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Kristin L. Jacobson
Counsel
Regulatory Affairs West Region

UT-091215-CT

July 28, 2009

Mr. David Danner, Executive Director & Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

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STATE OF WASH.
UTILITY AND TRANSP.
COMMISSION

Re: Eligible Telecommunications Carrier Certification and Annual Report of Sprint Nextel Corporation ("Sprint") (UT-037015)

Dear Mr. Danner:

Enclosed you will find ten (10) copies each of the "Eligible Telecommunications Carrier Certification and Annual Report on Behalf of Sprint Nextel Corporation" (UT-037015), in original and redacted versions. Please note that in my absence I have authorized by Legal Analyst, Katherine McMahon, to execute the document and this cover letter on my behalf.

Please note that some of the information included therein is confidential network information as provided in RCW 80.04.095, and includes confidential network outage information that is exempt from public disclosure under Exemption 4 of the Freedom of Information Act, 5 U.S.C § 552(b)(4). The aforementioned information is marked as confidential within the filing.

Feel free to contact me at (707) 816-7583 with any questions or concerns you may have regarding this filing.

Sincerely,

Kristin L. Jacobson/km
Kristin L. Jacobson

Enclosures

BEFORE THE UTILITIES AND TRANSPORTATION COMMISSION
OF THE STATE OF WASHINGTON

) Docket No. **UT-037015**
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**ELIGIBLE TELECOMMUNICATIONS CARRIER CERTIFICATION
AND ANNUAL REPORT ON BEHALF OF
SPRINT NEXTEL CORPORATION**

BEFORE THE PUBLIC UTILITIES AND TRANSPORTATION COMMISSION
OF THE STATE OF WASHINGTON

) Docket No. **UT-037015**
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I. INTRODUCTION

In accordance with the standards and requirements established by the Washington Public Utilities and Transportation Commission (“Commission”),¹ Sprint Nextel Corporation (“Sprint Nextel”) submits this Annual Report, and respectfully requests the Commission certify its eligibility for high-cost support from the federal universal service fund for calendar year 2010.

II. BACKGROUND

Sprint Nextel was designated as an eligible telecommunications carrier (“ETC”) in certain areas served by Qwest Corporation and Verizon Northwest Inc., by the Commission in Docket No. UT-031558 on October 29, 2003 (“Non-Rural Order”). In Docket No. UT-043120, in an order dated January 13, 2005 (“Rural Order”), the Commission also designated Sprint Nextel in areas served by certain rural telephone companies. In Docket No. UT-073023, in an order dated October 23, 2007 (“Expansion Order”), the Commission then expanded the scope of Sprint Nextel’s designation. This order expanded the areas in which Sprint Nextel was designated and also extended the designation to operating entities that provide service using

¹ In the Matter of Amending WAC 480-129-399, and Adopting WAC 480-123-020 through WAC 480-123-080, and WAC 480-123-999, Relating to Designation and Certification of Eligible Telecommunications Carriers, Order Amending and Adopting Rules Permanently, Docket No. UT-053021, General Order No. R-534 (June 28, 2006) (“*ETC Certification Order*”).

iDEN technology. The areas in which Sprint Nextel is designated are referred to as its “Designated Areas.”

Sprint Nextel addresses each of the annual filing requirements in order, and with appropriate references to Attachments, some of which are being filed under seal.

III. SPRINT-NEXTEL’S ANNUAL FILING

Pursuant to WAC 480-123-060(2), the Commission will certify an ETC’s use of federal high-cost universal service fund support, pursuant to the Federal Telecommunications Act, only if the ETC complies with the requirements in WAC 480-123-070, and the ETC demonstrates that it will use federal high-cost funds only for the provision, maintenance, and upgrading of facilities and services for which the support is intended through the requirements of WAC 480-123-080. As demonstrated and certified below, Sprint Nextel satisfies the requirements of WAC 480-123-070 and WAC 480-123-080. Sprint Nextel requests that the Commission certify to the Federal Communications Commission (“FCC”) and USAC the Company’s eligibility to receive federal universal service support in accordance with 47 C.F.R. §§ 54.313 and 54.414.

A. 2008 Report on Use of Funds and Benefits to Customers

WAC 480-123-070(1) requires an ETC to annually provide a report on the use of federal funds and describe the benefits that resulted to customers. The report must substantively describe the investments made and expenses paid with support from the federal high-cost fund. Furthermore, the report must substantively describe the benefits to customers that resulted from the investments and expenses. **Confidential Attachment 1** contains information for the time period January 1, 2008 through December 31, 2008, regarding the amount of high-cost federal universal service funding received, the specific location and cost of network improvements, and the population impacted by those improvements.

During 2008 Sprint Nextel added 3 cell sites to its CDMA network in its Designated Areas, and 2 cell sites to its iDEN network in its Designated Areas. As reflected in **Confidential Attachment 1**, high cost universal service funding contributed towards a portion of these sites as well as upgrades to sites currently "On-Air". These additions were made to either expand the network footprint or improve coverage in its serving area. These investments also improved the quality of the network.

B. Local Service Outages in 2008

Pursuant to WAC 480-123-070(2), an ETC is required to make an annual filing of "local service outages" by providing a report detailing information on every local service outage 30 minutes or longer in duration experienced by the ETC. The report must include: (1) the date and time of onset and duration of the outage; (2) a brief description of the outage and its resolution; (3) the particular services affected, including whether a public safety answering point (PSAP) was affected; (4) the geographic areas affected by the outage; (5) steps taken to prevent a similar situation in the future; and (6) the estimated number of customers affected.²

This information, for the time period January 1, 2008 through December 31, 2008, is contained within **Confidential Attachment 2**.

C. Unfulfilled Requests for Service in 2008

WAC 480-123-070(3) requires an ETC to annually report the number of requests for service from applicants within the ETC's designated area that were unfulfilled for the reporting period. The ETC must also detail how it attempted to provide service to those applicants. Sprint Nextel has no unfulfilled requests to report for 2008.

² The Company cannot know for certain how many of its subscribers are affected (or potentially affected) by a multi-site outage, and so has estimated this by using the number of sites that were out of service and the subscribers served by highest use sites for that number in the service area.

D. Complaints Per 1000 Handsets or Lines in 2008

Pursuant to WAC 480-123-070(4), an ETC is required to provide separate totals for the number of complaints, per 1000 handsets or lines, made to the Federal Communications Commission ("FCC"), or the Consumer Protection Division of the Office of the Attorney General of the State of Washington during the past calendar year. The report must also describe the nature of the complaints and the outcome of the ETC's efforts to resolve the complaints. This information, for the time period January 1, 2008 through December 31, 2008, is contained within **Confidential Attachment 3**.

