



April 11, 2012

The Honorable Henry A. Waxman
Ranking Member
House Committee on Energy and Commerce
2125 Rayburn House Office Building
U.S. House of Representatives
Washington, D.C. 20515-6115

The Honorable Anna G. Eshoo
Ranking Member
Subcommittee on Communications and Technology
House Committee on Energy and Commerce
2125 Rayburn House Office Building
U.S. House of Representatives
Washington, D.C. 20515-6115

The Honorable Edward J. Markey
House Committee on Energy and Commerce
2125 Rayburn House Office Building
U.S. House of Representatives
Washington, D.C. 20515-6115

Dear Representatives Waxman, Eshoo, and Markey:

I am responding to your March 23, 2012 letter to Dr. Sanjay Jha regarding mobile phone security. We welcome the opportunity to respond to your questions.

Motorola Mobility offers a number of tools that consumers can use to help prevent unauthorized access to the information on their smart phones. These tools include: 1) a password protection feature that can lock the device either automatically or manually; 2) data encryption; 3) access to applications capable of remotely locking, locating, and/or wiping their smart phone; and, 4) GPS location determination. For most of our devices, a consumer can also call the Motorola Mobility call center ([1-800-734-5870](tel:1-800-734-5870)), or, in many cases, their carrier's call center to request that the device be remotely locked or wiped. We work to keep these tools current and regularly update them based on field experience and consumer feedback. These tools are incorporated into most of our devices and are primarily targeted at safeguarding private consumer information on the devices; however, as we have learned from our recent discussions with the Federal Communications Commission (FCC) on this topic, they may have some additional value in deterring theft.

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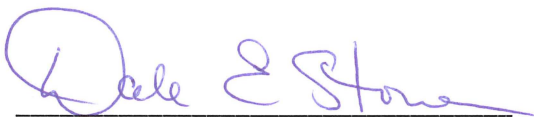
Our obligations regarding consumer privacy extend to the information we share with third parties, including law enforcement. Motorola Mobility exercises strict care in safeguarding the privacy of customer information, such as the location of a consumer's device. When authorized by the consumer and/or when presented with legally sufficient requests for assistance, we willingly cooperate with law enforcement to assist in their attempts to locate and retrieve lost or stolen phones.

Motorola Mobility has no specific expertise in assessing the theft deterrent value of approaches such as "blacklisting" or remotely disabling lost or stolen devices. Any approach that were to employ remote disabling of devices should be carefully crafted to ensure that a consumer's phone would not be inadvertently disabled, particularly at a time when it could be needed for safety or security reasons. We are not directly engaged in the activation of cell phones on carrier networks nor do we provide the systems that effect those activations and, therefore, are not in a position to comment meaningfully on the issues involved with or the value of "blacklisting."

We believe education is critical to helping consumers understand the tools they can utilize to protect their data. Our experience indicates that consumers often do not use many of the tools already incorporated in their devices. We strongly support the creation of a cooperative national educational campaign driven by the wireless industry, the FCC, and law enforcement to inform consumers about the role they can play to protect themselves and their information. We also strive to continue providing and improving tools that are effective and practical for consumers to use.

Motorola Mobility shares your desire to protect consumers and looks forward to working with you and other Members of Congress on the important issues raised in your letter.

Sincerely,



Dale E. Stone
Motorola Mobility, Inc.
Senior Vice President
Government Relations