



T-Mobile USA, Inc.
401 9th Street, NW Suite 550
Washington, DC 20004

March 2, 2011

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

Re: Notice of *Ex Parte* Presentation
CG Docket No. 09-158 - Consumer Information and Disclosure
CC Docket No. 98-170 - Truth-in-Billing and Billing Format

Dear Ms. Dortch:

Yesterday, T-Mobile USA, Inc. (“T-Mobile”) representatives Luisa Lancetti, Indra Chalk, along with Kelsey Joyce and Dave Charles (who participated by phone), and I met with Arthur Scrutchins, John B. Adams, Lynn Ratnavale, Bill Freedman, Nancy Stevenson, Michael Jacobs, Kurt Schroeder, and Rebecca Hirselj (who participated by phone) of the Consumer and Governmental Affairs Bureau, Katie Costello of the Media Bureau, and Joel Taubenblatt of the Wireless Telecommunications Bureau to discuss consumer information and disclosure requirements.

We discussed T-Mobile’s outstanding record of retail and customer service, explaining that we cannot be successful unless we help consumers make informed choices prior to purchasing T-Mobile products and services and maintain a high level of satisfaction once these consumers become customers. We provided an overview of disclosures we make in our advertising and at point-of-sale, online, and on bills. We explained how our retail sales representatives are trained to right-fit potential new customers by asking a series of questions about how and when they use their phones, the Internet, text messaging, and social networks, and by performing a personal coverage check to determine whether T-Mobile’s voice and data coverage fits their needs. We touched on the variety of devices, plans, and promotional offers available to our customers. Finally, we explained how, as part of the sales process, our retail sales representatives make disclosures regarding early termination fees and other fees, surcharges, and taxes, plan details, our return policy, and other applicable terms and conditions and also require written customer acknowledgment of material terms and conditions. We also briefly discussed our privacy and cramming policies. We distributed a copy of the attached presentation at the meeting.

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Pursuant to Commission rules, please include this notice in the dockets referenced above.

Respectfully submitted,

/s/

Kathleen O'Brien Ham,
Vice President, Federal Regulatory Affairs

cc: Arthur Scrutchins
John B. Adams
Lynn Ratnavale
Bill Freedman
Nancy Stevenson
Michael Jacobs
Kurt Schroeder
Rebecca Hirselj
Katie Costello
Joel Tanbenblatt