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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE APPLICATION)
OF CRICKET COMMUNICATIONS, INC.) Docket No. 12-2551-01
FOR DESIGNATION AS AN ELIGIBLE)
TELECOMMUNICATIONS CARRIER IN)
THE STATE OF UTAH)
)

Direct Testimony of
Julie S. Buechler

DIRECT TESTIMONY OF JULIE S. BUECHLER

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Q. WOULD YOU PLEASE STATE YOUR NAME AND BUSINESS ADDRESS?

A. Yes. My name is Julie S. Buechler and my business address is 5887 Copley Drive, San Diego, California, 92111.

Q. ON WHOSE BEHALF ARE YOU TESTIFYING?

A. I am testifying on behalf of Cricket Communications, Inc. which I will refer to as “Cricket” in the rest of my testimony.

Q. WHERE ARE YOU EMPLOYED?

A. I am employed by Cricket Communications, Inc.

Q. WHAT POSITION DO YOU HOLD WITH YOUR EMPLOYER?

A. I am the Manager of Government Programs in the Government Affairs Department.

Q. WHAT IS YOUR EDUCATIONAL AND EMPLOYMENT BACKGROUND?

A. I received my Bachelor of Science degree in Business Administration from San Diego State University and my Juris Doctor degree from the Thomas Jefferson School of Law. I have been a member of the California Bar Association since 1995. I was engaged in the private practice of law for nine years, most recently with the law firm of Bobbitt, Pinckard & Fields in San Diego, where my practice focused primarily on representation of law enforcement personnel in both administrative and judicial forums. I assumed my current position with Cricket Communications, Inc. in 2009.

Q. HAVE YOU PREVIOUSLY PROVIDED TESTIMONY AS PART OF AN ELIGIBLE TELECOMMUNICATIONS CARRIER (“ETC”) DESIGNATION PROCESS BEFORE OTHER REGULATORY COMMISSIONS?

A. Yes. In all states where Cricket has received ETC Designation, I have provided pre-filed testimony or verified statements as part of the petition process for ETC Designation.

25 **Q. WOULD YOU PLEASE BRIEFLY DESCRIBE CRICKET AND ITS**
26 **OPERATIONS?**

27 A. Yes. Cricket is a national provider of wireless communications services, both voice and
28 broadband, operating in 34 states and the District of Columbia and serving approximately
29 six million customers. Cricket provides high-value wireless services to a young and
30 ethnically diverse customer base with unlimited access to wireless voice and data services
31 for a flat rate without requiring a fixed-term contract.

32 **Q. WOULD YOU PLEASE PROVIDE MORE DETAIL ON THE OWNERSHIP**
33 **STRUCTURE AND MANAGEMENT STRUCTURE OF CRICKET AND LEAP**
34 **WIRELESS, INC.?**

35 A. Leap Wireless International, Inc. (“Leap”) is the parent company of Cricket; however, all
36 branding and marketing is done under the Cricket name.

37 **Q. WHAT ARE YOUR RESPONSIBILITIES WITH CRICKET?**

38 A. My current position involves oversight of Cricket’s effort to implement Lifeline service
39 availability to eligible customers in all of our markets nationwide through the processes
40 required for designation as an eligible telecommunications carrier, or ETC, receiving low
41 income only support from the federal Universal Service Fund or “FUSF.” When and as
42 such designations are obtained, I am also responsible for working with the Universal
43 Service Administrative Company, or USAC, with respect to compliance and
44 reimbursement matters, as well as any ongoing required state compliance filings.

45 **Q. HAVE YOU REVIEWED THE ETC APPLICATION AND OTHER**
46 **DOCUMENTS FILED BY CRICKET IN THIS PROCEEDING?**

47 A. Yes.

48 **Q. DO YOU ADOPT THE INFORMATION CONTAINED IN THE ETC**
49 **APPLICATION AS PART OF YOUR DIRECT TESTIMONY?**

50 A. Yes, I do.

51 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

52 A. The purpose of my testimony is to demonstrate that Cricket satisfies the requirements for
53 designation as an ETC in the State of Utah within the areas proposed in its Application
54 and that the granting of this designation is in the public interest.

