

Attachment

**Washington State Conditions on Designation of RCN d/b/a “Click! Cable TV”
as an Eligible Telecommunications Carrier**

1. RCN shall file with the Commission (in this docket) any future changes to its Lifeline rates, terms, or conditions at least one day prior to the effective date of the change.
2. The information on RCN’s rates, key terms and conditions (e.g., return policy, annual certification requirement, and customer service contact) shall be provided in a package sent or given to Lifeline customers after enrollment in RCN’s Lifeline program, as well as at RCN’s official Lifeline website.
3. RCN shall provide Lifeline customers with the choice of all other rate plans available to its regular customers.
4. For the specified Lifeline discounts in its rate plan(s) to customers, RCN must meet the FCC’s minimum service standards.
5. RCN shall cooperate with the Commission and the Universal Service Administrative Company (USAC), including full participation in the new National Verifier system.
6. RCN 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 RCN, the Commission’s Consumer Protection Division, the Washington State Office of the Attorney General, and the Federal Communications Commission (FCC). This report shall not include calls from customers to RCN with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The Commission reserves the rights to revoke RCN’s ETC designation if RCN fails to provide reasonable quality of service.
7. RCN 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.
8. RCN shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.