



FEDERAL COMMUNICATIONS COMMISSION

June 14, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Charles Schumer
United States Senate
313 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Schumer:

Thank you for your letter requesting that the Commission look into the growing issue of stolen smartphones. Thanks to your leadership, on April 10, 2012, we were able to announce a broad-based, five step approach to addressing this problem. As a result of our work together and with police commissioners and chiefs from New York, DC, Philadelphia and other cities, industry leaders have committed to support the PROTECTS Initiative, a five point action plan to:

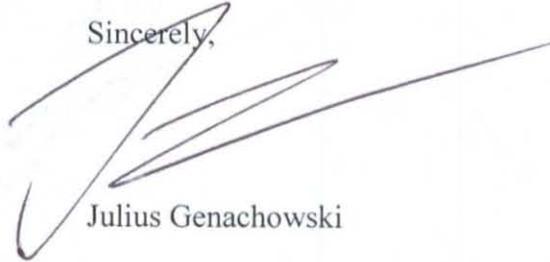
- **Implement a database to prevent use of stolen smartphones.** Within six months, when Americans call their participating wireless provider and report their wireless devices stolen, their provider will block that device from being used again. This system will be rolling out globally using common databases across carriers over the next 18 months.
- **Encourage users to lock their phones with passwords.** Smartphone makers will notify and educate users in the most highly visible ways—through messages on the smartphone itself and through “Quick Start” user guides—about how to use passwords to deter theft and protect their data.
- **Educate users on lock/locate/wipe applications.** Wireless providers will directly inform their customers about how to find and use applications that enable customers to lock/locate/and wipe smartphones remotely.
- **Undertake a public education campaign on how to protect your smartphone and yourself.** The wireless industry will launch a campaign, with media buys, to educate consumers on how to protect their smartphones and themselves from crime.
- **Meet progress benchmarks and ongoing dialog.** The wireless industry will publish quarterly updates and submit them to the FCC on progress on these initiatives.

In addition, the FCC is committed to remain vigilant in this area. We will continue to engage the public safety community and wireless carriers in an ongoing dialog with regular meetings to ensure that the most effective technological processes are in place to deter smartphone theft and data exposure. The first follow-up meeting is planned for the end of June.

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Again, thank you for raising awareness about this growing problem, and for fighting for a solution. I am pleased we were able to work together with stakeholders for a positive outcome. The FCC will serve as a resource on your important legislation that would make manipulation of the handset International Mobile Equipment Number a crime.

Sincerely,

A handwritten signature in black ink, consisting of several fluid, overlapping strokes that form a stylized representation of the name Julius Genachowski.

Julius Genachowski