



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

January 21, 2011

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

Dear Senator Klobuchar:

I very much appreciate your most recent letters discussing the need for more transparency and clarity in wireless service billing. Your thoughts on this important subject are very helpful and will be included in the records and considered as part of the Commission's review of its Consumer Empowerment Agenda.

I am proud of the action the Commission is taking to protect and empower American consumers. One of our most fundamental responsibilities is to ensure that consumers are fully informed in the billing process and that they are charged only for services they have requested. We continue to evaluate the best ways in which to effectively achieve these goals, including through our August 2009 *Notice of Inquiry* and the recent *Bill Shock NPRM*.

I look forward to continue working with you on these important matters. Please let me know if you have any additional thoughts or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Julius Genachowski", written over a horizontal line.

Julius Genachowski