



151 Southhall Lane, Ste 450
Maitland, FL 32751
P.O. Drawer 200
Winter Park, FL 32790-0200
www.inteserra.com

July 7, 2021

Via Web Filing

<https://efiling.utc.wa.gov/Form>

Mark L. Johnson
Executive Director and Secretary
Utilities & Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Received
Records Management
07/07/21 13:12
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

RE: Newmax, LLC
WA ETC Annual Certification
For the year ending December 31, 2020

Dear Mark L. Johnson,

Enclosed please find the WA ETC Annual Certification for the year ending December 31, 2020, filed on behalf of Newmax, LLC.

This report has been webfiled at <https://efiling.utc.wa.gov/Form>

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Inteserra Compliance

cc: Shannon Atha - Newmax, LLC
file: Newmax, LLC - Reporting - Washington

RB/tk

Washington ETC Annual Certification

Pursuant to WAC 480-123-070 & WAC 480-123-080

Newmax, LLC Docket-, hereby submits the following reports in accordance with WAC 480-123-070 & WAC 480-123-080

1. **Report on use of federal funds and benefits to customers WAC 480-123-070(1)(a):** For an ETC that receives support based only on factors other than the ETC's investment and expenses, the report must provide a substantive description of investments made and expenses paid with support from the federal high-cost fund. For ETCs that receive any support based on the ETC's investment and expenses, the report must provide a substantive description of investment and expenses, such as the NECA-1 report, the ETC will report as the basis for support from the federal high-cost fund.

See Attachment 1

WAC 480-123-070(1)(b): Every ETC must provide a substantive description of the benefits to consumers that resulted from the investments and expenses reported pursuant to (a) of this subsection.

See Attachment 1

2. **Local Service Outage Report WAC 480-123-070(2):** ETCs not subject to WAC 480-120-412 and 480-120-439(5) are required to report local service outages pursuant to this subsection. The report must include detailed information on every local service outage thirty minutes or longer in duration experienced by the ETC. The report must include:
 - (a) The date and time of onset and duration of the outage;
 - (b) A brief description of the outage and its resolution;
 - (c) The particular services affected, including whether a public safety answering point (PSAP) was affected;
 - (d) The geographic areas affected by the outage;
 - (e) Steps taken to prevent a similar situation in the future; and
 - (f) The estimated number of customers affected.

See Attachment 2

3. **Report on Failure to Provide Service WAC 480-123-070(3):** ETCs not subject to WAC 480-120-439 are required to report failures to provide service pursuant to this subsection. The report must include detailed information on the number of requests for service from applicants within its designated service areas that were unfulfilled for the reporting period. The ETC must also describe in detail how it attempted to provide service to those applicants.

See Attachment 1

4. **Report on Complaints per One Thousand Handsets or Lines WAC 480-123-070(4):** The report must provide separate totals for the number of complaints that the ETC's customers made to the Federal Communications Commission, or the consumer protection division of the office of the attorney general of Washington. The report must also generally describe the nature of the complaints and outcome of the carrier's efforts to resolve the complaints.

See Attachment 1

5. **Certification of Compliance with Applicable Service Quality Standards WAC 480-123-070(5):** Certify that it met substantially the applicable service quality standard found in WAC 480-123-030 (1)(h).

See Attachment 1

6. **Certification of Ability to Function in Emergency Situations WAC 480-123-070(6):** Certify that it had the ability to function in emergency situations based on continued adherence to the standards found in WAC 480-123-030 (1)(g).

See Attachment 1

7. **Advertising Certification, Including Advertisement on Indian Reservations WAC 480-123-070(7):** Certify it has publicized the availability of its applicable telephone assistance programs, such as Lifeline, in a manner reasonably designed to reach those likely to qualify for service, including residents of federally recognized Indian reservations within the ETC's designated service area. Such publicity should include advertisements likely to reach those who are not current customers of the ETC within its designated service area.

See Attachment 1