55 **Q. WOULD YOU PLEASE DESCRIBE CRICKET'S WIRELESS OPERATIONS IN**
56 **UTAH?**

57 A. Yes. Cricket is a telecommunications carrier that provides digital wireless services on a
58 common carrier basis, offering customers unlimited calling at flat rates without requiring
59 a fixed-term contract or a credit check. Cricket provides advance wireless service
60 ("AWS") using its own CDMA network in and around Salt Lake City and northern Utah
61 pursuant to authorizations issued to it by the Federal Communications Commission, or
62 "FCC." Cricket has been providing service in Utah since December 2000.

63 **Q. WILL CRICKET BE USING ANOTHER CARRIER'S NETWORK TO PROVIDE**
64 **LIFELINE WITHIN ITS ETC DESIGNATED AREA?**

65 A. No. Cricket will rely entirely on its own network and is only requesting ETC designation
66 where its own actual coverage exists. Although Lifeline customers can use their phones
67 outside of the ETC designated area, Cricket is only requesting ETC designation where it
68 has actual coverage.

69 **Q. WHAT IS THE AREA IN WHICH CRICKET REQUESTS DESIGNATION AS**
70 **AN ETC?**

71 A. *Exhibit JSB-1*, attached to this Direct Testimony, contains a map showing Cricket's
72 Radio Frequency ("RF") coverage or, as I will refer to it, actual coverage in Utah, which
73 are the areas in which Cricket seeks ETC designation. *Exhibit JSB-2*, attached to this
74 Direct Testimony, is a list of the wire centers, listed by Common Language Location
75 Identifier ("CLLI") codes that encompass Cricket's actual coverage area, also the area in
76 which Cricket seeks ETC designation to provide Lifeline. In other words, Cricket seeks
77 ETC designation in the areas where it has actual coverage within the wire centers listed in
78 *Exhibit JSB-2*.

79 **Q. IS CRICKET REQUESTING ETC DESIGNATION IN BOTH RURAL AND NON-**
80 **RURAL INCUMBENT LOCAL EXCHANGE ("ILEC") STUDY AREAS?**

81 A. Yes. As you can see from *Exhibits JSB-1 and JSB-2* to this Direct Testimony, most of
82 Cricket's proposed ETC designated area falls within CenturyLink's study area, but there
83 are also some rural ILEC study areas that are encompassed by the proposed ETC
84 designated area.

85 **Q. IS CRICKET FINANCIALLY COMPETENT TO PROVIDE SERVICE IN**
86 **UTAH?**

87 A. Yes. As the 6th largest wireless provider in the United States, Cricket clearly has the
88 financial stability to reliably provide ETC supported services in Utah. Leap is a publicly
89 traded company that does business as "Cricket." Cricket is not a subsidiary of Leap,
90 instead it is wholly owned by Leap. Since Leap is a publicly traded company, its
91 financial information is available to the public. Leap's quarterly financial report filed
92 with the Securities and Exchange Commission for the period ending on June 30, 2011, is
93 available online at:

94 <http://sec.gov/Archives/edgar/data/1065049/000106504911000005/leap->

95 [june2011q2x10q.htm](#). Lifeline is a service that Cricket provides to its eligible customers.
96 As of May 2012, Lifeline customers account for approximately 70,000 of Cricket's six
97 million customers.

98 **Q. IS CRICKET SEEKING HIGH COST SUPPORT FOR THE ADVANCED**
99 **WIRELESS SERVICES IT PROVIDES IN UTAH?**

100 A. No, it is not. Cricket is only seeking ETC designation in Utah for the limited purpose of
101 receiving low-income support for offering Lifeline service from the federal Universal
102 Service Fund.