E. Certification Regarding Applicable Service Quality Standards and Consumer Protection Rules

WAC 480-123-070(5) requires an ETC to certify that it met substantially the applicable service quality standard found in WAC 480-123-030(1)(h). For a wireless ETC, a commitment to comply with the CTIA Consumer Code, as it existed on September 9, 2003, meets this requirement. Sprint Nextel certifies that it met substantially the CTIA Consumer Code, as it existed on September 9, 2003, and commits to continued compliance with those standards. As a signatory to the Consumer Code, Sprint Nextel demonstrates to CTIA its compliance with the Consumer Code on an annual basis in order to be authorized to display the CTIA Seal of Wireless Quality/Consumer Information. A copy of CTIA's most recent certification issued to Sprint Nextel is **Attachment 4**.

F. Certification Regarding Ability to Function in Emergency Situations

WAC 480-123-070(6) requires an ETC to annually certify that it has the ability to function in emergency situations based on continued adherence to WAC 480-123-030(1)(g). For a wireless carrier, WAC 480-123-030(1)(g) requires information that demonstrates a wireless carrier's ability to remain functional in emergency situations including information that

demonstrates it has at least four hours of back up battery power at each cell site, back up generators at each microwave hub,³ and at least five hours back up battery power and back up generators at each switch.

Except as set forth in the paragraph below, Sprint Nextel certifies that it currently meets the standards set forth in WAC 480-123-030(1)(g). In addition, **Attachment 5** is a copy of the Sprint Business Continuity Program Overview. The Business Continuity Program is the framework in which Sprint Nextel sets policies for network resiliency, the development and conduct of emergency preparedness exercises and the formation of the Emergency Response Team.

In the Expansion Order the Commission granted Sprint Nextel a partial exemption from the battery power requirements of WAC 480-123-030(1)(g) and WAC 480-123-070(6) regarding the requirement for battery back-up power at cell sites. *Expansion Order* at p. 8. The exemption is in effect until October 23, 2009, and by that date Sprint Nextel must provide four hours of back-up at all cell sites using reliable alternative power sources. *Id.* at pp. 8-9. At the time Sprint Nextel sought the exemption, approximately 36% of the Company's iDEN sites were not in compliance with the Commission's Rules. *Id.* at p. 6. Since that time substantial progress has been made, and approximately 15% of the Company's iDEN sites have yet to be upgraded to meet the applicable standards.

In 2006, Sprint Nextel reported that it had one microwave hub in Washington without an on-site generator. This hub is located in North Bend, and is a hub for four microwave satellite sites. Sprint Nextel requested and received a temporary waiver as it made the required upgrade.

³ WAC 480-123-070(6) does not define the term "microwave hub." Sprint Nextel defines a microwave hub as a location responsible for back-haul associated with four or more microwave satellite sites.

As of August 2007, Sprint Nextel completed placing additional backup batteries and a fixed generator. No further waiver is requested.

Based on the above, and subject to the partial waiver in effect, Sprint Nextel certifies that it has the ability to function in emergency situations based upon these standards.

G. Certification Regarding Advertising of Telephone Assistance Programs, Including Advertisement on Indian Reservations

WAC 480-123-070(7) requires an ETC to annually certify that it has publicized the availability of its applicable telephone assistance programs in a manner reasonably designed to reach those likely to qualify for service, including residents of federally recognized Indian reservations within the ETC's designated service area. The publicity should include advertisements likely to reach those who are not current customers of the ETC within its designated service areas.

Sprint Nextel advertises its Lifeline and Link Up programs program quarterly in newspapers within its Designated Areas. Sample advertisements are within **Attachment 6**. Included within Attachment 6 are flyers Sprint Nextel has available to state agencies to be distributed to their offices to try to reach additional potential Lifeline and Link Up customers. Sprint Nextel is also listed on the Universal Service Administrative Company ("USAC") website under the "Find a Provider" option. This can be found under the Low Income Households section of the USAC.ORG website.

Based upon the above, Sprint Nextel certifies that it has publicized the availability of its telephone assistance programs in accordance with WAC 480-123-070(7).

H. Annual Plan for USF Expenditures

WAC 480-123-080 requires an ETC to annually report on the planned use of federal support that will be received during the period of October 1 of the current year through the

following September; or the planned investment and expenses which the ETC expects to use as the basis to request federal support from any category in the high cost fund. The report must include a substantive plan of the investments and expenditures to be made with federal support and a substantive description of how those investments and expenditures will benefit customers. This information, for the time period October 1, 2009 through September 30, 2010, is contained within **Confidential Attachment 7**.

As the Commission is aware, on May 1, 2008 the FCC adopted an order capping the federal high-cost universal service fund for competitive ETCs ("CETCs"). Pursuant to this Order, high-cost universal service support to CETCs is capped for each state based on support received by CETCs in March 2008, as annualized. Thus, a CETC's high-cost support will change – potentially significantly – if new carriers are designated as CETCs, and in response to line count shifts among existing CETCs.

Under the state-based interim cap, the Universal Service Administrative Company ("USAC") will calculate support using a two-step approach. First, the support each of the state's CETCs would have received absent the cap under the per-line identical support rule will be calculated and the sum for all state CETCs determined. Second, if the sum of uncapped support is greater than the capped support for the state, a state reduction factor will be calculated by dividing the state cap support amount by the total state uncapped amount. The reduction factor will then be applied to the uncapped support amount for each CETC in the state to reduce the CETC's capped support level.

In addition, on November 3, 2008, Sprint Nextel filed a written ex parte communication with the FCC in connection with Sprint-Clearwire transfer proceedings in WT Docket No. 08-94, in which Sprint Nextel committed to reducing by no later than December 31, 2008 its total

federal high-cost support funding by 20%, and also by an additional 20% per year for each of the following four years. Accordingly, Sprint Nextel's funding reduction commitment to the FCC in the Clearwire proceedings necessarily impacts the timing and level of capital expenditures both in Washington and in other jurisdictions where Sprint Nextel is designated as an ETC.

Due to this recent change in the method for determining CETC high-cost support and lack of information on the likely value of the Washington cap reduction factor, it is impossible to project with any confidence what Sprint Nextel's actual USF support is likely to be on a going forward basis. However, Sprint Nextel is able to estimate the amount of support it would have received but for the operation of the cap. Based on the most recent per-line support projections of USAC, Sprint currently estimates that, but for the cap, it would receive approximately \$3.5 million in federal high-cost universal service support for the provision of universal service within its Designated Areas. The estimate is based on current information and may vary as federal universal service funding levels and subscribership change over time. In addition, if these anticipated amounts are not received, Sprint Nextel reserves the right to modify its annual plan accordingly.

