



February 23, 2011

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 Twelfth Street, SW  
Washington, DC 20554

Re: *Ex Parte* Notice  
CG Docket Nos. 10-207 and 09-158 (Bill Shock)  
CC Docket No. 98-170 (Truth in Billing)

Dear Ms. Dortch,

On February 22, 2011, I met with Joel Gurin, Rebecca Hirselj, Mark Stone, Nancy Stevenson, Kurt Schroeder, William Freedman, Michael Jacobs, and Arthur Scrutchins of the Consumer and Governmental Affairs Bureau; Matthew Warner of the Wireline Competition Bureau; and Joel Tanbenblatt, Nicole McGinnis, and Christina Clearwater of the Wireless Telecommunications Bureau.

In general, I expressed the view that disclosure – for all communications industries - will allow consumers to make better and more informed choices as to services and plans they need. Additionally, I explained that standardized disclosure requirements and other baseline consumer protections will enable consumers to better compare and contrast plans and services.

More specifically, we discussed point-of-sale disclosures, billing disclosures, overage alerts. For example, I explained that ETFs are a vital part of disclosure, but more importantly it is not clear to consumers how ETFs relate to the product and service they are purchasing. I also stated that providers should be more transparent about the cost of service after a promotional period has ended. Additionally, I suggested that carriers should be more transparent about what a customer's final bill will actually be so that consumers are not surprised by higher bills because they were unaware of any additional taxes and fees. I stated that carriers should provide easy-to-use tools and alerts so that consumers are aware of their usage and do not risk paying additional charges.

Additionally, with respect to any cost-benefit analysis, I stated the benefit of empowering consumers with information that could save them costs and provide other public interest benefits outweighs the cost of providing standardize disclosures and protections.

**Consumers Union**  
**D.C. Office**  
1101 17<sup>th</sup> St. NW, Suite 500  
Washington, DC 20036  
202.462.6262  
202.265.9548 (fax)

We also discussed the best format in which to provide disclosures to consumers. I stated that the Open Technology Institute had previously submitted in CG Docket No. 09-158 and GN Docket No. 09-51, an example of how the most basic and essential information could be provided. I also stated that more detailed information should be available to customers who may prefer more detailed information.

Pursuant to Section 1.1206(b) of the Commission's rules, 47 C.F.R. §1.1206(b), this letter is being filed electronically with your office today.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Parul P. Desai".

Parul P. Desai