

## APPENDIX A

### **Washington State Conditions on Designation of IM Telecom, LLC d/b/a Infiniti Mobile as an Eligible Telecommunications Carrier**

1. Within 30 days of approval of its ETC designation in Washington and prior to offering Lifeline services, IM Telecom, LLC (IM Telecom) must make a compliance filing for approval by the Commission containing the following:
  - a. IM Telecom's Lifeline rate plans, terms, and conditions. The rates, terms and conditions shall include all provisions that apply to the Lifeline services offered by IM Telecom in Washington State and detailed procedures explaining how customers can participate in a particular Lifeline plan.
  - b. IM Telecom'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. IM Telecom's Lifeline Customer Application Form.

Commission staff shall review IM Telecom's compliance filing and recommend to the Commission whether it should be approved or rejected within 10 business days. IM Telecom shall not offer Lifeline services until the Commission has approved its compliance filing.

2. IM Telecom 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 IM Telecom's rates, key terms, and conditions (e.g., return policy, usage definition, refill methods, annual certification requirement, and customer service contact) shall be provided in a package sent or given to Lifeline customers after enrollment in IM Telecom's Lifeline program, as well as at IM Telecom's official Lifeline website.
4. IM Telecom 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, IM Telecom must meet the FCC's minimum service standards.
6. IM Telecom shall follow the FCC's deactivation standards.
7. On a quarterly basis beginning with the quarter ending on September 30, 2024, IM Telecom shall provide the number of Lifeline customers that it enrolls each month. IM

Telecom 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. IM Telecom shall respond within 30 days to Commission staff's information requests on IM Telecom's Lifeline operations, including, but not limited to, Lifeline customers' usage patterns and Lifeline customer records.
9. IM Telecom shall cooperate with the Commission and the Universal Service Administrative Company (USAC), including full participation in the new National Verifier system.
10. IM Telecom must not deduct airtime minutes for calls to the suicide and crisis prevention lifeline by dialing 988 or calls to customer care made from the customer's handset by dialing 611. 988 has been recently designated as the new three-digit dialing code that will route callers to the National Suicide Prevention Lifeline. IM Telecom shall explicitly state the policy of free 988 and 611 calls in its Lifeline service agreements. IM Telecom 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. IM Telecom 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 IM Telecom, 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 IM Telecom with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The Commission reserves the right to revoke IM Telecom's ETC designation if IM Telecom fails to provide reasonable quality of service.
12. IM Telecom 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.
13. IM Telecom shall comply with rules on cessation of business as specified in WAC 480-120-083.
  - a. Prior to cessation of business, IM Telecom 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. IM Telecom 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. IM Telecom 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.
14. IM Telecom 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.
15. IM Telecom shall cooperate with Commission staff on phone number conservation issues and shall comply with 47 C.F.R. § 52.
16. IM Telecom shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.