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April 1, 2011

**Via Electronic Submission**

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

Re: CG Docket 09-158, Consumer Information and Disclosure  
CG Docket 10-207, Empowering Consumers to Avoid Bill Shock

Dear Ms. Dortch:

On March 30, 2011, Pamela Papner, Matthew Haymons, Kimberly Gold, William Roughton and Celia Nogales of AT&T met with Joel Gurin, Mark Stone, Colleen Heitkamp, Richard Smith, Arthur Scrutchins of the Consumer and Governmental Affairs Bureau and David Tannenbaum of the Office of General Counsel regarding the proceedings indicated above.

AT&T responded to a number of staff questions regarding third party applications that could be helpful to consumers in dealing with surprises on their monthly bills. Staff asked about the advantages and disadvantage of encouraging consumer to use these apps. AT&T shared its position that some of the advantages of these post-market applications are their immediate availability, real time provisioning of data, low cost, and the capability to be individually customized to meet consumer account management needs. Some of the disadvantages for consumers include inaccuracies during the configuration stage, privacy, security and the limitations of availability only to Smartphones. AT&T also reiterated that our Terms of Service/Wireless Customer Agreement which is available to all customers includes a section entitled "How Does AT&T Calculate My Bill" that discloses and explains how charges are developed. In addition, AT&T discussed its belief that pay-per-use customers may be more likely to encounter unanticipated charges on their monthly bills rather than those on a plan (which is the focus of this proceeding).

As to international alerts, AT&T staff discussed the development of our data usage alert systems for international roaming customers and the challenges in refining our systems such that the alerts are helpful and not annoying to customers. We reviewed our policy of automatically re-rating the voice and data use of customers near the Canadian and Mexican borders (border-bleed over) from international to domestic.

Respectfully submitted,

A handwritten signature in cursive script, reading "Celia Magales".

Cc: Joel Gurin  
Mark Stone  
Colleen Heitkamp  
Richard Smith  
Arthur Scrutchins  
David Tannenbaum