Sprint Nextel's anticipated investments in the Designated Areas will allow it to add new cell sites which will expand the footprint of its network and maintain the same high level of service by filling in gaps, improving in-building coverage, and increasing capacity. **Confidential Attachment 7** provides detail of the population affected by the improvements, and whether each improvement will increase capacity, coverage and/or signal strength in an area. Sprint Nextel will use federal high-cost universal service support to assist it in completing these improvements between October 1, 2009 and September 2010. The map within **Confidential Attachment 7** shows the new cell sites included within the Company's Annual Plan.

The selection of these projects is based on the Sprint Nextel's evaluation of many factors, including current consumer demand, competitive forces, available capital, and others. As these factors change, the Company's annual plan may be modified. In addition, forces beyond the Company's control (for example, zoning issues related to cell site placement) may result in modifications to planned projects or timelines. As a result, the content and timing of the projects in **Confidential Attachment 7** is subject to change.

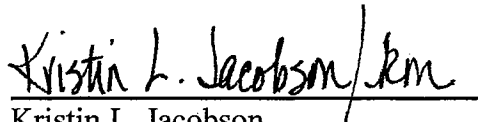
I. .shp File Showing Coverage

WAC 480-123-080 requires a wireless ETC's filing in 2007 (and at least once every three years thereafter) to include a map in .shp format that shows the general location where it provides commercial mobile radio service signals. Sprint Nextel made this filing in 2007.

IV. CONCLUSION

Based on the foregoing information, Sprint Nextel, respectfully requests the Commission to certify to the FCC and USAC its eligibility to receive federal universal service support in accordance with 47 C.F.R. §§ 54.313 and 54.314.

Dated: July 28, 2009 in San Francisco, California.



Kristin L. Jacobson
Counsel, Sprint Nextel
Regulatory Affairs West Region
201 Mission Street, Suite 1400
San Francisco, CA 94105-1855
Office: (415) 278-5314
Fax: (415) 278-5303

BEFORE THE PUBLIC UTILITIES AND TRANSPORTATION COMMISSION
OF THE STATE OF WASHINGTON

) Docket No. **UT-037015**
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CERTIFICATION

The undersigned, Leonard Barlik, does hereby certify as follows:

I serve as Vice President Wireless and Wireline Services for Sprint Nextel Corporation, and each of its affiliates and subsidiaries.

This certification is submitted in support of the Company's Annual Filing as Required by General Order No. R-534 in Docket No. UT-053021 ("Annual Filing").

On behalf of Sprint Nextel Corporation, I certify that the Company will use federal high-cost universal service support only for the provision, maintenance, and upgrading of the facilities and services for which the support is intended.

I have reviewed the Annual Filing and the facts stated therein, of which I have personal knowledge, are true and correct to the best of my present knowledge, information and belief.

I certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct:

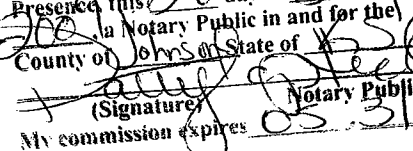


Subscribed and sworn to before me
this 20 day of July, 2009.



Notary Public

(NOTARY SEAL)

Subscribed and sworn to before me in my
Presence this 20 day of July
2009 la Notary Public in and for the
County of Johnson State of WA


(Signature) Notary Public
My commission expires 05 31

CONFIDENTIAL ATTACHMENT 1

Report on Use of Funds

ENTIRE ATTACHMENT REDACTED

**THE INFORMATION CONTAINED IN CONFIDENTIAL ATTACHMENT 1
CONTAINS CONFIDENTIAL COST, FINANCIAL, AND NETWORK INFORMATION
THAT IS VALUABLE COMMERCIAL INFORMATION AS PROVIDED IN RCW
80.04.095.**

CONFIDENTIAL ATTACHMENT 2

Local Service Outages

ENTIRE ATTACHMENT REDACTED

THE INFORMATION CONTAINED IN CONFIDENTIAL ATTACHMENT 2 CONTAINS CONFIDENTIAL NETWORK INFORMATION THAT IS VALUABLE COMMERCIAL INFORMATION AS PROVIDED IN RCW 80.04.095. IN ADDITION, NETWORK OUTAGE INFORMATION FILED WITH THE FEDERAL COMMUNICATIONS COMMISSION IS CONFIDENTIAL AND EXEMPT FROM PUBLIC DISCLOSURE UNDER EXEMPTION 4 OF THE FREEDOM OF INFORMATION ACT, 5 U.S.C. § 552(b)(4). SEE NEW PART 4 OF THE COMMISSIONS RULES CONCERNING DISRUPTIONS TO COMMUNICATIONS, 19 FCC RCD 16830, 16853-55 ¶¶ 41-44 (2004) ("The record in this proceeding, including the comments of the Department of Homeland Security, demonstrate that the national defense and public safety goals that we seek to achieve by requiring these outage reports would be seriously undermined if we were to permit these reports to fall into the hands of terrorists who seek to cripple the nation's communications infrastructure.") SEE ALSO 47 C.F.R. § 4.2.

CONFIDENTIAL ATTACHMENT 3

Complaints Per 1,000 Handsets or Lines

ENTIRE ATTACHMENT REDACTED

**THE INFORMATION CONTAINED IN CONFIDENTIAL ATTACHMENT 3
CONTAINS VALUABLE COMMERCIAL INFORMATION AS PROVIDED IN RCW
80.04.095.**

ATTACHMENT 4

CTIA Certification Letter



Steve Largent
President/CEO

June 18, 2009

Mr. Dan Hesse
President and Chief Executive Officer
Sprint Nextel Corporation
6200 Sprint Parkway, Mailstop: KSOPHF0410-4A421
Overland Park, KS 66251

Dear Dan:

Congratulations! This letter is to notify you that Sprint Nextel Corporation ("Sprint Nextel") has completed the recertification process for the CTIA Consumer Code for Wireless Service ("Voluntary Consumer Code") for the period January 1, 2009 – December 31, 2009, and is deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, Sprint Nextel is authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of Sprint Nextel review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. We will provide two specimens (color and black/white) of the Seal for Sprint Nextel's use on its website or collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Andrea Williams, CTIA's Assistant General Counsel, at (202) 736-3215 or awilliams@ctia.org.

CTIA commends Sprint Nextel for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with Sprint Nextel on this important industry initiative.

Sincerely,

A handwritten signature in dark ink, appearing to read "Steve Largent", written over a circular embossed seal.

Steve Largent

Attachment

cc: Charles McKee
Vice President – Government Affairs
Federal & State Regulatory



SEAL OF WIRELESS QUALITY/CONSUMER INFORMATION**LICENSE AGREEMENT**

Company is hereby granted a non-exclusive, world-wide, royalty-free license to use CTIA's Seal of Wireless Quality/Consumer Information ("Seal") to represent that Company voluntarily adopts and follows the *CTIA Consumer Code for Wireless Service* and has certified such to CTIA.

