

July 1, 2015

The Honorable Thomas E. Wheeler, Chairman
Federal Communications Commission
445 12th Street Southwest
Washington DC, 20554

Dear Chairman Wheeler,

Today, CTIA and its participating members are pleased to announce fulfillment of the Smartphone Anti-Theft Voluntary Commitment¹ at no cost to consumers. This was a major commitment of the entire mobile ecosystem including operators, handset manufacturers, and operating system providers. We are proud as an industry to come together to offer these enhanced features that will help deter theft and protect the investments made by millions of consumers in their smartphones.

We appreciate your letter dated June 11th 2015, recognizing the industry's continuing efforts to proactively help deter mobile device theft. I personally appreciate your leadership in convening a diverse set of stakeholders to address an important policy objective without the need for static federal mandates. We are proud of our industry's track record of stepping up to address public policy challenges.

As noted in the recent report of the FCC's Technological Advisory Council (TAC) working group on mobile device theft prevention, device thefts have declined significantly across the country, a trend that has drawn significant attention from the media including the *New York Times* and *San Francisco Chronicle*.² These declines demonstrate the very positive impact of industry solutions and consumer outreach efforts. CTIA's recent consumer research confirms significant improvement in wireless users' adoption of anti-theft features on mobile devices.³

We are proud that our voluntary commitment covers functionalities you noted in your letter, including remote lock and wipe capabilities and the ability to dial 9-1-1 when a phone is locked. All of these features are provided to consumers at no cost.

The TAC working group's endorsement of the CTIA Smartphone Anti-Theft Voluntary Commitment and existing state laws marks another key milestone in combating smartphone theft. As noted in the working group's June 11, 2015 report, when prompted to enable default anti-theft capabilities in their device, the user should have the option to affirmatively elect to disable or opt-out. Consistent with the California law, we are working to support the

¹ <http://www.ctia.org/policy-initiatives/voluntary-guidelines/smartphone-anti-theft-voluntary-commitment>.

² <http://www.sfgate.com/bayarea/article/Phone-thefts-drop-as-kill-switches-become-more-6073925.php> (Feb. 10, 2015); http://www.nytimes.com/reuters/2015/02/11/technology/11reuters-usa-smartphone-killswitch.html?_r=0 (Feb. 11, 2015); <http://sfdistrictattorney.org/index.aspx?page=407> (June 12, 2015);

<http://www.consumerreports.org/cro/news/2015/06/smartphone-thefts-on-the-decline/index.htm> (June 11, 2015).

³ <http://www.ctia.org/resource-library/press-releases/archive/more-americans-use-pins-and-passwords-to-protect-personal-data>.

“opt out” functionality, under which the consumer is prompted to enable the theft-prevention features upon the initial device setup process (while still permitting the consumer to opt out of those features if he or she desires). CTIA’s Stolen Phones Working Group, which is comprised of the industry’s leading subject matter experts, will redouble its efforts in support of the TAC working group recommendations. In addition, we will continue our consumer outreach efforts, including the use of public videos and social media to amplify our message.

The mobile industry continues to advance innovative technologies and solutions to improve device theft deterrence tools, including tackling the challenge to improve the availability of data for device theft and loss. In partnership with GSMA and other relevant industry groups, we continue to enhance the database to address the recommendations identified by the TAC working group.⁴

We extend our thanks to the TAC working group for its significant contribution to combating device theft. We look forward to continuing to work together with the Commission and all interested stakeholders on this important matter.

Sincerely,

A handwritten signature in black ink that reads "M. Baker" followed by a horizontal line.

Meredith Attwell Baker
President and CEO
CTIA – The Wireless Association

⁴ <http://transition.fcc.gov/bureaus/oet/tac/tacdocs/meeting12414/TAC-MDTP-Report-v1.0-FINAL-TAC-version.pdf>.