

October 2, 2015

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

Dear Chairman Wheeler,

Today, in response to your request, CTIA and its participating members are pleased to announce an update to the Smartphone Anti-Theft Voluntary Commitment to make it consistent with the Technological Advisory Council (“TAC”) June 2015 recommendations. The update promotes the widest possible adoption of anti-theft tools while respecting the importance of consumer choice and privacy. All smartphones from participating members will make the update available as of July 2016. This update reinforces the continued commitment by the entire mobile ecosystem including operators, handset manufacturers, and operating system providers. As an industry, we have come together to enhance our service once again at no cost to U.S. consumers.

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 multiple public policy challenges through voluntary commitments. This is the fourth commitment the wireless industry has made during your tenure. From E911 public safety to phone unlocking, our collaboration is unprecedented, and the American consumer is the beneficiary.

Specifically, CTIA’s Stolen Phones Working Group, which is comprised of the industry’s leading experts, redoubled its efforts in support of the FCC’s TAC working group recommendations. In addition, we continue our active consumer outreach efforts, including the use of public videos and social media to amplify our message.

Thanks to our collective efforts device thefts have declined significantly across the country.<sup>1</sup> These declines demonstrate the very positive impact of industry solutions and consumer

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<sup>1</sup> See, e.g., John Wildermuth & Michael Cabanatuan, *Phone thefts drop as kill switches become more common*, SFGATE (Feb. 10, 2015), <http://www.sfgate.com/bayarea/article/Phone-thefts-drop-as-kill-switches-become-more-6073925.php>; Sharon Bernstein, *Smartphone theft drops in London, two U.S. cities as anti-theft 'kill switches' installed*, REUTERS (Feb. 11, 2015), <http://www.reuters.com/article/2015/02/11/us-usa-smartphone-killswitch-idUSKBNOLF09520150211>; Press Release, City & County of San Francisco District Attorney, *Survey Finds One Million Fewer Victims of Smartphone Theft Nationwide from 2013 to 2014* (June 12, 2015), <http://sfdistrictattorney.org/index.aspx?page=407>; *Smartphone thefts drop as kill switch usage grows*, CONSUMERREPORTS (June 11, 2015), <http://www.consumerreports.org/cro/news/2015/06/smartphone-thefts-on-the-decline/index.htm>.

outreach efforts. CTIA's recent consumer research confirms significant improvement in wireless users' adoption of anti-theft features on mobile devices.<sup>2</sup> We are proud that our updated voluntary commitment aligns with the FCC's policy objectives, and look forward to continuing to work together with you, the Commission and all interested stakeholders on this important matter.

Sincerely,



Meredith Attwell Baker

President and CEO

CTIA – The Wireless Association

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<sup>2</sup> *More Americans Use PINs and Passwords to Protect Personal Data on Smartphones and Tablets in 2015 than in 2012*, CTIA (Apr. 30, 2015), <http://www.ctia.org/resource-library/press-releases/archive/more-americans-use-pins-and-passwords-to-protect-personal-data>.

# Attachment

## Smartphone Anti-Theft Voluntary Commitment

### Part I

Each device manufacturer and operating system signatory of Part I of this “Smartphone Anti-Theft Voluntary Commitment” agrees that:

A. New models of smartphones first manufactured after July 2015 for retail sale in the United States will offer, at no cost to consumers, a baseline anti-theft tool that is preloaded or downloadable on wireless smartphones that provides the connected capability to:

1. Remote wipe the authorized user’s data (i.e., erase personal info that is added after purchase such as contacts, photos, emails, etc.) that is on the smartphone in the event it is lost or stolen.
2. Render the smartphone inoperable to an unauthorized user (e.g., locking the smartphone so it cannot be used without a password or PIN), except in accordance with FCC rules for 911 emergency communications, and if available, emergency numbers programmed by the authorized user (e.g., “phone home”).
3. Prevent reactivation without authorized user’s permission (including unauthorized factory reset attempts) to the extent technologically feasible (e.g., locking the smartphone as in 2 above).
4. Reverse the inoperability if the smartphone is recovered by the authorized user and restore user data on the smartphone to the extent feasible (e.g., restored from the cloud).

B. In order to be effective, the anti-theft tools need to be widely adopted while still respecting the importance of consumer choices and privacy. New models of smartphones first manufactured after July 2016 for retail sale in the United States will, if technically necessary, make readily available to the authorized user an option that allows the authorized user to enable or disable the anti-theft solution at any time that the smartphone is connected and is in the authorized user’s possession.

In addition to this baseline anti-theft tool, consumers may use other technological solutions, if available for their smartphones.

### Part II

Each network operator signatory of Part II to the “Smartphone Anti-Theft Voluntary Commitment” commits to permit the availability and full usability of a baseline anti-theft tool to be preloaded or downloadable on smartphones as specified in this commitment.

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The following network operators, device manufacturers and operating system companies are participating in the voluntary commitment: Apple Inc.; Assurant; Asurion; AT&T; BlackBerry; Google Inc.; HTC America Inc.; Huawei Device USA, Inc.; LGE Mobile Research U. S. A., LLC; Microsoft Corporation; Motorola Mobility LLC; Samsung Electronics America, Inc.; Sprint Corporation; T-Mobile USA; U.S. Cellular; Verizon and ZTE USA Inc.