CTIA permits the use of appropriate references to CTIA and the Seal solely in connection with the *CTIA Consumer Code for Wireless Service* Program. References to the Seal shall not be misleading as to the extent of Company's voluntary support and participation in the CTIA Voluntary Code for Consumer Information program. The Seal may appear in Company's advertising, promotional material or other literature to indicate its voluntary and consistent application of the *CTIA Consumer Code for Wireless Service*.

Upon CTIA's acknowledgement of Company's certification, CTIA shall supply Company with a specimen of the Seal. Company shall not modify or alter the Seal without prior written permission from CTIA, and such permission shall not be unreasonably withheld. Company agrees to amend or discontinue the use of the Seal upon written request of CTIA. Company shall immediately cease use of the seal upon receipt of CTIA's written notice to do so.

Company assumes full and complete responsibility for its use of the Seal, and agrees that its use of the Seal constitutes a declaration that Company voluntarily adopts and follows the principles set forth in the *CTIA Consumer Code for Wireless Service*.

Use of the Seal for other purposes than those stated in this License Agreement is an unauthorized use of the Seal and is strictly prohibited.

This license may be renewed annually subject to Company's successful completion of the certification process.

Use of the Seal constitutes acceptance of these legal terms and conditions.



ATTACHMENT 5

Sprint Business Continuity Program Overview



Sprint Business Continuity Program Overview

Disclaimer

This document may not be duplicated, modified, used by or disclosed to a third party without the prior express written consent of Sprint Corporation.

1. Purpose

The purpose of this document is to provide approved information that can be shared with interested parties in order to illustrate that Sprint is committed to an efficient and effective corporate approach with respect to Business Continuity Planning and Disaster Response. This document will explain the core components of the Sprint Business Continuity Program and the structure by which it is implemented.

2. Communication Tiers

In order to share pertinent Business Continuity and Disaster recovery information to a variety of external parties, Sprint has created three layers of BCP/DR external communications. This Tier approach will allow Sprint to be effective in communicating the right level of detail yet protect the company from sharing proprietary information. **This document is considered Tier 1.**

3. Business Continuity Program Mission

To optimize the continuation of the company's mission critical processes and services when faced with significant business disruptions while minimizing financial impact and damage to Sprint's brand, its employees, and customers.

4. Program Introduction

As businesses, government agencies, and individual consumers become more and more reliant on wireline and wireless communications as well as remote access to information, the concept of Business Continuity has never been more important. Sprint takes Business Continuity to the next level by ensuring that it is part of the corporation's business philosophy. This philosophy promotes utilizing business continuity principles, guidelines, and standards by all company employees in their day-to-day business operations. This program includes a collection of business resumption and disaster response plans that are designed to ensure the company has implemented cost effective risk reduction strategies for crucial assets such as employees, network components, processes, and facilities.

The Sprint logo, featuring the word "Sprint" in a bold, sans-serif font, followed by a stylized graphic of a signal tower or antenna.

5. Program Structure Overview

The corporation has established a structure that is designed not only for the purposes of impact assessments and decision making during an event, but also includes teams and committees dedicated to analyzing and assessing business risks as well as establishing the strategic direction for mitigating these risks.

Executive Command Team (ECT) -The ECT consists of executives representing all critical Sprint functions. The ECT is the executive sponsor of the overall business continuity program. The ECT approves all policies, guidelines, strategies, and initiatives both proactively and during a disaster.

Officer Business Continuity Committee (OBCC) -The OBCC consists of Vice President level individuals who oversee the implementation of the business continuity program across the company to assure overall compliance with program objectives, review collaborative and cost effective risk reduction recommendations, align key stakeholders around approved implementation strategies and priorities, and provide guidance to the BCO and the Business Continuity Committee.

Business Continuity Office (BCO) -The BCO is the program office responsible for establishing the policy, structure, and methodology for developing, maintaining, and testing enterprise-wide Continuity and Disaster Response Plans. During an incident, the BCO is responsible for coordinating cross-functional incident management activities of the Enterprise Incident Management Team.

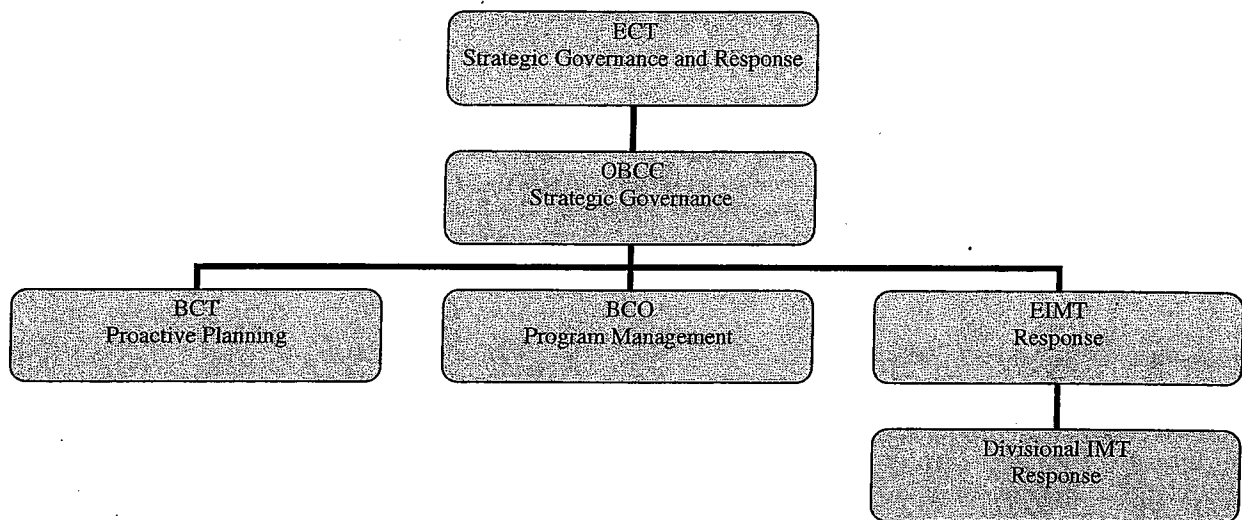
Business Continuity Teams (BCT) -BCTs develop business continuity plans and execute these plans and crisis procedures in the event of a business disruption. The BCTs are organized to represent all business areas at Sprint: Network Services, IT Services, Customer Management, and Corporate Function teams (Human Resources, Facilities, Security, Corporate Communications, Legal, Supply Chain Management and Finance). Sprint's Emergency Response Team (ERT) is a customer facing team that provides support services to communities and government agencies in need of temporary communications, providing priority access and handsets during widespread events.

