

**Washington State Conditions on Designation of Total Call Mobile, Inc.  
as an Eligible Telecommunications Carrier**

1. Within 30 days of approval of its ETC designation in Washington and prior to offering Lifeline services, Total Call Mobile, Inc.'s (Total Call or Company) must make a compliance filing for approval by the commission containing the following:
  - a. Total Call's Lifeline rate plans, terms and conditions. The rates, terms and conditions shall include all provisions that apply to the Lifeline services offered by Total Call in Washington State and detailed procedures explaining how customers can participate in a particular Lifeline plan.
  - b. Total Call'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. Total Call's Lifeline Customer Application Form.
2. Total Call shall utilize federal default eligibility criteria only, i.e., not utilizing Washington Telephone Assistance Program eligibility criteria that are not on the federal list.
3. Total Call shall file with the Commission any future changes to its rates, terms, conditions or Lifeline customer application form at least one day prior to the effective date of the change.
4. The information on Total Call'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 Total Call's Lifeline program, as well as at Total Call's official Lifeline website.
5. For the rate plans free of charge to customers, Total Call 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. Total Call 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, Total Call 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" as defined in 47 C.F.R. § 54.407(c)(2). When a customer reactivates the account, Total Call must deposit the minutes the customer is entitled to for the grace period.
7. On a quarterly basis, Total Call shall provide the number of Lifeline customers that it enrolls each month. Total Call shall also report the number of deactivated 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. Total Call shall respond within 30 days to Commission Staff's information requests on Total Call's Lifeline operations, including but not limited to Lifeline customers' usage patterns and Lifeline customer records.
9. Total Call shall cooperate with the commission and the Department of Social and Health Services (DSHS) to work out a procedure to verify Total Call Lifeline customers' eligibility. Total Call shall maintain 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. Total Call must not deduct airtime minutes for calls to customer care made from the customer's handset by dialing 611. Total Call shall explicitly state the policy of free 611 calls in its Lifeline service agreements. Total Call 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. Total Call shall have DSHS audit its Washington Lifeline customers' eligibility at least once a year. By January 31 of each year, Total Call 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 Total Call of the results of the review, Total Call 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. Total Call shall provide the commission a copy of its annual Lifeline Re-certification results within 30 days it files with the Universal Service Administration Company (USAC) each year.
13. Total Call 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 Total Call, 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 with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The Commission

reserves the rights to revoke Total Call's ETC designation if Total Call fails to provide reasonable quality of service.

14. Total Call 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. Total Call shall comply with rules on cessation of business as specified in WAC 480-120-083.
  - a. Prior to cessation of business, Total Call 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. Total Call 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. Total Call 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. Total Call 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. Total Call shall cooperate with Commission Staff on phone number conservation issues and shall comply with 47 C.F.R. § 52.
18. Total Call shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.

19. Total Call shall file with the Commission of the results of any audits (including in-depth data validations) or investigations on the Company's Lifeline operation in any states or jurisdictions conducted by the FCC or USAC within 14 calendar days from the receipt of results. The Company must also notify the Commission of any ongoing investigation that has resulted in monetary or administrative penalty (e.g., suspension of Universal Service Fund reimbursement, suspension of Lifeline program operation) within 14 calendar days of the occurrence of such events. To the extent the Company deems the above information confidential, the Company may submit the notification on a confidential basis.