103 **Q. IS CRICKET SEEKING TO ACCESS UTAH USF FUNDS?**

104 A. No.

105 **Q. HOW WILL CRICKET'S LIFELINE SERVICES BENEFIT UTAH**
106 **CUSTOMERS?**

107 A. Designating Cricket as an ETC will serve the public interest generally and the needs of
108 low-income customers in Utah, in particular. Cricket has specifically tailored its wireless
109 service plans to share the benefits of wireless telecommunications with underserved
110 customers who have been left behind by other providers. Cricket's plans offer unlimited
111 local calling, unlimited long distance calling and unlimited texting at affordable rates,
112 starting as low as \$35 per month, with the addition of unlimited broadband starting at \$45
113 per month, without the typical strings attached, such as credit checks, long-term
114 commitments, and early termination fees, that may otherwise prevent economically
115 disadvantaged customers from obtaining wireless services. With this foundation of
116 simplicity and affordability as its business model, Cricket has built a network covering
117 more than 95 million individuals in 34 states and the District of Columbia and is steadily
118 expanding into new communities where the telecommunications needs of consumers are

119 not being met by existing providers. Cricket fulfills a critical role in the marketplace by
120 ensuring that many Americans who cannot qualify for, or afford, the services provided by
121 other wireless providers can still enjoy the benefits of *unlimited* wireless
122 telecommunications, including wireless broadband. Cricket’s flat-rate, unlimited service
123 model is ideal for many consumers on a limited budget; other carriers often impose hefty
124 overage charges if consumers exceed their usage limit. Many consumers cannot even
125 qualify for service from other providers because of creditworthiness concerns or the
126 inability to commit to a long-term contract. Cricket’s customers are not subjected to
127 credit checks, nor are there overage charges, because everything is paid in advance,
128 meaning that the bill is paid *before* service is provided to the customer. As a result,
129 Cricket’s customer base of approximately 6 million customers is quite unlike those of
130 other wireless providers. Notably, approximately 80 percent of Cricket’s customers have
131 annual household incomes of less than \$50,000 and 55 percent have annual household
132 incomes of less than \$30,000. In contrast, just 48 percent of other wireless carriers’
133 customers have annual household incomes of less than \$50,000. The usage patterns of
134 Cricket’s customers are also distinct. Ninety percent of Cricket’s subscribers use the
135 service for their primary phone (compared to an industry average of 50 percent), and 70
136 percent do not have a traditional landline phone service at home (compared to an industry
137 average of 25 percent). Cricket’s customers also use an average of approximately 1500
138 minutes per month—more than twice as many minutes per month as the national industry
139 average. Cricket’s Lifeline customers will receive *unlimited* text messaging and
140 *unlimited* local/national calling under all of the plans available to them.¹ These figures
141 reveal that Cricket reaches market segments that other carriers have ignored, and its

¹ See Exhibit JSB-3 to this Direct Testimony.

142 customers look to Cricket for all of their telecommunications needs, including an
143 entrance to the online world. Designating Cricket as an ETC will improve its ability to
144 serve these customers, and thus will serve the public interest. ETC designation in Utah
145 will enable Cricket to offer appealing and affordable service offerings to low-income
146 Utah customers to ensure that they are able to afford unlimited wireless services on a
147 consistent and un-interrupted basis. Without question, pay-in-advance wireless services
148 have become essential for lower-income customers, providing them with value for their
149 money, access to emergency services on wireless devices, and a reliable means of contact
150 for prospective employers, social service agencies or dependents. Designating Cricket to
151 offer the services supported by Lifeline to Utahns who are otherwise unable to afford
152 *unlimited* quality wireless telephone service promotes the public interest.

153 **Q. WHAT ARE THE REQUIREMENTS FOR DESIGNATION AS AN ETC?**

154 A. To become designated as an ETC, a carrier must be a common carrier, capable of and
155 committed to offering specified supported services either through its own facilities or a
156 combination of its own facilities and resold facilities, advertise these services, and
157 describe in detail the geographic service area for which it seeks designation. In addition,
158 where an applicant seeks designation in areas served by a rural ILEC the designation
159 must be consistent with the public interest. If consistent with the public interest,
160 convenience and necessity, the Commission shall designate additional ETCs in areas
161 served by non-rural ILECs.

