



Office of the Chief Legal Officer

Nokia Corporation, Keilalahdentie 2-4, Espoo FI-02150. Mailing Address: P.O. Box 226, FI-00045 Nokia Group Finland

Nokia Inc., 6021 Connection Drive, Irving, TX 75039

April 11, 2012

The Honorable Henry Waxman
Ranking Member, House Committee on Energy and Commerce
2204 Rayburn House Office Building
Washington, DC 20515

The Honorable Anna Eshoo
Ranking Member, Subcommittee on Communications and Technology
205 Cannon House Office Building
Washington, DC 20515

The Honorable Edward Markey
2108 Rayburn House Office Building
Washington, DC 20515

Dear Ranking Member Waxman, Ranking Member Eshoo and Representative Markey:

Thank you for your letter of March 23, 2012 to Stephen Elop regarding the issue of smartphone theft and security. We are pleased to have the opportunity to answer your questions on what measures Nokia and the mobile phone industry are taking to address this issue. Nokia takes the safety and well-being of our customers seriously and shares your concerns about the growing trend of smartphone theft and associated violence.

In response to your specific questions:

1. What company policies and guidelines do you currently have in place that relate to cell phone theft or loss?

Nokia is committed to the safety and well-being of our customers and we cooperate with law enforcement authorities and other stakeholders to address various security issues associated with mobile phones. Our products contain features that enable our customers to secure their devices, protect their personal information and to deter theft. These include access and lock codes to secure devices from unauthorized use, which are included in all of our devices from our most basic feature phones through our most advanced smartphones. In addition to features and applications in many of our devices that permit a consumer to remotely lock and delete all data from a device after it has been stolen or lost. Instructions for using these features are included in our in-box and online user guides for our devices. Nokia Customer Care representatives are trained to instruct consumers how to activate these features and advise customers on what they should do if their Nokia device is lost or stolen. For example, advising

them to contact their operator immediately to block their account and to block their device from being used on operator networks.

2. Do you have an evaluation process to ensure that these policies keep up with advancing technologies and changing criminal tactics?

Nokia is constantly conducting research to improve all aspects of our devices and services, including safety and security. We have an on-going dialogue with relevant law enforcement authorities to discuss and share best practices on a wide range of product security issues and to address evolving criminal tactics. We are also engaged in on-going discussions with our technology partners and other industry stakeholders to ensure that the industry addresses these issues in the most effective manner possible. Within Nokia we have communities of experts in security, privacy and product development that examine these issues and share best practices across the company.

3. Law enforcement and others have suggested that the ability to disable remotely mobile devices would reduce or eliminate resale value and thus lessen the incentive for cell phone theft. What are your views on this technology as a deterrent to theft?

Nokia agrees that technologies that can remotely disable stolen or lost mobile devices can be effective in both reducing the incentive for cell phone theft and enhancing data security for end users. Nokia offers different types of theft prevention systems to remotely lock and wipe devices, depending on the operating system and technical capabilities of individual devices. This functionality is available for all new smartphones we are launching in the United States.

4. Does your company cooperate with law enforcement to retrieve lost or stolen phones? If so, how?

Yes we cooperate with and provide whatever assistance we can to both law enforcement agencies and our operator partners to help retrieve lost or stolen phones. In addition, Nokia is engaged in an on-going dialogue with law enforcement authorities to discuss and share best practices regarding a wide range of product security issues.

5. If your company has knowledge that a specific phone has been reported stolen, do you allow such a phone to be subsequently reactivated with a different phone number? If yes, please explain.

As a manufacturer, Nokia is not directly involved in the activation of mobile phones on operator networks. However, if a customer reports a stolen phone directly to us, Nokia Customer Care representatives are trained to help that customer by directing them to contact their operator to report the phone as stolen.

6. Australia has implemented a cell phone "blacklisting" program in which phones that have been reported stolen are placed on a list and cannot be reactivated if an individual

brings them in to a local carrier. This has significantly reduced cell phone theft in Australia. Would a similar program work in the United States?

We are familiar with the stolen phone database blocking systems in Australia and in other countries such as the United Kingdom, Finland, Sweden, Norway, France and Germany. It has been our experience that these programs can be quite effective in reducing cell phone thefts. In fact, we have taken advantage of these programs ourselves in instances where bulk shipments of our devices have been stolen. We have reported the International Mobile Equipment Identity numbers (IMEI) of the stolen phones to the GSMA and they were subsequently blocked from being activated on operator networks. While as a manufacturer, Nokia is not a direct participant in administering these database programs, we believe that a similar program could be effective in the United States. However, such a program would have to take into account the specific technology situation of U.S. mobile operators and would have to be custom-tailored to meet the needs of U.S. operators and their business operations. Finally, because a large percentage of smartphones stolen in the U.S. are eventually re-sold in other countries, any database program should be coordinated internationally to the greatest extent possible in order to maximize its utility to reduce the incentive for stealing smartphones.

7. What more can be done to protect consumers? Please include any additional insights that you believe we might find helpful or relevant.

Nokia is committed to working with the U.S. wireless industry on an initiative to reduce smartphone thefts and to educate consumers regarding the safe use of smartphones and highlight features that are available to secure their devices and deter theft. We are also committed to further highlighting the availability of these features in our devices, in support material and in our customer care training.

We appreciate this opportunity to answer your questions and to provide our views on this important topic. If you have any additional questions or need additional information please contact either the undersigned or Leo Fitzsimon, the Head of Nokia's Washington, DC office at 202-887-0145 or leo.fitzsimon@nokia.com.

Sincerely,



Louise Pentland
Executive Vice President & Chief Legal Officer
Nokia Corporation