



July 29, 2011

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: "Need for Speed" Information for Consumers of Broadband Services, CG  
Docket No. 09-158, WC Docket No. 04-36, CC Docket No. 98-170**

Dear Ms. Dortch:

On July 28, 2011, Dan Reed and Paula Boyd of Microsoft spoke by phone with Walter Johnston, Chief, Electromagnetic Compatibility Division, Office of Engineering and Technology, and Deborah Broderson, Legal Advisor, Consumer and Governmental Affairs Bureau, about information consumers might find useful in understanding their broadband service.

In addition to speed, Mr. Reed highlighted the importance of latency and aggregate bandwidth. Mr. Reed noted that certain communications including human-to-human or human-to-device interactions like online gaming and VoIP are particularly sensitive to latency and jitter and in some instances the end-to-end latency may be more important than the bandwidth. For example, 50 milliseconds of *round-trip* latency is all that can be tolerated in some games. Mr. Reed noted that while jitter and latency are important, they are more challenging to understand than speed and it will take some consumer education to highlight their importance.

Mr. Reed shared that the monthly aggregate bandwidth needs of consumers are rising and with the availability of increasingly bandwidth intensive applications it will be important for consumers to understand the total bandwidth that is available for use in a given month under a provider's broadband offering. Mr. Reed stated that as consumers have increasingly richer online experiences, it will be important that basic broadband offerings evolve and keep pace with the increased demand. The megabytes available per month increasingly matter and are as important as instantaneous speeds – especially as typical U.S. households consume more content over broadband connections.

Pursuant to the Commission's rules, a copy of this notice is being filed electronically in the above-referenced dockets. If you require any additional information please contact the undersigned.

Sincerely,

*/s/ Paula H. Boyd*

Paula H. Boyd

Cc: Walter Johnston  
Deborah Broderson