Enterprise Incident Management Team-The Enterprise Incident management Team (EIMT) convenes quickly to provide the logistical support required to respond to and recover from an incident in an expeditious manner. Once an event has been declared a disaster, the EIMT transitions to an Incident Command System (ICS) structure Sprint utilizes ICS as the recognized response system for providing restoration of the network and critical business process recovery. The EIMT has the most current status regarding internal response and recovery efforts. This team is intended to be an implementation support organization for all divisions within the company, to provide the necessary resources to assist with the restoration efforts.

Incident Management Team-Sprint has incident management teams in all major divisions. The divisional IMTs are responsible for coordinating disaster response efforts within their respective departments. All IMTs have an IMT chair that will represent their department on the EIMT to provide status updates as well as present any issues that may require corporate guidance, support, and escalation.



Corporate Structure Diagram



6. Corporate Business Continuity Program Implementation

In implementing the Business Continuity Program, Sprint uses practices as defined by the industry common body of knowledge. FEMA, Business Continuity Institute (BCI), Disaster Recovery Institute International (DRII), and the American National Standards Institute (ANSI) have endorsed this methodology. Components of the program include:

- Program Initiation**
- Risk Identification & Assessment**
- Risk Reduction**
- Plan Building**
- Develop and Conduct Exercises**
- Training and Awareness**
- Sustainability and Process Improvement**
- Program Performance Reporting**

6.1 Program Initiation

During this timeframe the business continuity scope, project plan, and deliverables are determined by the Business Continuity Teams and other stakeholders involved in the program. Kick-off meetings are conducted to familiarize management and employees within the business unit of the purpose of the program. Division leads send out formal written communication that acknowledges their support and sponsorship of Business Continuity and outlines the expectation of support from all of their respective organization's associates in meeting key BCP objectives.

6.2 Risk Identification & Assessment

This phase includes performing Business Impact Assessments and Location Risk Assessments. The process involves identifying significant exposures that can, if not addressed, adversely impact Sprint's ability to perform its critical processes.



6.3 Risk Reduction

This portion of the process focuses on investigating cost effective measures by which the company can minimize impact to identified exposures. Mitigation strategies are documented and reviewed for approval.

6.4 Plan Building

Building and maintaining detailed plans is an integral part of Sprint's continuity strategy. This phase includes documenting contact information and task lists required to mobilize and recover critical business processes and systems during a crisis event. Sprint's plans include Business Resumption Plans, Disaster Recovery Plans and Incident/Crisis Management Plans. Plans are kept current and relevant by reviewing and updating annually or if any of the previously mentioned triggers occur.

6.5 Develop and Conduct Exercises

The BC Program routinely conducts exercises to evaluate plans, educate personnel, and to test functions and operational capability of Sprint's Internal Emergency Operating Centers. Sprint conducts exercises routinely to validate plans and train employees. Information related to these exercises is propriety to Sprint. Additionally, as part of the nation's critical infrastructure, Sprint participates in many coordinated situation drills with FEMA, the Department of Homeland Security, and state emergency management agencies to ensure our coordinated preparedness and response during a disaster. The most common types of exercises conducted are Table Top, Walk-through, Functional drills, and Full-scale.

Tabletop Exercises

In a round-table setting, members of the response team meet to discuss their responsibilities and describe how they would react as a team to an emergency scenario. They identify areas of overlap and confusion in a cost-effective and efficient manner before conducting a more demanding exercise.

Walk-Through Drills

Both management and the response team perform their emergency functions within the emergency response location.

Functional Drills

These drills are designed to test specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. In most cases, these functions should always be tested separately to help identify improvement areas and to eliminate confusion. Outside observers are often used to evaluate these exercises.

Full-scale Exercises

Exercises simulated to be as close as possible to a real-life disaster. They usually involve the entire disaster team, management, field operations, and outside agencies. During the simulated exercise, team members are expected to actually perform their disaster responsibilities.

6.6 Training and Awareness

To ensure all employees are aware of the program and prepared for a crisis event, Sprint has a formal Business Continuity training and awareness program. Sprint utilizes the internal training organization, Sprint University, to



develop a variety of training resources for Sprint associates. Company training and awareness resources include online training, a corporate continuity website, and orientation and educational sessions. These sessions are regularly scheduled discussion seminars that provide information, answer questions, and identify needs and concerns from employees.

6.7 Sustainability and Process Improvement

The Business Continuity Program is considered an ongoing and ever evolving initiative. Company-wide After Action Reviews (AAR) are hosted by professional facilitators from the Sprint University. In addition, individual departments will host AAR sessions. Information from these reviews is used to improve efficiency of business continuity and disaster response processes. Lessons learned, exercise results, or major organizational changes are all examples of triggers that would cause Sprint to re-evaluate existing procedures and modify them for optimal response.

6.8 Performance Reporting

The Business Continuity Office reports to Sprint's Executive Management and the Board of Directors, on an annual basis, regarding the status of the Sprint's Business Continuity Program and Sr. Management's overall assessment of risk to the organization. Sprint has an internal Maturity Model for benchmarking Business Continuity Program success and progress. In addition, third party auditors have been brought in to measure Sprint's Business Continuity and Disaster Response programs.

7. Declaring Company Threat Levels

Sprint has defined four incident severity levels with internal triggers to escalate when an incident escalates. These incident severity levels in increasing order are Business As Usual, IMT Incident, Enterprise Incident, and lastly Company Jeopardy.

8. EIMT Emergency Operations Center (EOC)

The EIMT EOC serves as a centralized incident management center to manage disaster-related response operations. This center is a central work location for EIMT members to join together to manage response and restoration activities. Sprint maintains both physical and virtual EOCs.

9. Network Resiliency Overview

9.1 Network Incident Management Team

Network Services' implementation of ICS stays true to the core principles of ICS. This enables Sprint to leverage this best practice in wide-scale responses, using common terminology and standard organizational structures, to communicate efficiently internally and with customers such as Public Safety agencies as many of these agencies utilize ICS as well. Teams train on and deploy in standard ICS Sections, branches, units and strike teams, and emphasize span of control, comprehensive resource management, and other ICS principles.

Network teams leverage Sprint tools such as Priority Connect, Direct Talk units, (off-network unit-to-unit communications) GPS hand held units, camera phones, laptop wireless cards, and Blackberry devices to aid in response communication, situation assessment and resource tracking. The teams also maintain a pool of Satellite phones as a contingency plan to use in restoration. Teams continue to create innovative response tools, such as the unique Satellite backhaul SatCOLTs (Cell on Light Truck) that enable restoration of service when a traditional T1 circuit is not available.



The Network IMT receives notification of an actual or potential situation that requires activation (hurricane, earthquake, regional power outage, other event where business as usual would not resolve the situation), establishes the Emergency Operations Center (EOC), performs an initial overall assessment, establishes monitoring bridge(s), coordinates between agencies impacted by the event, assigns tasks, gathers status information, and performs executive notifications at prescribed times.

