



UT-093012

Legal Department
Stephen Athanson, Senior Attorney – Regulatory
9700 NW 112th Avenue | Miami, FL 33178
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March 2, 2023

VIA EMAIL (*telecom@utc.wa.gov*)
VIA ELECTRONIC FILING (*Docket # UT-093012*)

Received
Records
Management
03/02/2023
State of WASH.
UTIL. AND
TRANSP.
COMMISSION

Amanda Maxwell
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop S.E.
Lacey, Washington 98503

Re: Lifeline-Only Wireless ETC Consumer Calls to “988”

Dear Ms. Maxwell:

In response to Deputy Director Jing Roth’s recent letter requesting an explanation of how TracFone Wireless, Inc. (“TracFone”) treats “988” calls, messages, and minutes for each one of our currently available Lifeline plans in Washington state, please be advised that TracFone does not apply any charges or deduct any minutes or airtime for calls to 988. That policy extends to all services provided by TracFone, including Lifeline and non-Lifeline services, and includes all TracFone brands.

Please let me know if you have any questions.

Sincerely,

Stephen Athanson
Counsel



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503

P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY 1-800-833-6384 or 711

February 28, 2023

TracFone Wireless, Inc.
Stephen Athanson, Senior Attorney – Regulatory
9700 NW 112th Avenue | Miami, FL 33178
E-Mail: stephen.athanson@verizon.com

Re: Lifeline-Only Wireless ETC Consumer Calls to “988”

Dear Stephen:

Thank you for continuing on to be a Lifeline-Only (LLO) Wireless Eligible Telecommunications Carrier (ETC) in Washington state.

The Washington Utilities and Transportation Commission Staff (“UTC Staff”) is seeking data from each LLO Wireless ETC concerning how they treat calls, messages, and minutes to the national Suicide Prevention Hotline three digit dialed “988” telephone number.

We understand that some companies do not reduce the monthly message or minute allowances for calls (or texts) to “988” (*similar to the treatment of calls or texts to “611” customer service*) even under the most affordable Lifeline plans.

Please respond to this letter by explaining how your company treats “988” calls, messages, and minutes for each one of your currently available Lifeline plans in Washington state.

Thank you in advance for **emailing your response to telecom@utc.wa.gov by March 31.**

Sincerely,

Jing Roth
Deputy Director – Regulatory Services (Telecom, Water, and Transportation)

Respect. Professionalism. Integrity. Accountability.