



July 12, 2012

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

Re: *Ex Parte* disclosure pursuant to 47 CFR § 1.1206(b) in CG Docket Nos. 10-207 and 09-158 (Bill Shock) and CC Docket No. 98-170 (Truth in Billing)

Dear Ms. Dortch:

On July 10, the following individuals met with Bill Freedman, Kris Monteith, Deborah Broderson and Howard Parnell of the Consumer and Governmental Affairs Bureau: Corrine Yu and Cheryl Leanza, The Leadership Conference on Civil and Human Rights; Parul Desai and Alex Schneider, Consumers Union; Mike Scurato and Brenda Villanueva, National Hispanic Media Coalition; Jason Lagria, Asian American Justice Center; and Lisa Bennett, National Organization for Women. We met to discuss the Commission's new portal to help consumers with voluntary alerts to avoid bill shock.

We emphasized the importance of the alerts to communities of color who rely extensively on mobile communications and who do not want to be subject to surprise costs related to those devices. The groups represented and others of our allies in the civil rights and media rights communities were pleased to see the Commission's efforts with the portal and are enthusiastic about using Commission information to educate our constituencies, particularly in October when the agreement becomes operative. Mr. Scurato and Mr. Lagria detailed a few suggestions to make the portal even more useful.

- It is not readily apparent that the links are live and connect to carrier web sites;
- It would aid consumers to list company social media contacts, including twitter handles, to enable consumers to resolve concerns directly with carriers in the most efficient manner possible;
- Since there is significant empty space in the portal, add more information about how consumers can use existing tools to check their current usage—this would be particularly useful for companies who do not yet offer alerts or a full complement of alerts;
- Many consumers would benefit from portal information in languages other than English – for example Asian Americans comprise 17 million people in

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Karen McGill Lawson

the US and 30 percent of them have low English proficiency—some of the civil rights organizations might be able to assist with translation.

In addition, we expressed our appreciation of the fact that the portal could be streamed or embedded in external web sites offering opportunities for other ways to present the information to consumers. We also suggested the Commission make it clear how consumers could provide the Commission with updated information about the utility of the voluntary standards to assist the Commission in evaluating the efficacy of the voluntary code as it continues to monitor consumers' needs. We encouraged the Commission to update the record, particularly in April once the full voluntary code is completely implemented, and to be alert for areas in where consumers may fall through the cracks. In particular, we discussed the needs of the remaining customers who are not covered by the voluntary agreement because their provider is not party to the agreement or because they would require alerts in a language other than English.

Sincerely,



Cheryl A. Leanza
Leadership Conference on Civil and Human Rights