November 26, 2013

Kris Monteith, Acting Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

> **Re: CTIA Stolen Smartphones Status Update**

Dear Ms. Monteith:

On April 10, 2012, CTIA – The Wireless Association® ("CTIA"), in coordination with the Federal Communications Commission and the Major City Police Chiefs, announced a voluntary commitment by CTIA and participating wireless companies to take certain actions to help law enforcement deter smartphone theft and protect personal data.

1. Implement databases to prevent reactivation of stolen smartphones.
Wireless providers will work to initiate, implement and deploy database solutions, using unique smartphone identifying numbers, designed to prevent smartphones reported by their customers as stolen from being activated and/or provided service on their own networks. Using unique GSM smartphone identifying numbers, GSM providers will develop and deploy a database designed to prevent GSM smartphones reported as stolen from being activated or provided service. By October 31, 2012, U.S. GSM providers will implement this database so that stolen GSM smartphones will not work on any U.S. GSM network. In addition, U.S. providers will create a common database for LTE smartphones designed to prevent smartphones that are reported stolen by consumers from being activated or provided service on any LTE network in the U.S. and on appropriate international LTE stolen mobile smartphone databases. This database will be completed by November 30, 2013.

2(A). Notify consumers of features to secure/lock smartphones with passwords. By April 30, 2013, smartphone makers will implement a system to notify/inform users via the new smartphones upon activation or soon after of its capability of being locked and secured from unauthorized access by setting a password.

2(B). Educate consumers about features to secure/lock smartphones with passwords. By December 31, 2012, smartphone makers will include information

on how to secure/lock new smartphones in-box and/or through online "Quick Start" or user guides.

3. Educate consumers about applications to remotely lock/locate/erase data from smartphones. Wireless providers will inform consumers, using communications including email or text messages, about the existence of – and access to – applications that can lock/locate/erase data from smartphones. Providers will also educate consumers on how to access these applications, including those that are easy-to-find and preloaded onto smartphones. Substantial progress on this will be made by December 31, 2012, with completion by April 30, 2013.

4. Educate consumers about smartphone theft, protections and preventative measures. By July 1, 2012, the wireless industry will launch an education campaign for consumers on the safe use of smartphones and highlight solutions one through three by using a range of resources, including a public service announcement and online tools such as websites and social media.

CTIA is pleased to confirm that the global, multi-carrier, common database for LTE smartphones, has been finalized and implemented in advance of the November 30, 2013 deadline. In addition, CTIA and its participating member companies have continued to work diligently since CTIA's September 2013 status update to advance the above efforts, as highlighted in CTIA's previous quarterly reports. These initiatives include continued communications to consumers about smartphone theft, protections and preventative measures, and mobile security, including enhanced security features in devices and operating systems as well as specific notifications for security protections during device setup.

If you have any questions regarding this submission, please contact the undersigned.

Sincerely,

/s/ Brian M. Josef

Brian M. Josef

cc: Michael Carowitz
        Charles Mathias
        Elizabeth Mumaw