162 **Q. DOES CRICKET SATISFY THE REQUIREMENTS FOR ETC DESIGNATION**
163 **IN UTAH?**

164 A. Yes. Cricket satisfies all of the requirements for ETC designation in Utah. Cricket's
165 request for ETC designation complies with section 214(e)(1) of the Act because it is a

166 common carrier that provides all of the services and functionalities supported by the
167 universal service program as set forth in 47 C.F.R. Section 54.101, et seq.

168 **Q. IS CRICKET A COMMON CARRIER IN THE AREAS FOR WHICH IT SEEKS**
169 **DESIGNATION IN THIS PROCEEDING?**

170 A. Yes. The Company is authorized by the FCC to provide AWS pursuant to the licenses
171 described in its application and is therefore a carrier recognized under 47 USC § 214(e)
172 as eligible for ETC designation. Footnote 3 to Cricket’s Application provides a list of
173 Cricket’s FCC licenses in Utah.

174 **Q. CAN YOU DESCRIBE HOW CRICKET SATISFIES THE STATUTORY AND**
175 **REGULATORY PREREQUISITES FOR DESIGNATION AS AN ETC IN UTAH?**

176 A. Cricket satisfies each of the statutory and regulatory prerequisites set forth in the Act, the
177 FCC’s rules and the Commission’s Reports and Orders:²

178 **1. Cricket Offers Voice Telephony Services Supported by the Federal Low-**
179 **Income Universal Service Program [47 C.F.R. § 54.201(d)].**

180 Cricket provides voice telephony services supported by federal universal service
181 support mechanisms, as set forth in 47 C.F.R. § 54.101, and will offer these
182 supported services throughout the areas in which it is designated as an ETC.

183 Cricket will provide these supported services using a combination of its own
184 facilities. Cricket primarily will use its own network infrastructure, which
185 includes the same antennae, cell-sites, towers, trunking, mobile switching and

² See *Federal-State Joint Board on Universal Service*, Report and Order, 20 FCC Rcd 6371 (2005). See also *Lifeline and Link Up Reform and Modernization*, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11 (rel. Feb. 6, 2012) (“Lifeline Reform Order”). See also *In the Matter of Virgin Mobile USA, L.P., Petition for Limited Designation as an Eligible Telecommunications Carrier*, Public Service Commission of Utah, Order on Reconsideration, Docket No. 10-2521-01 (July 13, 2011).

186 interconnection facilities used to serve its existing customers. Cricket’s voice
187 telephony services include:
188 **Voice Grade Access.** “Voice grade access” permits a telecommunications user to
189 transmit voice communications, including signaling the network that the caller
190 wishes to place a call, and to receive voice communications, including receiving a
191 signal that there is an incoming call. Through its interconnection agreements with
192 local exchange carriers (“LECs”) in Utah, Cricket’s customers will be able to
193 place and receive calls on the public switched telephone network with a minimum
194 bandwidth of 300 to 3000 Hertz.
195 **Local Usage.** “Local usage” is an amount of usage of exchange service provided
196 without an additional charge to end users. The FCC has specified that a local
197 usage plan is acceptable if it is “comparable to the one offered by the incumbent
198 LEC in the service areas for which the applicant seeks designation.”³ This
199 comparability analysis must proceed on a case-by-case basis, and take account of
200 value-added capabilities and services incorporated into a plan.⁴ Cricket’s service
201 plans, summarized in *Exhibit JSB-3* to this Direct Testimony, all offer unlimited
202 local and toll calling at a low flat rate, and thus are at least comparable in value to
203 those offered by ILECs operating in the requested ETC service area. Cricket’s
204 plans offer consumers numerous benefits, including larger “local” calling areas,
205 mobility, and unlimited local and long-distance usage. In addition, these plans
206 incorporate value-added features, such as caller ID; unlimited domestic text and
207 picture messaging; unlimited text messaging to Mexico; premium extended

³ See *Federal-State Joint Board on Universal Service*, Report and Order, 20 FCC Rcd 6371, at ¶ 32 (2005) (“2005 ETC Order”).

