

Washington State Conditions on Designation of i-wireless, LLC. as an Eligible Telecommunications Carrier

1. ~~i wireless, LLC's (i wireless or company) designation as an Eligible Telecommunications Carrier (ETC) shall be for an interim period of one year from the effective date of the commission's Order approving such designation, subject to commission review. Before the end of one year after the effective date of the Order, i wireless may seek to renew its designation pursuant to WAC 480-123-030 through 040. i wireless's designation for the interim period shall continue until the commission's decision to the designation. i-wireless, LLC (i-wireless or Company) shall utilize federal default eligibility criteria only, i.e., not utilizing Washington Telephone Assistance Program eligibility criteria that are not on the federal list.~~

~~1.~~

2. ~~Within 30 days of approval of its ETC designation in Washington and prior to offering Lifeline services, i wireless must make a compliance filing for approval by the commission containing the following:~~

a. ~~i wireless's Lifeline rate plans, terms and conditions. The rates, terms and conditions shall include all provisions that apply to the Lifeline services offered by i wireless in Washington state and detailed procedures explaining how customers can participate in a particular Lifeline plan.~~

b. ~~i wireless's proposed language to be used in all advertising of Lifeline services and on its websites. The language shall include information directing customers to the Washington State Office of the Attorney General for complaints regarding any Lifeline service issues.~~

e. ~~i wireless's Lifeline Customer Application Form.~~

~~Commission staff shall review i wireless's compliance filing and recommend to the commission whether it should be approved or rejected within ten business days. i wireless shall not offer Lifeline services until the commission has approved its compliance filing.~~

~~3.2.~~ i-wireless shall file with the commission any future changes to its rates, terms, ~~or~~ conditions or Lifeline customer application form at least one day prior to the effective date of the change.

4.3. The information on i-wireless's rates, key terms and conditions, e.g., return policy, usage definition, refill methods, annual recertification requirement, and customer service contact, shall be provided in a package sent or given to Lifeline customers after enrollment in i-wireless's Lifeline program, as well as at i-wireless's official Lifeline websites.

~~5.~~ ~~i wireless shall also provide Lifeline customers with the choice of all other rate plans available to its regular customers.~~

~~6.~~4. For the rate plan free of charge to customers, i-wireless must offer at least one plan with a minimum of 250 minutes per month. The company may invoke Condition No. ~~3-2~~ only for the purpose of increasing the number of minutes or enhancing the features in the Lifeline plan, but not decreasing the number of minutes.

~~7.~~5. i-wireless shall deactivate a Lifeline account if the customer has no usage for 60 consecutive days ~~pursuant to ("usage" is defined in 47 C.F.R. § 54.407(c)(2)).~~ No fewer than eight business days before deactivation, i-wireless shall send the customer a written notice by mail about the potential deactivation and ways to avoid unwanted deactivation. The customer shall have a 30 day grace period from the deactivation date to reactivate the Lifeline account by incurring "usage:" ~~as defined in 47 C.F.R. § 54.407(c)(2).~~ -When a customer reactivates the account, i-wireless must deposit the minutes the customer is entitled to for the grace period.

~~8.~~6. ~~8.~~—On a quarterly basis, ~~beginning with the quarter ending on December 31, 2012,~~ i-wireless shall provide the number of Lifeline customers that it enrolls each month. i-wireless shall also report the number of deactivated Lifeline customers each month by service plan and the reasons for deactivation, ~~(e.g., no usage for 60 consecutive days, annual verification unsuccessful, or voluntary exit).~~ Quarterly reports shall be filed with the commission no later than 30 days after the end of each quarter.

~~9.~~7. ~~9.~~—i-wireless shall respond within 30 days to ~~Ce~~ommission staff's information requests on i-wireless's Lifeline operations, including but not limited to Lifeline customers' usage patterns and Lifeline customer records.

~~10.~~8. ~~10.~~—i-wireless shall cooperate with the commission and the Department of Social and Health Services (DSHS) to work out a procedure to verify i-wireless Lifeline customers' eligibility. [i-wireless shall maintain access to DSHS's online query database to verify the eligibility of Lifeline applicants who qualify based on their participation in Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income and Temporary Assistance for Needy Families. This condition shall be required until the national Lifeline eligibility database is fully functional.](#)

~~11.~~9. ~~11.~~—i-wireless must not deduct airtime minutes for calls to customer care made from the customer's handset by dialing 611. i-wireless shall explicitly state the policy of free 611 calls in its Lifeline service agreements. i-wireless may require the customer to call the toll-free customer care number from another phone if necessary to resolve technical issues related to the handset or its programming.