9.2 Cell Site Disaster Planning

Sprint's priority site restoration plan focuses resources and speeds recovery partly by making sure that existing infrastructure is operating properly under normal circumstances and by having a reaction plan for abnormal circumstances. To accomplish this, Sprint has implemented a detailed preventative maintenance program on all site hardware to insure all systems and redundant equipment is in proper working order. Sprint sites are equipped with battery backup. This is often enough time to deploy a generator until the power can be restored. Sprint maintains a fleet of mobile generator sets, which can be deployed to all Sprint service areas.

9.3 Cellular Network Disaster Planning

The Sprint wireless networks consist of multiple circuits on various combinations of copper, fiber, and microwave radio systems. Most of our hub locations are placed on their SONET bi-directional fiber rings. These rings significantly reduce the chance of network failure due to cable dig ups, equipment failures, or other potential causes of service interruptions. Sprint's radio network provides significant overlapping coverage areas throughout our market areas, which often allow cell sites to fully or partially compensate if a single neighboring cell site is inoperative. Also in an effort to minimize service impact when a site is down, Sprint maintains a fleet of "Cell On Wheels" (COWs) devices, which are portable and self-contained cell sites. These COWs can be deployed to restore coverage from a damaged site or provide additional capacity in the immediate vicinity of an incident.

9.4 Switch Locations Disaster Planning

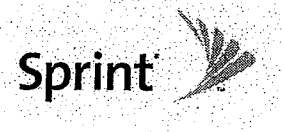
Sprint has implemented a distributed architecture for interconnection redundancy utilizing dual fiber facilities at all of our switch locations. These main switch locations currently have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster recovery issues.

9.5 Overall Network Performance Management Efforts

The performance of Sprint's networks is monitored 24 hours a day, 7 days per week, and 365 days a year by the Network Monitoring Centers (NMCs). In addition, local switching offices staffed by trained technicians and management coordinate with these larger operations centers, to ensure that Sprint's networks are properly maintained and network performance is at expected levels.

9.6 Network Restoration Prioritization

Sprint's Interconnection Solutions team works closely with Sprint Business Solutions (SBS) in establishing the customer prioritization once the backbone, TSP (Telecommunications Service Priority) and Critical Life Circuits are re-established. Sprint has an established service restoration priority and process.



10. Information Technology Resiliency Overview

10.1 Information Technology Incident Management Team

The Information Technology Continuity Planning and Recovery (IT CPR) team partners with the corporate Business Continuity Office (BCO) and other business units to facilitate risk assessment and business impact analysis in order to develop comprehensive continuity strategies and business resumption plans. In the event of an emergency, the team coordinates, manages and executes response efforts to minimize loss and support internal and external customers during times of disruption. The team also coordinates and manages Information Technology's internal Business Continuity Plan (BCP) training and awareness program. In addition, this team partners with the Corporate Business Continuity Office (BCO) to ensure a consistent program throughout the enterprise.

10.2 Information Technology Incident Command Centers

The IT IMT Command Center serves as a centralized arena to manage disaster related operations. Recovery personnel execute defined processes and procedures, communicate and provide resources to effectively assess and manage disaster events. The Incident Command Centers are geographically redundant.

10.3 Data Center and System Resiliency Planning

The IT IMT is a proactive planning group that works in partnership with peer IT organizations. The collective team is responsible for the accuracy and integrity of current information in their particular area of responsibility, including internal procedures, available systems, resources, call trees and points of contact. The IT IMT provides personnel with the necessary resources to assist with the restoration process. Sprint's Data Centers are held to exceptionally high and stringent industry, but more importantly, self-imposed standards of structural design, engineering, technology, redundancy, security, maintenance and 24x7 operations. Data Centers are geographically dispersed and have the capability to function as the recovery site for impacted Data Centers.

10.4 IT Restoration Prioritization

Strategies are in place to minimize IT impacts to Data Centers, Call Centers and Retail locations based on Business Impact Analysis in order to expedite and control the recovery process. Data required for recovery of operating systems, production libraries, and critical application systems are backed up regularly and placed in off-site storage.

11. Emergency Response Team

A number of significant events have occurred throughout the United States during the last six years that have impacted preparedness strategies at the Federal, State and Local level. Some of these events include 9/11, Hurricane Katrina, the DC Sniper Task Force, and the most recent tragic incident at Virginia Tech. Additionally, many jurisdictions host events that have been designated by the Department of Homeland Security as major terrorism threats, including but not limited to large spectator sporting events like NASCAR and the NFL; key military bases; large ports and mass transit systems. These incidents and unique State characteristics highlight the need to enhance capabilities, capacity and coverage for emergencies – all of these incidents either benefited from or could have benefited from a tactical response communications capability.

Sprint provides tactical response communications capabilities through its Emergency Response Team (ERT). ERT is an experienced, cross-functional group consisting of a dedicated, full-time core team and hundreds of reservists across the country, that provides wireless telecommunications equipment, infrastructure and personnel operations support to federal, state and local agencies as well as enterprise customers during declared emergencies, field training exercises, agency-specific events and National Special Security Events.



The ERT fully supports high-volume, short-notice communication equipment needs for agencies and enterprise customers providing rapidly deployable, turnkey communication solutions. ERT accomplishes this with its vast inventory of portable cellular sites including SatCOLTs (Satellite Cell on Light Trucks) and COWs (Cell On Wheels); voice interoperability solutions including, VoIP, Audio Cross Connect and Satellite Dispatch services; data interoperability including, IP Trailers and Satellite fly away kits and inventory of 35,000 ruggedized iDEN and CDMA handsets.

ERT has deployed in support of over 700 Federal, State and Local agencies; including 25 Presidential declared disasters since 2002. Including Hurricane Katrina, the Space Shuttle Columbia Recovery Efforts, the DC Sniper Taskforce, Democratic & Republican National Conventions; Large scale military Mobile Readiness Training Exercises; and Agency Specific Events such as the Global Airchiefs Conference, NATO Conference and in support of State and Local elections. For additional information on Sprint's Emergency Response Team, please contact via phone our 24x7 ERT Hotline at 1-888-639-0020 or 254-295-0020 for GETS users or by email emergencyresponseteam@sprint.com.

