



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

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January 6, 2025

Jeff Killip, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
621 Woodland Square Loop S.E., Lacey, WA 98503  
P. O. Box 47250  
Olympia, Washington 98504-7250

RE: TruConnect Communications, Inc. (initial compliance filing)  
**Docket UT-240165**

Dear Mr. Killip:

On November 21, 2024, the Washington Utilities and Transportation Commission (Commission) entered Order 01, “GRANTING PETITION FOR DESIGNATION AS ELIGIBLE TELECOMMUNICATIONS CARRIER DESIGNATION AND EXEMPTIONS FROM WAC 480-123-030(1)(d), (f), and (g),” in the above-referenced docket. Order 01, among other things, required TruConnect Communications, Inc. (Company) to provide an initial compliance filing within 30 days (prior to offering Lifeline services).<sup>1</sup>

On December 23, 2024, the company submitted its initial compliance filing including the following information to meet the requirements of Condition number one:

- 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.

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<sup>1</sup> UT-240165, Order 01, Attachment 2, ¶1.

Based on Commission Staff's review of the compliance filing including the data request responses that were provided by the Company; Staff believes that TruConnect Communications, Inc. compliance filing should be approved, and recommends the Commission issue a Compliance Acknowledgement Letter approving this filing so that the Company may then begin to offer its services to low-income consumers in Washington.

Sincerely,

A handwritten signature in cursive script that reads "Jonathon Church".

Jonathon Church  
Regulatory Analyst