

## VIA ELECTRONIC FILING

June 10, 2014

Steven V. King
Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

RE: Docket UT-143013 -Eligible Telecommunications Carriers' Annual Filings to the Federal Communications Commission pursuant to 47 C.F.R. § 54.313. and 47 C.F.R. 54.422 – FCC Form 481 filed on behalf of Telrite Corporation d/b/a Life Wireless

Dear Staff,

Pursuant to FCC requirements under 47 C.F.R. § 54.422, enclosed please find for filing a copy of Telrite Corporation d/b/a Life Wireless' FCC Form 481 – Carrier Annual Reporting Data Collection Form.

If you have any questions regarding this filing, please contact me at (407) 260-1011 or regulatory@csilongwood.com.

Respectfully submitted,

Mark Lammert Attorney-in-Fact

Telrite Corporation d/b/a Life Wireless

FCC Fo	rm 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529019
<015>	Study Area Name	Telrite Corporation
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Mark Lammert
<035>	Contact Telephone Number: Number of the person identified in data line <030>	4072601011 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	regulatory@csilongwood.com
ANNUA	AL REPORTING FOR ALL CARRIERS	54.313 54.422 Completion Required Required
<100>	Service Quality Improvement Reporting	(check box when complete)  [complete attached worksheet]
<200>	Outage Reporting (voice)	(complete attached worksheet)
<210>	< check box if no	outages to report
<300>	Unfulfilled Service Requests (voice)	
<310>	Detail on Attempts (voice)	
		(attach descriptive document)
<320>	Unfulfilled Service Requests (broadband)	
<330>	Detail on Attempts (broadband)	(attach descriptive document)
<400>	Number of Complaints per 1,000 customers (voice)	
<410>	Fixed 0.0	
<420>	Mobile 0.0	
<430> <440>	Number of Complaints per 1,000 customers (broadb	and)
<450>	Mobile	
<500>	Service Quality Standards & Consumer Protection Ru 529019_WA_Section 510.pdf	les Compliance (check to indicate certification)
<510>		(attached descriptive document) ✓
<600>	Functionality in Emergency Situations 529019_WA_Section 610.pdf	(check to indicate certification) ✓
		(attached descriptive document)
<610>		
<700>	Company Price Offerings (voice)	(complete attached worksheet)
	Company Price Offerings (broadband)	(complete attached worksheet)
	Operating Companies and Affiliates  Tribal Land Offerings (V/N)2	(complete attached worksheet)
	Tribal Land Offerings (Y/N)?  Voice Services Rate Comparability	(if yes, complete attached worksheet) (check to indicate certification)
<1010>		(attach descriptive document)
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)
<1110> <1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)
	Price Cap Carriers, Proceed to Price Cap Additional D	(complete attached worksheet)
	Including Rate-of-Return Carriers affiliated with Pric	
<2000> <2005>	and the second s	(check to indicate certification) (complete attached worksheet)
<3000>	Rate of Return Carriers, Proceed to <u>ROR Additional D</u>	
<3000>		(check to indicate certification) (complete attached worksheet)

Control of the same	rvice Quality Improvement Reporting llection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529019	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory#csilongwood.com	
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) O	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no ) O	
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.	company is a	
	Please check these boxes below to confirm that the attached documents(s), on li 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	ine	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets		
<114>	Report how much universal service (USF) support was received		
<115>	How (USF) was used to improve service quality		
<116>	How (USF)was used to improve service coverage		
<117>	How (USF) was used to improve service capacity		
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.		

(200) Service Outage Reporting (Voice)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	529019
<015>	Study Area Name	Telrite Corporation
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwcod.com

	<a>&gt;</a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventativ Procedures
F												
F												
E												

SPECIMENOUS IN	ce Offerings including Voice Rate Data lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529019	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	
<701> <702>	Residential Local Service Charge Effective Date  1/1/2014 Single State-wide Residential Local Service Charge		

<a1></a1>	<a2> Exchange (ILEC)</a2>	<a3></a3>	<b1></b1>	 Residential Local Service Rate	 <b3> State Subscriber Line Charge</b3>	  State Universal Service Fee	<bs></bs> Mandatory Extended Area Service Charge	Total per line Rates and Fed
State	exchange (ilec)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line kates and Per
	-							
	1			<del> </del>				
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(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	529019
<015>	Study Area Name	Telrite Corporation
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory#csilongwood.com

711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<b>(0)</b>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select
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	erating Companies lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529019	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	
<810>	Reporting Carrier Telrite Corporation		
<811>	Holding Company		
<812>	Operating Company Life Wireless Holdings, LLC		

cal>	<a2></a2>	(a3)
Affiliates	SAC	Doing Business As Company or Brand Designation
	W. 19. 2.4.4.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	

Charles of the State of the Sta	al Lands Reporting ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> <015> <020> <030> <035> <039>	Study Area Code Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <0 Contact Email Address - Email Address of person identified in data line <0 Tribal Land(s) on which ETC Serves	Telrite Corporation 2015 Mark Lammert 4072601011 ext. 030> regulatory*csilongwood.com
	Tribal Government Engagement Obligation  ompany serves Tribal lands, please select (Yes, No, NA) for each these boxes  rm the status described on the attached document(s), on line 920,	Name of Attached Document
§ 54.313 <921> <922>	trates coordination with the Tribal government pursuant to 8(a)(9) includes:  Needs assessment and deployment planning with a focus on Tribal community anchor institutions.  Feasibility and sustainability planning;	Select (Yes,No, NA)
<923> <924> <925> <926> <927> <928> <928>	Marketing services in a culturally sensitive manner; Compliance with Rights of way processes Compliance with Land Use permitting requirements Compliance with Facilities Siting rules Compliance with Environmental Review processes Compliance with Cultural Preservation review processes Compliance with Tribal Business and Licensing requirements.	

