



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

September 28, 2010

OFFICE OF
THE CHAIRMAN

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

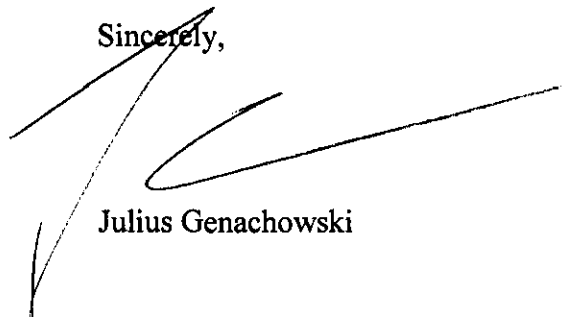
Dear Senator Klobuchar:

Thank you for your letter sharing your thoughts with me about wireless service providers' use of Early Termination Fees (ETFs) and the Commission's recent "bill shock" initiative to help consumers avoid unexpected charges on their cell phone bills. I appreciate your support for the Commission's recent actions, and your leadership in introducing the Cell Phone Early Termination Fee Transparency and Fairness Act of 2009.

Transparency and disclosure are central to the Commission's examination into ways of empowering consumers to make informed decisions at all stages of the purchasing process for communications services. In particular, the Commission is working proactively to eradicate consumer confusion surrounding unexpected charges, ETFs, and other issues facing wireless consumers. Our most recent effort is the *Public Notice* released in May by the Commission's Consumer and Governmental Affairs Bureau seeking possible solutions for "bill shock." The Commission also has requested information on ETFs and "bill shock" as part of the 15th Report on the State of Mobile Wireless Competition inquiry.

Commission staff is reviewing the comments and information submitted to date in response to these proceedings and initiatives, and we will include your letter as part of that review. I look forward to working with you further on these important matters. Please let me know if you have any additional questions or concerns.

Sincerely,



Julius Genachowski

Thank you
for your
leadership.
Julius