⁴ *Id.*

208 coverage providing unlimited service without additional roaming fees in over
209 4,600 domestic cities and towns; and call waiting, three-way calling, and
210 voicemail, among other services.

211 *Exhibit JSB-3* describes the different Cricket calling plans available to
212 subscribers. This rate plan matrix reflects the calling plans available to all pay-in-
213 advance customers, including Lifeline customers. Cricket applies a \$10 Lifeline
214 discount to the monthly bill for eligible Lifeline customers. *Exhibit JSB-3*
215 illustrates some of the plans that Cricket has made available for all customers,
216 including Lifeline customers. There are four cost categories which cost a flat
217 monthly rate of \$35, \$45, \$55 or \$65. All of the plans include unlimited
218 nationwide local calling, unlimited nationwide long distance,⁵ caller ID and
219 voicemail at a minimum. Furthermore, Cricket has two international calling
220 plans. Each plan would cost \$10 less for a Lifeline eligible customer, for example
221 the Basic plan would only be \$25, but would still include unlimited nationwide
222 local calling, unlimited nationwide long distance,⁶ caller ID and voicemail. This
223 is a superior product to traditional landline local calling given the geographical
224 constraints on ILEC local calling. Further, when Lifeline credits are applied to
225 eligible customers, this extended local calling area service will cost only \$25,
226 which is a comparable rate with local calling plans of ILECs which have a smaller
227 calling area. In addition, there are two international calling plans. As you can see
228 from *Exhibit JSB-3*, the Mexico plan costs a \$55 flat monthly fee and includes all
229 the services included in the \$45 Value plan, as well as 500 minutes to a Mexico

⁵ This includes calling to all 50 states, Puerto Rico and Canada.

⁶ This includes calling to all 50 states, Puerto Rico and Canada.

230 landline and 30 minutes to a Mexico mobile phone every month. Similarly, the
231 Global Plan costs a \$65 flat monthly fee and includes all the services included in
232 the \$45 Value plan, as well as 500 minutes to a landline in any foreign country
233 and 30 minutes to a mobile phone in any foreign country. The Mexico plan will
234 only cost \$45 and the Global plan will only cost \$55 for Lifeline customers after
235 the \$10 discount.

236 ***Access to Emergency Services.*** “Access to emergency services” includes access
237 to services, such as 911 and enhanced 911 (“E-911”), provided by local
238 governments or other public safety organizations. Cricket currently provides its
239 voice customers in Utah with such access, is capable of delivering automatic
240 numbering information (“ANI”) and automatic location information (“ALI”) over
241 its existing network, and otherwise satisfies applicable Utah and federal E-911
242 requirements. Further, Cricket pays all applicable E-911 fees in a timely manner.
243 Cricket will continue to work with local public safety answering points
244 (“PSAPs”) within its ETC service areas to make 911 and E-911 service available
245 to its customers.

246 ***Toll Limitation.*** “Toll limitation” includes the offering of either “toll control” or
247 “toll blocking” to qualifying low-income customers, as a means of limiting or
248 blocking the completion of outgoing toll calls. Section 54.401(a)(2) of the FCC’s
249 recently adopted rules provides that toll limitation service is not necessary for any
250 Lifeline service that does not distinguish between toll and non-toll calls in the
251 pricing of the service.⁷ Cricket’s calling plans do not distinguish between local
252 and toll calls at the point of dialing, such that Cricket cannot offer toll limitation

⁷ See *Lifeline Reform Order* at ¶ 49.

253 without blocking all service to a customer. However, if for any reason Cricket
254 changes the structure of its service plans to distinguish between local and toll
255 calls, Cricket will meet the toll limitation requirement by providing toll blocking.

