

Lance J.M. Steinhart, P.C.
Attorneys At Law
1725 Windward Concourse
Suite 150
Alpharetta, Georgia 30005

Also Admitted in New York
Email: lsteinhart@telecomcounsel.com

Telephone: (770) 232-9200
Facsimile: (770) 232-9208

April 4, 2014

VIA OVERNIGHT DELIVERY

Utah Public Service Commission
160 East 300 South
Salt Lake City, UT 84145
Attn: Ms. Julie Orchard
Commission Administrator

Re: i-wireless, LLC – Response to DPU re: Motion for Extension of Time
Docket No. 10-2528-01

Dear Ms. Orchard:

Enclosed please find for filing in the above-referenced docket an original and five (5) copies of this letter, whereby i-wireless, LLC responds to the Division of Public Utilities' ("DPU") Response to i-wireless, LLC Motion for Extension of Time ("Response"). An electronic version has also been filed in Word format to psc@utah.gov on April 4, 2014.

In i-wireless' Motion for Extension of Time ("Motion"), the Company requested an extension of six months to comply with the Commission's Notice of Interim Compliance Processes (the "Notice") issued December 20, 2013 in this docket (namely, the requirement to submit i-wireless' existing customer list containing full social security number ("SSN") of its subscribers to the DPU by February 28, 2014 ("Existing Subscriber List Submission Requirement")). In its Response, the DPU suggested only a 70 day extension of time. While i-wireless appreciates the DPU's willingness to support a 70 day extension, i-wireless asserts that 70 days is not sufficient for the reasons detailed below, and is therefore not in the public interest of i-wireless' existing customers that remain eligible for the Lifeline program.

A. i-wireless has not experienced a high response rate in seeking to obtain full SSN from its existing Utah subscribers

In its Response, the DPU stated that "The December 20, 2013 Notice provided 70 calendar days to meet the February 28, 2014 deadline", and "One wireless ETC who was diligent in monitoring this docket was able to provide the data timely." It is simply unfair to use this sole example as the reason that all wireless ETCs should obtain the data within a 70 day time frame. This reasoning does not take into account the quantity of the ETC's subscriber base or the responsiveness of an ETC's unique subscriber base.

i-wireless' campaign to collect full SSN of its existing Utah subscribers ("Campaign") has involved daily SMS text messages to customers, using two different scripts.¹ i-wireless just increased Campaign activity by using a recorded outbound call to customers in addition to the daily text messages. After approximately 45 days of the Campaign, i-wireless has received responses from only 34% of its existing Utah subscriber base. As i-wireless expected, these numbers are low, especially contrasted with a 59% response rate of Utah subscribers during the annual recertification process that i-wireless completed in Utah on December 31, 2013. Customers are generally not likely to respond to requests for additional information after having just gone through an annual recertification process, as explained in i-wireless' Motion.

B. i-wireless cannot currently update certain customer records due to the NLAD's system limitations

Now that the National Lifeline Accountability Database ("NLAD") is active in Utah, i-wireless' subscriber records are tied to the NLAD such that anytime an ETC updates its customer records, the change must be submitted to the NLAD. Due to current NLAD system limitations, any customer of an ETC that is classified as a Track 1 or Track 2 duplicate² cannot be updated in the NLAD system, and therefore the NLAD blocks the customer update. For any ETC to be able to record a change in the customer record, the ETC will need to suspend NLAD updates to record the new information (contrary to FCC intent) and re-engage the NLAD when the Track 1 or 2 duplicate update issue is resolved. i-wireless is having a difficult time finding a way to record and store the sensitive customer information in such a way that the information is secure and then made available to the NLAD at a time when records can be updated. The only way to manage this record change is to suspend NLAD update activity. Would the State of Utah direct ETCs to suspend the NLAD update functionality until such time as the NLAD will accept updates? Without being able to update customer information in its existing system, there is no efficient way for i-wireless to retain such customer information without compromising the security of customers' sensitive personal information. Thus, i-wireless cannot actually process the full SSN for certain customers even if the customer agrees to provide the data; for these customers, i-wireless would have to contact the customer yet again once the NLAD system has been fixed or once the customer record has been released from being classified as a Track 1 or Track 2 duplicate, at which time i-wireless would have to request the full SSN yet again.

¹ It is i-wireless' understanding that this is the same method that was used by the one ETC who was able to provide the data timely.

² A Track 1 or 2 duplicate is not yet determined to be a duplicate but is flagged as a potential duplicate – the record may only need to be updated with an Independent Economic Household form, or may be in the midst of USAC's IDV process.

C. i-wireless requests a longer extension of time

In summary, a longer extension of time would allow time for the NLAD system limitations to be corrected, and would allow i-wireless to collect the full SSN through the 2014 annual recertification process which the Company could begin as early as May. As is, a 70 day extension would expire on or around May 9, 2014, resulting in the de-enrollment of close to 70% of i-wireless' existing Utah Lifeline subscribers, all of whom have recently recertified or initially demonstrated their eligibility for the Lifeline program.

For the reasons detailed herein, i-wireless reasserts the need for a longer extension of time to comply with the requirement to submit its existing subscriber list to the DPU. i-wireless has done everything that it can reasonably be expected to do and, based upon current results, cannot meet a 70 day extension deadline without it having a detrimental effect on a large percentage of i-wireless' Utah Lifeline subscriber base. i-wireless respectfully requests an extension of time until August 31, 2014 to fully comply with the Existing Subscriber List Submission Requirement.

I have enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope.

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me. Thank you for your attention to this matter.

Respectfully submitted,

/s/ Lance J.M. Steinhart

Lance J.M. Steinhart
Lance J.M. Steinhart, P.C.
Attorneys for i-wireless, LLC

cc: Nicki Wollenhaupt