-in Rebate Debit Card* -\$50.00

Phone Price \$79.99

\$299.99 Full Retail Phone Price
 \$199.99 With new 1-Year Customer Agreement

† \$20 fee applies to Annual Upgrades

*Rebate also available with 1-year agreement

†† Compared to buying each accessory in the bundle separately

DROID by Motorola

\$249⁹⁶
**BEST
 VALUE!**

Phone with Essential Bundle. A \$30 savings!^{††}

Vehicle Charger • Headset • Case / Cover

Includes phone at \$199.99 (\$299.99 2-yr price less \$100.00 mail-in rebate debit card), and Essential Bundle at \$49.97. New 2-year activation req'd.



Wi-Fi



Email



Global Ready™
 In over 40 Countries



Smartphone



Advanced Device

- Premium HTML Web Browser
- 16GB microSD™ Card pre-installed
- 5.0 Megapixel Camera
- Google Maps with Latitude*
- Visual Voice Mail*
- Skype mobile™ Capable*
- Bluetooth® Stereo Support
- Hearing Aid Compatibility = M3/T3

*See Sales Rep for details/charges.

\$350 ETF with 1- or 2-yr agreement. Requires voice plan with data pak \$29.99 or higher. DROID is a trademark of Lucasfilm Ltd. and its related companies. Used under license. For list of Global Ready countries, visit www.vzw.com/goglobal.

**Phone
 Only**

\$199⁹⁹

Phone with new 2-Year Agreement† \$299.99
 Save w/ Mail-in Rebate Debit Card* -\$100.00

Phone Price \$199.99

\$559.99 Full Retail Phone Price
 \$369.99 With new 1-Year Customer Agreement

† \$20 fee applies to Annual Upgrades

*Rebate also available with 1-year agreement

††Compared to buying each accessory in the bundle separately

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ALL A855DROID 040110



Compare up to 3 phones

Samsung Saga™

★★★★☆ [617 Reviews](#)

- Camera 2.0 Megapixel
- Bluetooth
- QWERTY Keyboard
- Touch Screen
- Windows Mobile OS
- Requires data pkg \$29.99 or higher
- **Early Termination Fee \$350 (1 yr/2 yr contracts)**

Full Retail Price
Price with 2yr contract
Online Discount

Your Price

1 ▾

Add to Cart

[+ Add to Wish List](#)



Compare up to 3 phones

BlackBerry® Pearl™ Flip 8230 smartphone

★★★★☆ [476 Reviews](#)

- Bluetooth
- Mobile Broadband Capable
- Music Player
- Visual Voice Mail
- VZ Navigator
- Requires data pkg \$29.99 or higher
- **Early Termination Fee \$350 (1 yr/2 yr contracts)**

Full Retail Price
Price with 2yr contract
Online Discount

Your Price

1 ▾

Add to Cart

[+ Add to Wish List](#)



Compare up to 3 phones

Palm® Pixi™ Plus

★★★★☆ [120 Reviews](#)

- Palm webOS
- Camera 2.0 Megapixel
- Bluetooth
- QWERTY Keyboard
- Touch Screen
- 3G Mobile Hotspot
- VZ Navigator
- Requires data pkg \$29.99 or higher
- **Early Termination Fee \$350 (1 yr/2 yr contracts)**

Full Retail Price

Your Price with 2yr contract

1 ▾

Add to Cart

[+ Add to Wish List](#)

[Buy the Palm® Pixi™ Plus and Get One](#)
with 2yr activation per phone

R E C E I P T

VERIZON WIRELESS
221 Tilton Rd
Northfield, NJ 08225-1211
(609)383-2100

Order Location: 00263 01 #72958
Order Type: PS
Receive Location: 00263 01 Register: 10
03/26/2010 10:42 ET ertmgr - ENC

MDN: [REDACTED]

Calling Plan:
NATIONWIDE TALK & TEXT UNLIMITED ANYTIME-
MINUTES \$89.99 0110

Date of Activation: 03/26/2010

Contract End Date: 03/26/2012
EARLY TERMINATION FEE: UP TO \$175
Static IP Address:

Included Features:

CALLER ID
BUSY TRANSFER
3-WAY CALLING
CALL DELIVERY
CALL WAITING
NO ANSWER TRANSFER
CALL FORWARDING
TXT MSG W PER MSG CHARGES
UNL NIGHT & WEEKEND MIN \$0
M2M NATIONAL UNLIMITED - \$0
BASIC VOICE MAIL - \$0
UNL TEXT MESSAGING

Selected Features:

STREAMLINED BILLING - \$0
GENERAL IP ADDRESS - MB PLANS
NATIONALACCESS ROAM-MB
DATA PACKAGE 25MB-EMAIL \$9.99
OTA SOFTWAREUPDATE-\$0.00
UNL PICTURE/VIDEO MSG
MOBILE WEB FOR MB PLANS

Insurance:
DECLINE INSURANCE - \$0

Mtn: [REDACTED]

Esn: [REDACTED]

Items :
WAR6002 1 YR. MFG. WARRANTY

Items received:
PLAN/FEATURE BROCHURE
WELCOME GUIDE

Taxes & surcharges apply & may vary.
Federal Universal Service Charge of 14.1%
of interstate & int'l telecom charges
(varies quarterly based on FCC rate)
and a \$.07 Regulatory Charge and \$.92
Administrative Charge per line/month are
our charges, not taxes.

** A G R E E M E N T **

I understand that if I am porting in
my phone number from another service
provider, I may owe that provider an
early termination fee and other
charges, and I understand that, during
the porting process, the ability for
me to receive calls, including return
calls from 911 personnel, will not be
available.

I AGREE TO THE CURRENT VERIZON
WIRELESS CUSTOMER AGREEMENT (CA),
INCLUDING THE CALLING PLAN, (WITH
EXTENDED LIMITED WARRANTY/SERVICE
CONTRACT, IF APPLICABLE), AND OTHER
TERMS AND CONDITIONS FOR SERVICES AND
SELECTED FEATURES I HAVE AGREED TO
PURCHASE AS REFLECTED ON THE RECEIPT,
AND WHICH HAVE BEEN PRESENTED TO ME BY
THE SALES REP. AND WHICH I HAD THE
OPPORTUNITY TO REVIEW. I UNDERSTAND THAT
I AM AGREEING TO AN EARLY TERMINATION
FEE PER LINE AS REFLECTED ON THIS
RECEIPT, LIMITATIONS OF LIABILITY FOR
SERVICE AND EQUIPMENT, SETTLEMENT OF
DISPUTES BY ARBITRATION AND OTHER MEANS
INSTEAD OF JURY TRIALS AND OTHER
IMPORTANT TERMS IN THE CA.

Account Owner Signature:

[REDACTED]
Thank You



PHPS0026301000072958