

March 16, 2011

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

Re: Notice of Ex Parte Communication
CG Docket Nos. 09-158, 10-207

Dear Ms. Dortch,

On March 15, 2011 I spoke with Ms. Helen Keefe in the International Team for Ofcom. Also on the call was David Tannenbaum of the FCC.

Ms. Keefe provided some recollections about the experience of UK consumers and mobile service providers regarding the recent EU regulations requiring notifications to prevent bill shock for consumers using data services internationally. Ms. Keefe noted that many operators found a 12 month implementation period to be tight, particularly smaller networks and MVNOs. Once the measures were implemented, operators expressed satisfaction with the reduction in cases of bill shock. One UK operator chooses to apply the measure to roaming elsewhere in the world as well (it is only mandated for roaming in the EU), and various operators are developing other instruments like dashboards to show consumption.

Ms. Keefe also shared that consumer complaints regarding bill shock arising from international data overages within the EU were lower since the implementation of the EU's regulation.

Finally, we discussed various issues associated with the EU regulation including whether to require notifications for MMS transactions, whether to include machine to machine connections, whether to include prepaid customers, how to treat corporate accounts.

In addition, Ms. Keefe provided a list of consumer surveys from around the EU where questions on roaming were included as part of a broader survey.

Respectfully submitted,

Ellen Satterwhite
Consumer and Governmental Affairs Bureau
Federal Communications Commission