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December 10, 2020

VIA ELECTRONIC DELIVERY

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr., SW
Olympia, WA 98504

Re: Sage Telecom Communications, LLC dba TruConnect (Docket UT-190744)
Notice of Lifeline Rate Changes

To Whom It May Concern:

Sage Telecom Communications, LLC dba TruConnect (“TruConnect” or “Company”) hereby provides notice of modifications to its Lifeline offering effective December 1, 2020 to ensure compliance with changes to the Federal Communications Commission’s minimum service standards.¹

As summarized in Attachment A attached hereto, the Company’s non-tribal Lifeline offering now provides Lifeline consumers with the choice of two bundle plans: (1) Basic Plan with 1,000 voice minutes, unlimited text, and 250 megabytes of data each month at a net cost of \$0 after application of Lifeline support; or (2) Plus Plan with unlimited voice minutes, unlimited text, and 4.5 gigabytes (GB) of data, at a net co-pay of \$15 per month after application of Lifeline support. Customers who do not pay the monthly \$15 co-pay on the Plus Plan will be moved to the Basic Plan to avoid loss of Lifeline benefits. Existing customers enrolled prior to December 1, 2020 will receive the Plus Plan at \$0 net cost temporarily (i.e., 60 days) and will be notified at least 30 days prior to when their plan co-pay becomes effective. The Company’s Tribal customers now receive unlimited voice minutes, unlimited text, and 4.5 GB data at a net cost of \$0 after application of enhanced Lifeline support.

¹ See FCC Order adopted November 16, 2020 (DA 20-1358), WC Docket Nos. 11-42, 09-197, 10-90. The Order waived the Lifeline minimum mobile broadband service standard to the extent it would require mobile carriers in the Lifeline program to offer more than 4.5 GB per month, but did not pause the scheduled phasedown of support for Lifeline voice service.

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If you have any questions regarding this filing, please do not hesitate to contact me at 770-232-9200 or hkirby@telecomcounsel.com.

Respectfully submitted,

s/ Heather Kirby

Heather Kirby
Regulatory Specialist
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*Attorneys for Sage Telecom Communications, LLC
dba TruConnect*

Attachment

ATTACHMENT A

Sage Telecom Communications, LLC d/b/a TruConnect

LIFELINE OFFERING EFFECTIVE 12/1/2020

Plan	Minutes	Text	Data	Net Cost to Lifeline Customer	Net Cost to Tribal Lifeline Customer
Lifeline Basic	1,000	Unlimited	250 MB	\$0.00	N/A
Lifeline Plus	Unlimited	Unlimited	4.5 GB	\$15.00*	N/A
Lifeline Tribal	Unlimited	Unlimited	4.5 GB	N/A	\$0.00

**Co-pay waived temporarily for existing customers prior to 12/1/2020; customers will be notified at least 30 days before co-pay becomes effective. Customers will be moved to the Basic plan any month the co-pay is not paid.*

Plans Include:

- Free SIM card (or data-capable device for Tribal customers)
- Free calls to Company Customer Service
- Free calls to 911 emergency services
- Free access to Voicemail, Caller-ID, Call Waiting, Call Forwarding, and 3-Way Calling
- Free Domestic Long Distance
- Unlimited Calls to Canada, Mexico, Korea, Vietnam and China (first 10 unique numbers each month)

Additional airtime available for purchase

Voice, Data, and International Talk refill options are maintained on the Company's website:
<https://my.truconnect.com>