12. The EOC Initiative

During a number of recent disasters, reservists staffed State and Local Emergency Operations Centers (EOC) to relay first hand information back to agencies that rely on critical communications. Having reservist representation at EOCs is valuable for a number of reasons: Reservists provide real time information and status updates to the EOCs on the progress of our network recovery efforts ; Allows State EOCs to provide direction on priority areas for Network restoration; Coordinate information from the other critical infrastructure functions, such as Energy/Power and Transportation; and obtain location of FEMA and other emergency responder command posts using Sprint-Nextel handsets to help plan for influx of capacity needs. The EOC initiative is an example of Sprint's proactive approach during an incident, through partnership, involvement and communications support. Partnering with Emergency Management agencies in cities and counties throughout the United States provides better coordination of Sprint and ERT support resources for Disaster Preparation and Response. Trained Reservists are more actively involved in providing their communities with critical volunteer support. Agencies are able to have a direct channel into Sprint approved support organizations with more expedited response times and capabilities, providing critical communications support when it is needed the most.

13. Hazardous Environment Action Team

Sprint's Business Continuity Office manages an internal Hazardous Environment Action Team (HEAT) to respond to incidents in which Sprint assets or Sprint support activities are compromised by hazardous material environments, such as contaminants that surface during natural disasters or large scale chemical spills. These responders are specifically focused on bringing Sprint networks and applications back online and providing for continued support in special events. Further, the availability of technicians trained to work safely in hazardous environments minimizes risk to other employees. The need for such a program surfaced over several years with the occurrence of such events as 9-11, the Oregon wildfires, the Graniteville train derailment, and the 2005 Hurricane Season.

The BCO along with industry leaders in Hazardous Material Emergency Response put together a program geared at highlighting Sprint's focus on disaster response and recovery. Individuals are selected for the program based on technical expertise, past performance, and the ability to meet OSHA mandated requirements. Once selected, team members attend several levels of training – each level building on the previous competencies – to gain proficiency in various response situations. The HEAT team utilizes the standard FEMA progressive exercise program to keep skills fresh and gain proficiency in various operational environments. On average, the team will participate in quarterly tabletop exercises, training drills, and semi-annual functional exercises. This program demonstrates, to both employees and customers, Sprint's dedication to employee safety and the resiliency of our services.

ATTACHMENT 6

Sample Advertisements for Lifeline and Link Up



Sprint Presents Lifeline and Link Up Service

Lifeline and Link Up are public assistance programs offering wireless telephone discounts to qualified, low-income consumers. Under the Lifeline program, eligible subscribers may receive a discounted monthly charge of \$16.49 per month in most areas. Eligible residents of federally recognized Tribal lands may qualify to receive additional discounts off the monthly charge for Lifeline service. Link Up assistance helps qualified, low-income customers pay the activation fee.

Eligibility requirements vary by state. In many states, you may qualify for Lifeline assistance if you comply with certain income level requirements or you currently participate in certain public assistance programs.

For further information about Lifeline and Link Up assistance or to receive an application form, please call Sprint toll free at 866-827-3290.

NOTICE: Lifeline is only available to Sprint subscribers in limited geographic areas, and for one wireline or wireless phone line per household. You may only receive the Link Up discount once at the same address. Additional restrictions apply. ©2008 Sprint Nextel. All rights reserved. SPRINT, the logo and other trademarks are trademarks of Sprint Nextel.

DTVAlert For Consumers With Analog TVs: After 02-17-09, analog-only televisions will need a converter box to receive over-the-air broadcasts with an antenna. Analog-only TVs should continue to work as before with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products. For coupons for a digital converter box, call 888-388-2009 or visit www.dtv2009.gov. For more info about the digital transition, call 888-225-5322 or visit www.dtv.com.



Programas Lifeline Y Link-Up De Sprint

Lifeline & Link-Up Programs from Sprint

Lifeline

Lifeline es un programa de asistencia pública que ofrece un descuento en la factura mensual del teléfono móvil a clientes de bajos ingresos que califiquen.

Solicítelo y Ahorre

Bajo el programa Lifeline, los suscriptores que califiquen pagan un cargo mensual descontado de \$16.49 al mes en la mayoría de las áreas. Los residentes de territorios tribales reconocidos a nivel federal que califiquen, podrían recibir descuentos adicionales en su cargo mensual por el servicio Lifeline.

Servicio Lifeline de Sprint

El servicio Lifeline incluye 200 minutos a cualquier hora y minutos ilimitados de noche y fin de semana, los cuales pueden ser usados para llamadas locales o de larga distancia. Los minutos de noche y fin de semana pueden ser usados antes de las 7 a.m. y después de las 9 p.m. de lunes a viernes, y durante todo el día los sábados y domingos. El servicio Lifeline también incluye correo de voz, llamada en espera, identificador de llamadas, mensajería numérica y llamada entre tres personas sin cargo adicional. Aunque el *roaming* está incluido en la mayoría de las áreas del país, no está incluido en los territorios de las Filiales de Sprint.

Cómo calificar para Lifeline

Los requisitos de elegibilidad varían según el estado. En muchos estados, usted podría calificar para recibir asistencia de Lifeline si el ingreso total de su hogar está por debajo de los lineamientos de los niveles de pobreza establecidos por el estado donde vive o por el FCC, o si actualmente califica para recibir beneficios de alguno de los siguientes programas de asistencia pública:

- > Medicaid
- > Cupones de alimentos (Food Stamps)
- > Ingreso de Seguridad Suplementario (Supplemental Security Income, SSI)
- > Asistencia Federal de Vivienda Pública/sección 8
(Federal Public Housing Assistance/section 8)
- > Asistencia de Energía para Hogares de Bajos Ingresos
(Low-Income Home Energy Assistance, LIHEAP)
- > Programa Nacional de Almuerzos Escolares (National School Free Lunch Program)
- > Asistencia Temporal para Familias Necesitadas
(Temporary Assistance for Needy Families, TANF)

Si el cliente vive en territorios tribales reconocidos a nivel federal, también podría calificar para recibir asistencia optimizada de Lifeline, si cumple con los requisitos mencionados arriba, o si actualmente el cliente califica para recibir beneficios de alguno de los siguientes programas de asistencia pública:

- > Asistencia general provista por la Dirección de Asuntos Indígenas
(Bureau of Indian Affairs general assistance)
- > Asistencia Temporal para Familias Necesitadas Administradas a Nivel Tribal
(Tribal Administered Temporary Assistance for Needy Families, Tribal TANF)
- > Head Start (sólo para aquellos que cumplan con las normas de calificación según los ingresos/only those meeting income qualifying standards)

Lifeline

Lifeline is a public assistance program that offers qualified, low-income customers a discount on their wireless monthly telephone bill.

Apply And Save

Under the Lifeline program, eligible subscribers pay a discounted monthly charge of \$16.49 per month in most areas. Eligible residents of federally-recognized Tribal lands may qualify to receive additional discounts off the monthly charge for Lifeline service.

Lifeline Service from Sprint

Lifeline service includes 200 Anytime Minutes and Unlimited Night and Weekend Minutes, which may be used for local or long-distance calls. Night and weekend minutes may be used before 7am and after 9pm Monday through Friday, and all day Saturday and Sunday. Lifeline service also includes Voice Mail, Call Waiting, Caller ID, Numeric Paging and Three-Way Calling at no additional charge. While roaming is included in most areas of the country, it is not included in Sprint Affiliate territories.