256 **2. Cricket Will Advertise the Availability of and Charges for its Universal**
257 **Service Qualifying Offerings [47 C.F.R. § 54.201(d)(2)] and Verify Eligibility.**

258 Cricket will advertise the availability of the supported services detailed above,
259 and the corresponding rates and charges, in a manner designed to inform the
260 general public within its designated ETC service areas. This advertising will
261 occur through a combination of media channels, such as radio, newspaper,
262 magazine and other print advertisements, outdoor advertising, direct marketing,
263 and the Internet. Cricket will offer Lifeline service only under its own brand
264 name, and not through any affiliates. To the extent that Lifeline service is
265 provided by affiliates in the future, Cricket will disclose such information
266 pursuant to the reporting requirements set forth in 47 C.F.R. § 54.422. *Exhibit*
267 *JSB-4* to Cricket's ETC Application provides a sample of some of the
268 advertisements for Lifeline that Cricket has used to market Lifeline in other states.

269 **3. Cricket Will Satisfy its Additional Obligations as an ETC.**

270 In addition to those requirements set forth in Section 54.201 of the FCC's rules,
271 Cricket will satisfy other ETC requirements adopted by this Commission and the
272 FCC.

273 **Q. WILL CRICKET COMPLY WITH APPLICABLE SERVICE REQUIREMENTS**
274 **AS REQUIRED BY 47 C.F.R. § 54.202(a)(1)(i)?**

275 A. Yes. Cricket certifies that it will provide voice telephony service using its standard
276 customer equipment (handsets/wireless devices). This service will meet the requirements

277 of Section 54.101, including voice grade access, local service, and access to emergency
278 services. Because Cricket seeks only low-income support, as opposed to high-cost
279 funding to support the construction of network facilities, it is not submitting a network
280 improvement plan under 47 C.F.R. § 54.202(a)(1)(ii).⁸

281 **Q. WILL CRICKET BE ABLE TO REMAIN FUNCTIONAL IN EMERGENCY**
282 **SITUATIONS AS REQUIRED BY 47 C.F.R. § 54.202(a)(2)?**

283 A. Yes. Cricket has the ability to remain functional in an emergency. Cricket is committed to
284 providing and maintaining essential telecommunications services in times of emergency.
285 In particular, Cricket maintains a reasonable amount of back-up power to ensure the
286 functionality of its service without an external power source, is able to reroute traffic
287 around damaged facilities, and is capable of managing traffic spikes resulting from
288 emergency situations. More specifically, all mobile switching centers and cell sites have
289 battery backup power, each switching center has a dedicated diesel generator, and there
290 are several cell site generators in the market area. In instances of power outages, priority
291 is set based upon traffic, cell site location and time of day. In certain parts of the service
292 area, a cell on wheels (“COW”) can be deployed. In case of a total switch outage, a
293 mobile command center may be established by each switch vendor. Traffic spikes
294 resulting from emergency situations can be managed by re-routing of calls, the priority of
295 which is determined based on traffic, cell site location, and time of day considerations.
296 Cricket is also able to take advantage of mobile command centers established by its
297 switch vendors in the event of a total switch outage.

⁸ The FCC has made clear that this requirement does not apply to carriers seeking designation as a Lifeline-only ETC. See *Lifeline Reform Order* at ¶ 386.

298 **Q. WILL CRICKET SATISFY THE APPLICABLE CONSUMER PROTECTION**
299 **AND SERVICE QUALITY STANDARDS AS REQUIRED BY 47 C.F.R.**
300 **§ 54.202(a)(3)?**

301 A. Yes. Cricket will comply with all applicable state and federal consumer protection and
302 service quality standards. Further, Cricket will abide by CTIA’s Consumer Code for
303 Wireless Service (“CTIA Code”). Cricket has already adopted the CTIA Code and is
304 committed to compliance with the CTIA Code throughout its service areas, including in
305 those areas where it is seeking designation as an ETC. In particular, Cricket will use its
306 best efforts to resolve complaints received by the Commission, and designates the
307 following contact person to work with Commission staff to resolve any complaints or
308 other compliance matters:

309 Carrie Comeford
310 Senior Manager Customer Care
311 Cricket Communications, Inc.
312 6380 South Fiddlers Green Circle
313 Greenwood Village, CO 80111
314 (303)734-7603
315 ccomeford@cricketcommunications.com

316 or

317 governmentinquiry@cricketcommunications.com

318 Cricket will comply with all applicable laws, rules and regulations relating to
319 consumer/billing requirements as set forth in the Utah Consumer Sales Practices Act.

