

Washington State Conditions on Designation of TruConnect Communications, Inc. as an Eligible Telecommunications Carrier

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

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

2. TruConnect 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 TruConnect'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 TruConnect's Lifeline program, as well as the company's official Lifeline website.
4. TruConnect 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, TruConnect must meet the FCC's minimum service standards.
6. TruConnect shall follow the FCC's deactivation standards.

7. On a quarterly basis beginning with the quarter ending on March 31, 2025, TruConnect shall provide the number of Lifeline customers that it enrolls each month. TruConnect 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. TruConnect shall respond within 30 days to Commission staff's information requests on TruConnect's Lifeline operations, including, but not limited to, Lifeline customers' usage patterns and Lifeline customer records.
9. TruConnect shall cooperate with the Commission and the Universal Service Administrative Company (USAC), including full participation in the National Verifier system.
10. TruConnect 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 designated as the three-digit dialing code that will route callers to the National Suicide Prevention Lifeline. TruConnect shall explicitly state the policy of free 988 and 611 calls in its Lifeline service agreements. TruConnect 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. TruConnect 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 TruConnect, 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 TruConnect with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The Commission reserves the rights to revoke TruConnect's ETC designation if TruConnect fails to provide reasonable quality of service.
12. TruConnect 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. TruConnect shall comply with rules on cessation of business as specified in WAC480-120-083.
 - a. Prior to cessation of business, TruConnect 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. TruConnect 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. TruConnect 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. TruConnect 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. TruConnect shall cooperate with Commission staff on phone number conservation issues and shall comply with 47 C.F.R. § 52.
16. TruConnect shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.