

Federal Communications Commission's Conditions on TracFone Forbearance from the Facilities Requirement for ETC Designation for Lifeline Support Only

1. TracFone must provide its lifeline customers with access to 911 and enhanced 911 (E911) access immediately upon activation of service, and continue to provide access to 911 and E911 regardless of activation status and availability of prepaid minutes.
2. TracFone must provide its Lifeline customers with E911-compliant handsets and must replace any non-compliant handset of an existing customer that obtains Lifeline-supported service, at no charge to the customer.
3. TracFone must comply with conditions 1 and 2 as of the date it provides Lifeline service.
4. TracFone must request a certification from each Public Safety Answering Point (PSAP) where TracFone provides Lifeline service confirming that TracFone provides its customers with access to basic and E911 service. If, within 90 days of TracFone's request for such certification, a PSAP has not provided the certification and the PSAP has not made an affirmative finding that TracFone does not provide its customers with access to 911 and E911 service within the PSAP's service area, TracFone may self-certify that it meets the basic and E911 requirements.
5. TracFone must require its Lifeline customers to self-certify under penalty of perjury at time of service activation and annually thereafter that they are the head of household and the household receive Lifeline-supported service only from TracFone. TracFone must deal directly with the customer to certify and verify the customer's Lifeline eligibility. TracFone must have direct contact with the customer, whether by telephone, fax, Internet, in-person consultation or otherwise, when establishing initial and continued eligibility.
6. TracFone must track its Lifeline customer's primary residential address and establish safeguards to prevent its customers from receiving multiple TracFone Lifeline subsidies at the same address.

References:

In the Matter of Federal-State Joint Board on Universal Service and Petition of TracFone Wireless, Inc. for Forbearance from 47 USC § 214 (e) (1) (A) and 47 CFR § 54.201 (i), Order, CC Docket No. 96-45. FCC 05-165 (Released September 8, 2005).

In the Matter of Federal-State Joint Board on Universal Service, et al., Order, CC Docket No. 96-45. FCC 09-17 (Released March 5, 2009).