

EXHIBIT B



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Adam Rappaport
CREW
1400 Eye Street, N.W., Suite 450
Washington, District of Columbia 20005

SEP 08 2009
SEP 09 2009

Re: FOIA-2009-01340
Dell Next Day Service Plans

Dear Mr. Rappaport :

This letter confirms our August 27, 2009 telephone conversation concerning your Freedom of Information Act ("FOIA") request for records pertaining to Dell Next Day Service Plans. In order to comport with our search capabilities, you agreed to the following modifications to your original search criteria. We will substitute the word "near" in all instances in which you used "w/" in your request letter. We will use the word "near" irrespective of order when searching your terms. Furthermore, based on the capabilities of our search tools, we will search within four words in all instances in which you specified the number of words within to search. A wildcard denoted by an asterisk (*) will be substituted in all instances in which you listed a root expander (!). Our search will not include identity theft records. Additionally, you confirmed that you want us to search all Dell complaints that contain the word "next."

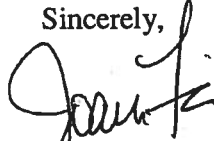
Based on these changes, we will perform a search of complaints transmitted to the FTC about Dell that contain any of the following terms: next or (same *near* day) or service or (night* *near* weekend*) or (24 *near* (hour or hr or support or warrant*)) or "24/7" or overnight or onsite or (on *near* site) or (at *near* home) or (in *near* home).

On August 31, 2009, data analysts in the Division of Planning and Information informed us that our search tools do not allow us to search the Do Not Call registry complaints comments field. Therefore, Do Not Call complaints will not be included in the responsive records for your request.

Additionally, in your request you also asked for a fee waiver for any charge incurred by this request. We are granting your request for a fee waiver since we have found that the disclosure of the information you requested is likely to contribute to public understanding of the operations or activities of the government and that the request is not primarily in your organization's commercial interests. See 5 U.S.C. § 552 (a)(4)(A)(i) and (iii). However, please note that we are denying your request to be considered as a representative of the news media as your organization does not meet the standards outlined in the OPEN Government Act of 2007. See OPEN Government Act of 2007, Pub. L. No. 110-175, § 3, 121 Stat. 2524.

If you have any questions regarding your request, please contact Sarah Corrigan at (202) 326-2363.

Sincerely,

A handwritten signature in black ink, appearing to read "Joan E. Fina", written over the printed name.

Joan E. Fina
Assistant General Counsel