

July 26, 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 26, 2011, Paul Lafontaine of the Office of Strategic Planning & Policy Analysis, Bill Freedman, Associate Bureau Chief, Consumer and Governmental Affairs Bureau, and I spoke with Parul Desai, Communications Policy Council, Consumers Union, about the type of advice that the FCC might give to consumers to help them better understand the results of the broadband performance test project.

Ms. Desai suggested that any guidance on speed requirements to consumers should include information about the requirements to use Voice over Internet Protocol (VoIP) and voice service.

In addition, Ms. Desai noted that consumers should be aware that, in addition to download speeds, upload speeds and the performance of broadband service are becoming increasingly important, particularly as more consumers use cloud-based services to share information and back up their documents and files. She also stated that consumers should be aware that some broadband providers may be moving to usage-based billing, or may impose data limits on services, which include the aggregate number of bytes uploaded as well as downloaded.

According to Ms. Desai, consumers may be unaware of distinctions between basic, moderate, and high bandwidth applications. In addition, Ms. Desai suggested that consumers need more education on what latency is and how it might affect consumers.

The parties also discussed results of a Consumers Union survey on expected bill increases, which followed up on an *ex parte* presentation from Consumers Union from earlier this year.

Sincerely,

Ellen Satterwhite
Consumer Policy Advisor
Consumer and Governmental Affairs Bureau
Federal Communications Commission