



T-Mobile USA, Inc.  
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Washington, DC 20004

March 15, 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. 10-207: Empowering Consumers to Avoid Bill Shock  
CG Docket No. 09-158: Consumer Information and Disclosure

Dear Ms. Dortch:

Yesterday at the Commission's request, T-Mobile USA, Inc. ("T-Mobile") representatives Luisa Lancetti, Kelsey Joyce, Dave Charles, and Indra Chalk had a telephone conference with Lynn Ratnavale of the Consumer and Governmental Affairs Bureau and David Tannenbaum of the Office of General Counsel to discuss the types of alerts T-Mobile provides for users of its voice, text, and data plans and to its disabled users.

We briefly discussed the types of alerts T-Mobile provides – which alerts are sent by default, which alerts are customer initiated and which alerts consumers must purchase, as well as the alerts we send to our customers traveling overseas. First, we discussed our data plans. We emphasized that most T-Mobile customers choose unlimited data plans and, since they incur no overage charges, do not receive overage alerts. The first time that a pay-per-megabyte ("MB") data subscriber accesses the Internet via a mobile device, the subscriber receives a notification that usage will be charged according to the applicable data plan, and a text message then is sent to notify the account holder (who could be a different person) that the device was used for Internet access. In addition, customers who are on our available plans that have a limited number of megabytes, such as our 200 MB postpaid plan, receive SMS messages notifying them that they have used 80% and 100% of their allotments, and the SMS message at 100% indicates that overages are now being incurred. Customers also receive text alerts when they have used five gigabytes in a billing cycle. Customers receive these alerts as close to real time as technical limitations allow. Note that for usage that occurs while the customer is roaming, we are dependent upon our roaming partners to provide us with usage information timely. T-Mobile is currently unable to measure the amount of data that is being used while the customer is in a session; a customer streaming a video, for example, would not receive an alert until after the customer had ended the particular data session. We do not shut off data service automatically when a customer reaches his or her allotment.

We then touched on our usage alerts for voice and messaging. We noted that almost every T-Mobile phone launched in the last two years has been pre-loaded with free "My Account" software feature that is accessible from the main menu of the device that enables users to access

account information, and among other things, receive free minutes usage alerts, payment reminders, billing summaries, and other service-related information. T-Mobile actively encourages subscribers to practice account management from their handsets to give them more control of their accounts. We mentioned that our subscribers can access minutes used, text message usage, and balances from their handsets by dialing #MIN# (#646#), #MSG# (#674#), and #BAL# (#225#), respectively.

We described our Family Allowances Feature, which for \$4.99 per month, allows the authorized account holder of a “family plan” to assign allowances for minutes, messages, and downloads to all the lines on the account, and to restrict usage during certain times of the day. Customers with this service who are on lines designated as “parent” lines automatically receive SMS alerts when a “child” line reaches a limit set via the Family Allowances too.

In addition, for subscribers who travel internationally, we discussed the fact that T-Mobile sends a free text message when their devices register with a foreign wireless network. This message alerts subscribers that charges while roaming overseas are higher for voice, data, and email applications, and that they can use a variety of options (*e.g.*, altering their settings to turn on/off their international data roaming capabilities and/or calling T-Mobile for applicable rates) to minimize incurring additional charges.

In October 2010, T-Mobile launched a service to further eliminate any possible bill confusion relating to international data roaming charges. Specifically, T-Mobile sends additional text messages to subscribers when they have incurred \$50, \$100, \$200 and \$500 worth of international data roaming charges, again providing additional information to those subscribers to better monitor their usage and control costs. In November 2010, T-Mobile also joined the FreeMove Alliance, an alliance between various international mobile providers that helps provide multinational enterprise customers with advanced solutions to manage their employees’ international roaming expenditures.

Finally, we described how for individuals with hearing disabilities, T-Mobile offers devices typically equipped with a vibrating alert when a text message is received, and for individuals who are blind or otherwise visually impaired, a number of Android and other Smartphone devices are equipped with built-in or easily downloadable screen readers to facilitate accessibility of text information. In addition, T-Mobile’s Android and certain Blackberry models provide text-to-speech capabilities. Near real-time usage information is also available via the abbreviated dialing mechanisms described above, which, like T-Mobile’s other voice telephony services, are accessible for the blind and visually impaired. Finally, as noted above, T-Mobile’s usage monitoring features also can be managed online in most instances, and T-Mobile has made significant efforts in recent years to ensure that their retail and consumer websites are accessible for this and other purposes and will continue to do so.

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

Respectfully submitted,

/s/

Indra Sehdev Chalk

Senior Corporate Counsel, Federal Regulatory Affairs

cc: Lynn Ratnavale  
David Tannenbaum