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March 14, 2011

## **Ex Parte**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: CG Docket No. 10-207**

Dear Ms. Dortch:

On March 11, 2011, Catherine Hilke of Verizon Wireless and Ann Berkowitz of Verizon Communications spoke with Colleen Heitkamp of the Consumer and Governmental Affairs Bureau and David Tannenbaum of the Office of General Counsel.

During the discussion, we detailed the following usage management tools Verizon Wireless offers customers:

- Verizon Wireless sends a text message to handset customers who have exceeded or are trending to exceed their monthly domestic voice, messaging, or data allowances on or around the 20<sup>th</sup> day of their billing cycle.
- Verizon Wireless sends an email and/or a text message to Mobile Broadband customers who use VZAccess Manager, which allows Mobile Broadband customers to connect to the Internet on their laptop or netbook, when they reach 50%, 75%, 90%, and 100% of their monthly data allowance. In addition, each time a customer launches VZAccess Manager, that customer will be provided with their most recent data usage information for that billing cycle, including the end date of that billing cycle.
- Verizon Wireless allows handset customers to control voice and messaging usage for any or all lines on their account through Usage Controls. Customers who subscribe to Usage Controls (for \$4.99/line/month) may set thresholds on the number of voice minutes and/or messages that may be used each month. Once these thresholds are reached, chargeable voice and messaging is stopped. Customers, however, may establish trusted

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numbers for which calls and messages may always be sent and/or received, even if the predetermined threshold has been met. In addition, Verizon Wireless sends a free text message to the user when the user is within 15 minutes or messages of her threshold and to the account owner and the user when thresholds have been reached. Verizon Wireless began offering Usage Controls in August 2008.

- The company provides customers access to their voice, messaging, and data usage information online at My Verizon through usage meters that depict usage during each billing cycle.
- Consumers can access usage information by calling #MIN or #DATA on their devices.
- Customer care representatives can provide customers with voice, messaging, and data usage information and review alternative service plans that may better match customers' individual usage needs.
- With respect to international usage, Verizon Wireless notifies customers when their handsets register with a cell site in a foreign country. In addition, Verizon Wireless notifies customers when they incur \$50, \$200, \$500, \$2000, and every \$1500 thereafter in international data roaming charges. Customers may obtain detailed information regarding the costs associated with international services on Verizon Wireless' website and by calling customer service. Customers also may proactively control their international data usage directly by shutting off data services through the settings menu on their handset when travelling internationally, thereby preventing inadvertent international data roaming. Indeed, the global data roaming setting on all new devices currently being sold by Verizon Wireless is set to off, requiring customers to proactively change their settings to obtain data services in foreign countries.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Anne D. Burkot". The signature is written in a cursive, flowing style.

cc: Colleen Heitkamp  
David Tannenbaum