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The Honorable Joe L. Barton
U.S. House of Representatives
2109 Rayburn House Office Building
Washington, D.C. 20515

The Honorable Edward J. Markey
U.S. House of Representatives
2108 Rayburn House Office Building
Washington, D.C. 20515

Thank you for your letter of March 29, 2011. Please be assured that T-Mobile USA, Inc. ("T-Mobile") is committed to protecting the privacy and security of the personal information of our customers. Our privacy practices are detailed in T-Mobile's Privacy Policy, which is available at www.t.mobile.com/privacy. It describes the personal information that we may collect about our customers, how we may use it, when we may disclose it, how we safeguard it, and how our customers can access their personal information and control its use.

In response to your specific questions, please find our answers below:

1. Please describe the policies and procedures your company utilizes to comply with Section 222 of the Communications Act (47 USC 222), which requires express prior authorization of the customer for use, disclosure of, or access to the customer's location information for commercial purposes.

Answer: T-Mobile has implemented a Customer Proprietary Network Information ("CPNI") Compliance Program, including sufficient operating procedures designed to ensure compliance with the FCC's CPNI rules, and we provide an annual certification of compliance with the rules as required by the Commission. Our program includes the measures mandated by the FCC to discover and protect against attempts to gain unauthorized access to CPNI. Consistent with the

FCC's rules, T-Mobile's policy is not to use, disclose, or permit access to its customers' CPNI except as permitted without customer approval or as otherwise provided in Section 222 or other legal requirements. As required by Section 222, we also do not currently use or disclose CPNI location information for any other purposes except as permitted without customer approval under Section 222 or other legal requirements (*e.g.*, to provide E911 service data or to respond to valid law enforcement requests). Moreover, T-Mobile will not in the future use, disclose, or provide access to this location information, except for such permitted purposes, without first obtaining customer approval.

Our customers also make use of customized location-based services that are often made available via device "applications," which may be provided by T-Mobile or by unrelated third-parties who create and provide applications in the marketplace. For example, by identifying the zip code of the cell tower to which the mobile device is currently connected, the weather forecast displayed on a mobile Web page can be easily customized based on current location. Similarly, a search entered on a mobile search engine can be automatically enhanced to provide the most geographically relevant results. While location information from these services is not subject to Section 222, when T-Mobile directly provides a location-based service to an end-user (*e.g.*, an app or service provided or labeled as a T-Mobile service, as opposed to a third-party application that is simply running on a T-Mobile labeled device), we provide notice and obtain end-user consent in connection with the use and disclosure of the end-user's location as required by the Best Practices Guidelines for Location-Based Services established by CTIA-The Wireless Association®. T-Mobile and other members of the wireless industry support and promote the adoption of these Guidelines by all participants in the mobile communications ecosystem, whether or not they are subject to Section 222.

2. What personally identifiable information does your company collect from its customers?

Answer: As detailed in T-Mobile's privacy policy, we collect personally identifiable information when customers sign up for and use our services, and when they e-mail, call, or otherwise communicate with us. For example, T-Mobile collects personal contact, billing, and credit information when customers sign up for voice or data services or purchase other products or services. When we provide service, T-Mobile's systems also retain information about the type and location of wireless device(s) that are used, routing, and similar details (but not content) of calls and text messages sent and received, and other data services used, such as ringtone purchases. When a Web browser accesses T-Mobile's Web sites or wireless Web pages, we automatically receive certain information, such as IP address, browser type, date and time, and the referring Web page.

3. How is this information collected (i.e., initial sign-up process, usage of mobile phone, etc.)?

Answer: See response to Question 2.

4. How does your company use customer's personally identifiable information? Does your company rent or sell the information? Does your company use personally identifiable information for marketing purposes?

Answer: We use the personally identifiable information we collect for a variety of business purposes, including, to complete transactions and bill for products and services; verify a customer's identity; respond to customer requests for service or assistance; anticipate and resolve actual and potential problems with T-Mobile products and services; create and improve products and services; suggest additional or different products or services; make internal business decisions about current and future offers; provide personalized service and user experiences; and protect T-Mobile's rights and property. We may also use personal information, consistent with our privacy policy and applicable laws, to contact our customers about other T-Mobile products, services, and offers that may be of interest. Importantly, customers may opt-out of receiving marketing communications from T-Mobile at any time. We do not sell, rent, or otherwise provide personal information to unaffiliated third-parties (parties outside the T-Mobile corporate family) to market their services or products to our customers without their consent.

5. How does your company store this information (i.e., in a form that is encrypted or otherwise indecipherable to unauthorized persons)? How long is it stored? How does your company dispose of the information? Is the information always disposed of after a customer has terminated his or her business relationship with your company? If not, why not?

Answer: T-Mobile uses a variety of physical, electronic, and procedural safeguards to protect personal information from unauthorized access, use, or disclosure. The security measures vary with the nature of the information and its relative sensitivity. Our contracts with third parties who store information for us require them to also employ such safeguards and to demonstrate their compliance. T-Mobile retains personal information for only as long as we have a business need, or as applicable laws, regulations, or government orders require. When we dispose of personal information, we use reasonable procedures to erase or render it unreadable (for example, shredding documents and wiping electronic media).

6. Other than pinpointing a customer's location for purposes of identifying the strongest signal, does your company use any other mechanisms for determining the location of a customer's mobile phone, such as how frequently the customer checks her email? If yes, what are these mechanisms and what is the purpose of each of them?

Answer: As your question suggests, whenever a mobile device is turned on and is within range of a carrier's cell tower(s), the device sends periodic signals that are read by those tower(s) and used by our network to assign radio channels and redirect calls from one tower to another as users travel from one location to another. This automatic location information is also an essential element of providing enhanced 9-1-1 service.

We do not determine the location of an end-user's mobile phone based on how frequently the customer checks his or her email or utilizes any other particular application unless, with respect to applications that T-Mobile provides, we have obtained prior affirmative end-user consent. As noted above in response to Question 1, in this regard T-Mobile follows the Best Practices Guidelines for Location-Based Services as established by the CTIA-The Wireless Association®.

7. Is it a common practice of your company to inform the customer when relevant data is being collected and how this data is being used? If not, why not?

Answer: We inform our customers through our Privacy Policy and other means when relevant data is being collected and how it is being used. Customers may access and modify contact information by visiting T-Mobile's Web site, or a T-Mobile retail store, or by contacting T-Mobile's Customer Service. We make good faith efforts to resolve requests to correct inaccurate information.

I trust this is responsive to your questions. Please do not hesitate to contact me if you would like additional information.

Sincerely,

Thomas J. Sugrue

Thomas J. Sugrue
Senior Vice President, Government Affairs