



May 11, 2011

Marlene Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Re: *Ex Parte* Notice
CG Docket Nos. 10-207 and 09-158 (Bill Shock)

Dear Ms. Dortch,

On May 10, 2011, I spoke with Joel Gurin of the Consumer and Governmental Affairs Bureau and David Tannenbaum of the Office of General Counsel. I stressed the importance of quickly adopting rules that would address "bill shock," especially in light of a new survey conducted by *Consumer Reports*® magazine.

The survey is consistent with *Consumer Reports*' previous finding that one in five consumers has experienced an unexpected charge on their cell phone bill. The survey also found that more than half of consumers experienced an unexpected charge in a single month under \$30 and 38% experienced an unexpected charge of \$30 or more. The survey also found that 65% would like to be notified before they reach their plan limits, while 61% said they supported a government rule requiring notification. Attached are the full results of the survey.

Pursuant to Section 1.1206(b) of the Commission's rules, 47 C.F.R. §1.1206(b), this letter is being filed electronically with your office today.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Parul P. Desai".

Parul P. Desai

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