(1100) No Terrestrial Backhaul Reporting Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529019	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)		

Lifeline	erms and Condition for Lifeline Customers lection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		529019	
<015>	Study Area Name		Telrite Corporation	
<020>	Program Year		2015	
<030>	Contact Name - Person USAC should contact regarding this data		Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data I	ine <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data	line <030>	regulatory@csilongwood.com	
<1210> <1220>	Terms & Conditions of Voice Telephony Lifeline Plans  Link to Public Website	HTTP ~	ww.lifewireless.com	Name of Attached Document
or the w	check these boxes below to confirm that the attached document(s), on line ebsite listed, on line 1220, contains the required information pursuant to 2(a)(2) annual reporting for ETCs receiving low-income support, carriers must report:			
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<b>/</b>		
<1222>	Details on the number of minutes provided as part of the plan,	<b>/</b>		
<1223>	Additional charges for toll calls, and rates for each such plan.	$\overline{}$		

2/11/4/1966	rice Cap Carrier Additional Documentation				FCC Form 481	0986/OMB Control No. 3060-0819
CONT. CO. 100	lection Form				July 2013	OSBO, CINID CONTO, THO, SOCO SOLS
Including	Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers				July 2013	
<010>	Study Area Code	529019				
<015>	Study Area Name	Telrite Corporation				
<020>	Program Year	2015				
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert				
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.				
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory%csilongwood.co	om			
CHECK to	he boxes below to note compliance as a recipient of Incremental Connect Amer support as set forth in 47 CFR § 54.313(b),(c),(d),(	ica Phase I support, frozen High e) the information reported on	Cost support, High this form and in the	Cost support to offs documents attache	et access charge reductions, an d below is accurate.	d Connect America Phase II
	Incremental Connect America Phase I reporting					
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))					
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))		1			
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))					
<2012>	2013 Frozen Support Certification					
<2013>	2014 Frozen Support Certification					
<2014>	2015 Frozen Support Certification					
<2015>	2016 and future Frozen Support Certification					
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		1			
<2016>	Certification Support Used to Build Broadband		I			
	Connect America Phase II Reporting (47 CFR § 54.313(e))					
<2017>				$\overline{}$		
<2018>	5th year Broadband Service Certification			Ħ		
<2019>			200 240			
<2020>	Please check the box to confirm that the attached document(s), on pursuant to § 54.313 (e)[3](ii), as a recipient of CAF Phase II suppor addresses of community anchor institutions to which began providi preceding calendar year.	t shall provide the number, n	ames, and			
						1
			1			
			1			
<2021>	Interim Progress Community Anchor Institutions		1			
			1			
			Name of Att	ached Document List	ing Required Information	

1900000	ate Of Return Carrier Additional Documentation	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013
<010>	Study Area Code	529019
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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com
CHECK		t to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 e information reported on this form and in the documents attached below is accurate.
(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313{f}(1){i})	Name of Attached Document Listing Required Information
(3011)	Please check this box to confirm that the attached document(s), on line \$ 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addreproviding access to broadband service in the preceding calendar year.	012 contains the required information pursuant to sees of community anchor institutions to which began
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	
	is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) if yes, does your company file the RUS annual report	Name of Attached Document Listing Required Information (Yes/No) (Yes/No)
Please	check these boxes to confirm that the attached document(s), on line 301	contains the required information pursuant to § 54.313(f)(2) compliance requires:
	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	
		Name of Attached Document Listing Required Information
1200000		(Yes/No) IOIO
(3018)	If the response is no on line 3014, Is your company audited?	(165/10)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a function of the statement of Courant(s) for Balance Sheet, income Statement and Statement of C	
(3020)		2 × × × × × × × × × × × × × × × × × × ×
(3021)	Management letter issued by the independent certified public accountant that if the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f(2), contains:	performed the company's financial audit.
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.	
(3023)		
(3024) (3025)	Underlying information subjected to an officer certification.  Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows
(3026)	Attach the worksheet listing required information	
	_	Name of Attached Document Listing Required Information

	tion - Reporting Carrier lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Co July 2013	ntrol No. 3060-0819
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<015>	Study Area Name	Telrite Corporation	

40102	Study Area code	323013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com

## TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.				
Name of Reporting Carrier: Telrite Corporation				
Signature of Authorized Officer: CERTIFIED ONLINE		Date 06/16/2014		
Printed name of Authorized Officer: Kelly Jesel				
Title or position of Authorized Officer: CFO				
Telephone number of Authorized Officer: 6782021294 ext.				
Study Area Code of Reporting Carrier: 529019	Filing Due Date for this form: 06/30/2014			

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529019
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<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com

## TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier				
certify that (Name of Agent)is authorized to submit the information reported on behalf of the reporting car also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.				
Name of Authorized Agent:				
Name of Reporting Carrier:				
Signature of Authorized Officer:	Date:			
Printed name of Authorized Officer:				
Title or position of Authorized Officer:				
Telephone number of Authorized Officer:				
Study Area Code of Reporting Carrier:	Filing Due Date for this form:			
	punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.			

## TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent A	Authorized to File Annual Reports for CAF or LI Recipier	nts on Behalf of Reporting Carrier
l, as agent for the reporting carrier, certify that I am auth the data reported herein based on data provided by the r	orized to submit the annual reports for universal service support i reporting carrier; and, to the best of my knowledge, the informati	recipients on behalf of the reporting carrier; I have provided on reported herein is accurate.
Name of Reporting Carrier:		
Name of Authorized Agent or Employee of Agent:		
Signature of Authorized Agent or Employee of Agent:		Date:
Printed name of Authorized Agent or Employee of Agent:		
Title or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	
	can be punished by fine or forfeiture under the Communications Act of 1 18 of the United States Code, 18 U.S.C. § 1001.	1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title





FCC Form 481

Section 500 - Service Quality Standards & Consumer Protection Rules Compliance

Under FCC Rules, Section 54.202, an ETC must comply that it will satisfy applicable consumer protection and service quality standards. Telrite Corporation d/b/a Life Wireless (Telrite) is in compliance with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service.

- 1. Telrite discloses rates and terms of service to customers at the time service is initiated. These same terms and conditions are posted on Telrite's website at www.lifewireless.com.
- 2. Telrite provides service availability information on their website at www.lifewireless.com.
- 3. Telrite provides contract terms to subscribers when they initiate or change service. These same terms are provided to subscribers during the annual recertification process as outlined in Commission rules that govern continued subscriber eligibility.
- 4. Telrite's Lifeline service can be terminated at any time by either party without an early termination fee. Service is dependent on continued eligibility in the program.
- 5. Telrite provides disclosures, minutes included in Lifeline plans, expiration of rollover minutes, availability of service, and cost for additional minutes in all published Lifeline advertising materials.
- 6. Telrite customers are provided options if they exceed the number of minutes provided in their Lifeline plan. If at any time a customer purchases additional minutes, charges and plan options are available on the company website at www.lifewireless.com.
- 7. Telrite's toll-free customer service number is 888-543-3620. Customers can also contact Telrite via email at info@lifewireless.com. This information is provided in the terms of service and on the company website and in all information provided to subscribers.
- 8. Telrite responds to all consumer inquiries and complaints received from government agencies within 30 days.
- 9. Telrite has procedures in place to maintain the privacy of subscriber proprietary information in accordance with applicable federal and state laws.
- 10. At service initiation, Telrite requests that subscribers "Opt In" to receive free notifications regarding activation status, balance alerts, etc. Customers can also decline to receive these messages and notices by "Opting Out". If a subscriber chooses to decline free notifications they will receive only those Lifeline notifications required by the FCC such as the 30-day non-usage notice, the recertification notices, etc. The customer cannot opt out of the required FCC notifications.



FCC Form 481 Section 600 - Functionality in Emergency Situations

Under FCC Rules, an ETC must demonstrate its ability to remain functional in emergency situations. Since Telrite Corporation d/b/a Life Wireless (Telrite) is providing service to its customers through the use of facilities obtained from other carriers, it is able to provide to its customers the same ability to remain functional in emergency situations as currently provided by the carriers to their own customers, including access to a reasonable amount of back-up power to ensure functionality without an external power source, re-routing traffic around damaged facilities, and the capability of managing traffic spikes resulting from emergency situations.

Telrite, along with their underlying carriers, have created back-up systems to ensure functionality in the event of a loss of power or network functionality. Telrite maintains its own diesel-powered backup generator at their switching facility in Georgia. All systems within the facility are implemented on redundant servers, each with redundant data network and power.

Telrite Corporation d|b|a Life Wireless does not have facilities in any state other than Georgia. It relies on the facilities of the underlying carrier in each state it provides service to demonstrate its own ability to function in emergency situations.

When a number is identified by a 911 dispatch center as belonging to an underlying carrier, the officer would call the underlying carrier who can assist with tracing the distressed caller or other network information. In the event further customer proprietary network information (CPNI) is needed to reach the distressed 911 caller, the underlying carrier would then direct the officer to contact the reseller, Life Wireless. All underlying carriers that Telrite utilizies have the contact number on file for Telrite d|b|a Life Wireless' customer service department.

When customer service receives a call from a 911 dispatch center, the call will be forwarded to a supervisor. The supervisor will require proof of identity generally by fax or email. After the officer and request is verified as an emergency situation, the information is released immediately. If the "officer" cannot be identified, a subpoena or court order is required.