320 **Q. DOES CRICKET HAVE THE FINANCIAL AND TECHNICAL CAPABILITY**
321 **TO PROVIDE LIFELINE SERVICE 47 C.F.R. § 54.202(a)(4)?**

322 A. Yes. As a leading wireless carrier with nearly six million customers and a market
323 capitalization of more than \$400 million, Cricket has both the financial and technical
324 capabilities to provide Lifeline service. Cricket operates as an ETC in 12 states, with an
325 additional eight ETC applications approved including the District of Columbia and 11
326 pending. The company will continue to rely on its successful business model and service
327 offerings to sustain and grow its network and operations, independent of USF
328 disbursements that provide discounts for qualifying Lifeline subscribers.

329 **Q. WILL CRICKET PROVIDE SERVICE PLAN TERMS AND CONDITIONS AS**
330 **REQUIRED BY 47 C.F.R. §§ 54.202(a)(5), 54.401(d)?**

331 A. Yes. Cricket offers several all-inclusive wireless service plans to customers, starting at
332 \$35 per month. All currently available rate plans include unlimited local and long-
333 distance calling with nationwide coverage. Lifeline subscribers may choose any standard
334 Cricket service plan and apply the available discount. Consumers can access plan
335 information via the company's website at [http://www.leapwireless.com/brands/prepaid-](http://www.leapwireless.com/brands/prepaid-wireless-phone-plans)
336 [wireless-phone-plans](http://www.leapwireless.com/brands/prepaid-wireless-phone-plans). Additional information regarding service terms and conditions is
337 provided in *Exhibit JSB -3*.

338 **Q. DOES CRICKET REQUIRE SERVICE INITIATION DEPOSITS?**

339 A. No. As required by 47 C.F.R. § 54.401(c), Cricket does not collect service deposits for
340 its plans, and will not do so for Lifeline accounts.

341 **Q. DOES CRICKET HAVE NUMBER-PORTABILITY CHARGES?**

342 A. No. As required by 47 C.F.R. § 54.401(e), Cricket does not charge a monthly number-
343 portability fee, and will not do so for Lifeline accounts.

344 **Q. WILL CRICKET SATISFY THE REQUIREMENTS FOR LIFELINE**
345 **CERTIFICATION AND VERIFICATION AS REQUIRED BY 47 C.F.R. § 54.410?**

346 A. Cricket will certify and verify consumer eligibility to participate in the Lifeline programs
347 in accordance with the rules of this Commission and the FCC. Cricket will comply with
348 the relevant laws, rules, and Commission orders governing eligibility verification, as they
349 presently exist and as amended by Commission decision in Docket No. 10-2528-01,
350 including bearing the costs of verification determined there.

351 **Q. HOW WILL CRICKET GO ABOUT IDENTIFYING, QUALIFYING AND**
352 **ENROLLING ELIGIBLE PARTICIPANTS IN THE LIFELINE PROGRAM?**

353 A. Cricket plans to engage in the advertising and outreach programs. Cricket will modify its
354 USAC listing if the designation we seek in this proceeding is granted. In addition, we
355 will modify our market web-site information to reflect the addition of the low-income
356 designation areas requested in this proceeding to our current ETC area, as well as notify
357 our customers via text message that we are a Lifeline provider. Cricket will work with
358 government agencies that administer the qualifying assistance programs and with social
359 service agencies to ensure that they are aware Cricket is a Lifeline provider. Cricket will
360 provide these agencies with collateral materials outlining the Lifeline program and how to
361 obtain Lifeline discounts. Cricket plans to expand their community outreach program in the
362 counties where ETC designation is being sought. Community events in the areas where
363 potential Lifeline subscribers live will be planned. Direct mailing to the zip codes in the
364 covered areas will also provide information on the availability of the Lifeline program.
365 Lifeline materials will be available for non-English speaking consumers. Advertising will
366 occur through some combination of media channels, radio, newspaper, magazine and other
367 print advertisements, outdoor advertising, direct marketing, and the Internet. Cricket stores
368 and dealers will be furnished with promotional material visible to customers in the stores
369 including posters and counter cards.