~~10.~~10. ~~12.~~—i-wireless shall have DSHS audit its Lifeline customers' eligibility (including program eligibility and duplication with other Lifeline providers) at least once a year. [By January 31 of each year, Beginning in 2013, by March 31 of each year,](#) i-wireless shall

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~~provide file with the commission~~ DSHS the complete record of its Washington Lifeline customers who qualify based on their participation in Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income and Temporary Assistance for Needy Families in the prior calendar year. ~~The customer records are subject to review of the commission and DSHS.~~ The records must have all the necessary information and be in an electronic format required by DSHS. After ~~the commission and~~ DSHS notifies i-wireless of the results of the eligibility review, i-wireless must take appropriate measures to either correct the customer records or stop providing services to ineligible customers and report the resolutions to the agencies commission and DSHS within 60 days of the notice. This condition shall be required in place until the national accountability database for duplicate Lifeline claims and the national database for Lifeline customer eligibility are is fully functional.

~~12-11. 13.~~ 13. i-wireless shall provide the commission a copy of its annual Lifeline Verification survey Re-certification results within 30 days results that it files with the Universal Service Administration Company (USAC) ~~by August 31 of~~ each year.

~~13-12. 14.~~ 14. i-wireless shall file with the commission, by March 31 of each year, a report on the number of complaints, categorized by the different nature of complaints that it received from Washington Lifeline customers during the prior calendar year, (e.g., billing disputes and service quality complaints). This report shall include complaints filed with i-wireless, the commission's Consumer Protection and Communications Section, the Washington State Office of the Attorney General, and the Federal Communications Commission (FCC). This report shall not include calls from customers with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The commission reserves the rights to revoke i-wireless's ETC designation if i-wireless fails to provide reasonable quality of service.

~~14-13. 15.~~ 15. i-wireless shall cooperate with the Washington State Enhanced 911 Program (E911) and all Public Safety Answering Points on E911 issues and shall, upon request, designate a representative to serve as a member or alternate member of the Washington State E911 Advisory Committee or its Communications Sub-committee.

~~16. i-wireless shall participate in the Washington State E911 Program's "What's Your Location" public information campaign if the E911 Program requests the participation of wireless carriers.~~

~~17. i-wireless shall collaborate with the Washington State E911 Program to test the compatibility of its handsets with the new Emergency Service Information Network in Washington, including supplying handsets representative of i-wireless's proprietary software and technical assistance should call delivery discrepancies be discovered.~~

~~15-14. 18.~~ 18. i-wireless shall comply with rules on cessation of business as specified in WAC 480-120-083.

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- a. Prior to cessation of business, i-wireless shall make arrangements with its underlying carriers to provide minutes already sold to customers under the same terms and conditions it has with the customers, or provide refunds to the existing customers.
- b. i-wireless shall provide written notice to the following persons at least 30 days in advance of cessation of service:
 - i. The commission;
 - ii. The state 911 program;
 - iii. Each of its customers;
 - iv. The national number administrator.
- c. The notice to the commission and the state 911 program must include the same information required by WAC 480-120-083 (3).
- d. The notice to the customers must include the same information required by WAC 480-120-083 (4).
- e. The notice to the national number administrator must include the same information required by WAC 480-120-083 (7).
- f. i-wireless shall file with the commission at least 30 days in advance of its cessation of business and request the relinquishment of its ETC designation in Washington.

~~16-15.~~ i-wireless shall collect and maintain necessary records and documentation to ensure its compliance with the applicable FCC and commission requirements, including existing requirements and any future modifications. The records and documentation shall be provided to commission staff upon request.

~~17-16.~~ i-wireless shall cooperate with commission staff on phone number conservation issues and shall comply with 47 C.F.R. § 52.

~~18-17.~~ i-wireless shall comply with all applicable federal and Washington state statutes and regulations, including Enhanced 911 tax contributions.

18. [i-wireless shall file with the Commission the results of any audits \(including in-depth data validations\) or investigations on the Company's Lifeline operation in any states or jurisdictions conducted by the FCC or USAC within 14 calendar days from the receipt of results. The Company must also notify the Commission of any ongoing investigation that has resulted in monetary or administrative penalty \(e.g., suspension of Universal Service Fund reimbursement, suspension of Lifeline program operation\) within 14 calendar days of the occurrence of such events. To the extent the Company deems the above information confidential, the Company may submit the notification on a confidential basis consistent with Commission rules.](#)