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September 7, 2011

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

**Re: Notice of *Ex Parte* Presentation  
Empowering Consumers to Avoid Bill Shock, CG Docket No. 10-207**

Dear Ms. Dortch:

Yesterday, T-Mobile USA (“T-Mobile”) representatives Kathleen O’Brien Ham, Luisa L. Lancetti, and I met with Sherrese Smith, Amy Levine, and Jessica Almond of FCC Chairman Genachowski’s office to discuss the “bill shock” proceeding referenced above. Kelsey Joyce and Dave Charles participated by phone from T-Mobile’s Bellevue, Washington office.

As detailed in the attached presentation, we discussed the many ways in which T-Mobile helps customers access usage information and manage their voice, text, and data services accounts. We explained the variety of tools our customers have to monitor balances and avoid exceeding plan limits and how we disclose these tools at point of sale, online, and in other ways. We also mentioned our account personalization features that allow customers to set limits and enable content and data blocking and the various alerts purchasers of limited and unlimited voice and data plans receive, as well as those we send to our customers when they travel overseas.

Pursuant to Section 1.1206 of the Commission’s rules, we are filing this letter electronically. Please let us know if you have any questions.

/s/

Indra Sehdev Chalk  
Principal Corporate Counsel, Federal Regulatory Affairs

cc: Sherrese Smith  
Amy Levine  
Jessica Almond