



FEDERAL COMMUNICATIONS COMMISSION

September 21, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Steve Israel
U.S. House of Representatives
2457 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Israel:

Thank you for your letter regarding password-protected voicemail for mobile phones. I appreciate your bringing this matter to my attention and have directed the Acting Chief of Staff of the Consumer and Governmental Affairs Bureau to respond. I am pleased to provide the enclosed letter addressing your concerns.

If you have any additional questions or need any further assistance, please do not hesitate to contact me.

Sincerely,

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

Julius Genachowski

Enclosure



Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554



September 21, 2012

Control No. 1200685

The Honorable Steve Israel
U.S. House of Representatives
2457 Rayburn House
Washington, D.C. 20515

Dear Congressman Israel:

Thank you for your June 4, 2012, letter urging the Commission to work with wireless carriers to make password-protected voice mail an industry standard for mobile phones. We appreciate your views and agree that this issue raises important privacy considerations for wireless consumers.

The protection of consumer privacy is a fundamental goal of the Commission. As Chairman Genachowski has confirmed, the use of passwords to access voice mail enhances privacy protections to consumers. Many wireless providers have made such passwords mandatory. We fully support and encourage this practice. We recognize, however, that not every wireless carrier follows this standard. In these instances, we share your concern that wireless carriers clearly and conspicuously inform consumers about the risks surrounding voice mail security and the steps they need to take to protect their privacy interests. I can assure you that your letter will be given full consideration by the relevant Bureaus and offices at the Commission in the interest of ensuring that the privacy interests of consumers are protected.

We appreciate your interest in this matter. Please do not hesitate to contact me if I can be of further assistance.

Sincerely,

Michael Carowitz
Acting Chief of Staff
Consumer and Governmental Affairs Bureau