Washington State Conditions on Designation of Q Link Wireless LLC
as an Eligible Telecommunications Carrier

1.   Within 30 days of approval of its ETC designation in Washington and prior to offering
      Lifeline services, Q Link must make a compliance filing for approval by the commission
      containing the following:

      a. Q Link's Lifeline rate plans, terms and conditions. The rates, terms and conditions
          shall include all provisions that apply to the Lifeline services offered by Q Link in
          Washington state and detailed procedures explaining how customers can participate in
          a particular Lifeline plan.

      b. Q Link's proposed language to be used in all advertising of Lifeline services and on
          its websites. The language shall include information directing customers to the
          Washington State Office of the Attorney General for complaints regarding any
          Lifeline service issues.

      c. Q Link's Lifeline Customer Application Form.

      Commission staff shall review Q Link's compliance filing and recommend to the commission
      whether it should be approved or rejected within ten business days. Q Link shall not offer
      Lifeline services until the commission has approved its compliance filing.

2.   Q Link shall file with the commission any future changes to its rates, terms, or conditions at
      least one day prior to the effective date of the change.

3.   The information on Q Link's rates, key terms and conditions (e.g., return policy, usage
      definition, refill methods, annual recertification requirement, and customer service contact)
      shall be provided in a package sent or given to Lifeline customers after enrollment in Q
      Link's Lifeline program, as well as at Q Link's official Lifeline website.

4.   Q Link shall provide Lifeline customers with the choice of all other rate plans available to its
      regular customers.

5.   For the rate plan free of charge to customers, Q Link must offer at least one plan with a
      minimum of 250 minutes per month. The company may invoke Condition No. 2 only for the
      purpose of increasing the number of minutes or enhancing the features in the Lifeline plan,
      but not decreasing the number of minutes.

6.   Q Link shall deactivate a Lifeline account if the customer has no usage for 60 consecutive
      days pursuant to 47 C.F.R. § 54.407(c)(2). No fewer than eight business days before
      deactivation, Q Link shall send the customer a written notice by mail about the potential
      deactivation and ways to avoid unwanted deactivation. The customer shall have a 30 day
      grace period from the deactivation date to reactivate the Lifeline account by incurring

"usage." When a customer reactivates the account, Q Link must deposit the minutes the customer is entitled to for the grace period.

7.   On a quarterly basis beginning with the quarter ending on March 31, 2014, Q Link shall provide the number of Washington Lifeline customers that it enrolls each month. Q Link shall also report the number of deactivated Washington Lifeline customers each month by service plan and the reasons for deactivation (e.g., no usage for 60 consecutive days, annual verification unsuccessful, or voluntary exit). Quarterly reports shall be filed with the commission no later than 30 days after the end of each quarter.

8.   Q Link shall respond within 30 days to commission staff's information requests on Q Link's Lifeline operations, including but not limited to Lifeline customers' usage patterns and Lifeline customer records.

9.   Q Link shall cooperate with the commission and the Department of Social and Health Services (DSHS) to work out a procedure to verify Q Link Lifeline customers' eligibility. Q Link shall obtain access to DSHS's online query database to verify the eligibility of Lifeline applicants who qualify based on their participation in Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income and Temporary Assistance for Needy Families. This condition shall be required until the national Lifeline eligibility database is fully functional.

10.   Q Link must not deduct airtime minutes for calls to customer care made from the customer's handset by dialing 611. Q Link shall explicitly state the policy of free 611 calls in its Lifeline service agreements. Q Link may require the customer to call the toll-free customer care number from another phone if necessary to resolve technical issues related to the handset or its programming.

11.   Q Link shall have DSHS audit its Washington Lifeline customers' eligibility at least once a year. Beginning in 2015, by January 31 of each year, Q Link shall provide DSHS with its complete Washington Lifeline customer records of the prior calendar year. The records must have all the necessary information and be in an electronic format required by DSHS. After DSHS notifies Q Link of the results of the review, Q Link must take appropriate measures to either correct the customer records or stop providing services to ineligible customers and report the resolutions to the commission and DSHS within 60 days of the DSHS notice. This condition shall be required until the national accountability database for duplicate Lifeline claims and the national Lifeline eligibility database are fully functional.

12.   Q Link shall provide the commission a copy of its annual Lifeline Re-certification results within 30 days it files with the Universal Service Administration Company each year.

13.   Q Link shall file with the commission, by March 31 of each year, a report on the number of complaints, categorized by the different nature of complaints that it received from Washington Lifeline customers during the prior calendar year (e.g., billing disputes and service quality complaints). This report shall include complaints filed with Q Link, the

commission's Consumer Protection and Communications Section, the Washington State Office of the Attorney General, and the Federal Communications Commission (FCC). This report shall not include calls from customers to Q Link with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The commission reserves the rights to revoke Q Link's ETC designation if Q Link fails to provide reasonable quality of service.

14. Q Link shall cooperate with the Washington State Enhanced 911 Program (E911) and all Public Safety Answering Points on E911 issues and shall, upon request, designate a representative to serve as a member or alternate member of the Washington State E911 Advisory Committee or its Communications Sub-committee.

15. Q Link shall comply with rules on cessation of business as specified in WAC 480-120-083.

   a. Prior to cessation of business, Q Link shall make arrangements with its underlying carriers to provide minutes already sold to customers under the same terms and conditions it has with the customers, or provide refunds to the existing customers.

   b. Q Link shall provide written notice to the following persons at least 30 days in advance of cessation of service:

      i.   The commission;
      ii. The state 911 program;
      iii. Each of its customers;
      iv. The national number administrator.

   c. The notice to the commission and the state 911 program must include the same information required by WAC 480-120-083(3).

   d. The notice to the customers must include the same information required by WAC 480-120-083(4).

   e. The notice to the national number administrator must include the same information required by WAC 480-120-083(7).

   f. Q Link shall file with the commission at least 30 days in advance of its cessation of business and request the relinquishment of its ETC designation in Washington.

16. Q Link shall collect and maintain necessary records and documentation to ensure its compliance with the applicable FCC and commission requirements, including existing requirements and any future modifications. The records and documentation shall be provided to commission staff upon request.

17. Q Link shall cooperate with commission staff on phone number conservation issues and shall comply with 47 C.F.R. § 52.

18.   Q Link shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.