Qualify For Lifeline

Requirements vary by state. In many states, you may qualify for Lifeline assistance if your total household income is less than the poverty guidelines set by your state or the FCC, or if you are currently eligible to receive benefits from any of the following public assistance programs:

- > Medicaid
- > Food Stamps
- > Supplemental Security Income (SSI)
- > Federal Public Housing Assistance (section 8)
- > Low-Income Home Energy Assistance (LIHEAP)
- > National School Free Lunch Program
- > Temporary Assistance for Needy Families (TANF)

If you live on federally-recognized Tribal lands, you may also qualify for enhanced Lifeline assistance if you satisfy the above requirements or if you are currently eligible to receive benefits from any of the following public assistance programs:

- > Bureau of Indian Affairs general assistance
- > Tribal Administered Temporary Assistance for Needy Families (Tribal TANF)
- > Head Start (only those meeting income qualifying standards)

If you live in a state that administers its own Lifeline program, you must satisfy the eligibility requirements that appear in the Lifeline application form for your state available from Sprint.

Sign Up Now

To receive a copy of the Lifeline application form for your state, please call Sprint toll-free at 866-827-3290 or visit www.sprint.com to download an application form. Simply complete the Lifeline application form and mail it, along with copies of any supporting documentation, to the following address:

Lifeline/Link-Up Assistance Program - Sprint
ACS
2432 Fortune Drive
Lexington, KY 40509

Restrictions Apply

Lifeline is only available to subscribers in limited geographic areas. Lifeline assistance is only available for one wireline or wireless phone line per household. Data services and other enhanced services or features, international long distance and access to "900" numbers are not available to Lifeline subscribers. Other restrictions may apply.

Pay No Service Deposit

Lifeline subscribers may avoid paying a service deposit by choosing an account spending limit (ASL) of \$75 or less.

LINK-UP

Link-Up assistance helps qualified, low-income customers pay the service activation fee for Lifeline service. You automatically qualify for Link-Up if you satisfy the requirements to receive Lifeline. Link-Up will pay up to \$18, one-half of the \$36 activation fee.

Restrictions Apply

You may only receive the Link-Up discount once at the same address. The discount cannot be applied to activation or installation charges you paid prior to signing up for Lifeline assistance. The discount cannot be applied to the purchase of customer equipment. Other restrictions may apply.

DTV Alert For Consumers With Analog TVs

After 02-17-09, analog-only televisions will need a converter box to receive over-the-air broadcasts with an antenna. Analog-only TVs should continue to work as before with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products. For coupons for a digital converter box, call 888-388-2009 or visit www.dtv2009.gov. For more info about the digital transition, call 888-225-5322 or visit www.dtv.gov.

TERMS AND CONDITIONS

Lifeline and Link-Up service from Sprint is subject to the terms and conditions included in your separate Subscriber Agreement and the Lifeline Service Agreement attached to the Lifeline application form for your state. You may be required to verify your continued eligibility for Lifeline assistance at any time. A two-year agreement is required and an early termination fee of \$200 per line applies.

Si el cliente vive en un estado que administra su propio programa Lifeline, entonces debe cumplir con los requisitos que aparecen en el formulario de solicitud Lifeline de su estado, que Sprint tiene a la disposición.

Inscríbese Ya

Para recibir una copia del formulario de solicitud Lifeline de su estado, favor de llamar a la línea gratuita de Sprint al 1-866-827-3290 o visitar sprint.com para descargar un formulario de solicitud. El cliente simplemente debe llenar el formulario de solicitud Lifeline y enviarlo por correo, junto con las copias de cualquier documento de apoyo, a la siguiente dirección:

Lifeline/Link-Up Assistance Program - Sprint
ACS
2432 Fortune Drive
Lexington, KY 40509

Aplican Restricciones

Lifeline está disponible únicamente para suscriptores en áreas geográficas limitadas. La asistencia Lifeline está disponible únicamente para un teléfono de línea fija o móvil por hogar. Los servicios de datos y otros servicios y funciones optimizados, larga distancia internacional y el acceso a números "900" no están disponibles para suscriptores de Lifeline. Podrían aplicar otras restricciones.

No tiene que pagar depósito de servicio

Los suscriptores de Lifeline pueden evitar pagar un depósito de servicio, si eligen un Límite de Gastos de la Cuenta (ASL, por sus siglas en inglés) de \$75 o menos.

LINK-UP

La asistencia Link-Up ayuda a clientes de bajos ingresos que califican a pagar el cargo por activación del servicio Lifeline. El cliente califica automáticamente para Link-Up si cumple con los requisitos para recibir Lifeline. Link-Up pagará hasta \$18, la mitad del cargo por activación de \$36.

Aplican Restricciones

El cliente puede recibir el descuento de Link-Up sólo una vez en la misma dirección. El descuento no puede aplicarse a los cargos por activación o instalación pagados antes de inscribirse en el programa de asistencia Lifeline. El descuento no puede usarse para comprar equipo del cliente. Podrían aplicar otras restricciones.

Aviso DTV para clientes con TVs análogas

Después del 17 de febrero del 2009, los televisores que son solamente análogos necesitarán una caja de conversión para poder recibir transmisiones inalámbricas con una antena. Los televisores que son solamente análogos seguirán funcionando como antes con los servicios de cable y TV por satélite, consolas de juegos, equipos VCR y reproductores de DVD, y productos similares. Para obtener cupones y así poder recibir una caja de conversión, favor de llamar al 1-888-388-2009 o visitar www.dtv2009.gov. Para obtener más información sobre la transición digital, favor de llamar al 1-888-225-5322 o visitar www.dtv.gov.

TÉRMINOS Y CONDICIONES

Los servicios Lifeline y Link-Up de Sprint están sujetos a los términos y condiciones incluidos en el Acuerdo de Suscripción y el Acuerdo de Servicio Lifeline adjuntos al formulario de solicitud Lifeline del estado del cliente. Se le podría requerir al cliente, en cualquier momento, que proporcione información para verificar que continúa siendo elegible para el programa Lifeline. Se requiere un acuerdo por dos años y aplica un cargo por terminación anticipada de \$200 por línea.

CONFIDENTIAL ATTACHMENT 7

Annual Service Improvement Plan

ENTIRE ATTACHMENT REDACTED

**THE INFORMATION CONTAINED IN CONFIDENTIAL ATTACHMENT 7
CONTAINS NETWORK PLANNING, COST AND NETWORK DESIGN
INFORMATION THAT IS VALUABLE COMMERCIAL INFORMATION AS
PROVIDED IN RCW 80.04.095.**