

APPENDIX A

Washington State Conditions on Designation of Zply Fiber Pacific, LLC as a Lifeline Eligible Telecommunications Carrier

1. Zply Fiber Pacific, LLC shall file with the Commission (in this docket) any future changes to Lifeline rates, terms, or conditions at least one day prior to the effective date of the change.
2. The information on 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 Zply Fiber Pacific, LLC Lifeline program, as well as the company's official Lifeline website.
3. Zply Fiber Pacific, LLC 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, Zply Fiber Pacific, LLC must meet the FCC's minimum service standards.
5. Zply Fiber Pacific, LLC shall cooperate with the Commission and the Universal Service Administrative Company (USAC), including full participation in the new National Verifier system.
6. Zply Fiber Pacific, LLC 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 Zply Fiber Pacific, LLC, 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 Zply Fiber Pacific, LLC with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The Commission reserves the right to revoke Zply Fiber Pacific, LLC ETC designation if Zply Fiber Pacific, LLC fails to provide reasonable quality of service.
7. Zply Fiber Pacific, LLC 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 Subcommittee.
8. Zply Fiber Pacific, LLC shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.