370 **Q. WHAT WILL CRICKET DO TO ENSURE THAT CUSTOMERS ARE NOT**
371 **OBTAINING LIFELINE SERVICE FROM MORE THAN ONE CARRIER?**

372 A. Cricket will certify and verify consumer eligibility to participate in the Lifeline program
373 in accordance with the rules of this Commission and the FCC.

374 **Q. HOW WILL CRICKET ENSURE THAT ONLY ONE PERSON PER**
375 **HOUSEHOLD IS RECEIVING THE LIFELINE DISCOUNT?**

376 A. Cricket will ensure that only one eligible customer per household is enrolled in the
377 Lifeline program by requiring eligible customers to initial next to several legal
378 requirements on Cricket's Lifeline application and sign under penalty of perjury that no
379 one else in his/her household currently is enrolled in the Lifeline program. *Exhibit JSB-5*
380 is a sample of the Lifeline application currently used by Cricket in Illinois. Cricket also
381 performs a monthly reconciliation between its Lifeline database and its billing system to
382 verify that no duplicate addresses are being used by customers receiving Lifeline support.
383 Almost all of Cricket's Lifeline marketing materials state that Lifeline is limited to one
384 line per household.

385 **Q. WILL CRICKET PAY ALL APPLICABLE FEDERAL, STATE AND LOCAL**
386 **REGULATORY FEES?**

387 A. Yes. Cricket will pay all applicable federal, state, and local regulatory fees in a timely
388 manner, including, but not limited to, universal service fees, "the funding of emergency
389 services addressed in Utah Code Ann. §§ 69-2-5, 69-2-5.5 and 69-2-5.6 (911 emergency
390 telecommunication services, the Poison Control Center, and statewide unified E-911
391 emergency service)".

392 **Q. IS THERE ANY APPLICABLE FEE OR TAX THAT CRICKET WILL NOT**
393 **AGREE TO PAY?**

394 A. Not to my knowledge.

395 **Q. CAN YOU EXPLAIN WHAT YOU MEAN BY PAY-IN-ADVANCE?**

396 A. Cricket's plans offer customers unlimited local and long distance calls, as well as
397 unlimited text messages, voicemail, caller ID and caller ID blocking for a flat fee that the
398 customer pays at the beginning of each billing cycle. Upon designation as an ETC, the
399 Lifeline discount will be deducted from the flat fee that qualifying low-income customers
400 pay on a monthly basis for those services. The plans that Cricket offers to their Lifeline
401 customers are indistinguishable from the plans they offer to customers that do not qualify
402 for the Lifeline discount.

403 **Q. ARE THERE ANY OPTIONAL LIFELINE SERVICE OFFERINGS THAT UTAH**
404 **CUSTOMERS MAY PURCHASE?**

405 A. First, I just want to clarify that Cricket does not offer special "Lifeline offerings."
406 Instead, Cricket offers the same plans, discounts and options to eligible Lifeline
407 customers as it does to non-Lifeline customers. As such, Lifeline customers will be able
408 to purchase the same additional service offerings as other Cricket customers. *Exhibit*
409 *JSB-3* illustrates the additional service offerings that are available to customers for an
410 additional \$5 per month under each rate plan, with the exception of unlimited
411 international long distance which costs \$10 extra per month. All of the plans include
412 unlimited nationwide local calling, unlimited nationwide long distance,⁹ caller ID and
413 voicemail at a minimum.

414 **Q: IS ROAMING INCLUDED IN CRICKET'S SERVICE PLANS OR IS THERE AN**
415 **ADDITIONAL CHARGE FOR SERVICE WHEN THE CUSTOMER IS**
416 **ROAMING?**

⁹ This includes calling to all 50 states, Puerto Rico and Canada.

417 A. Cricket has nationwide coverage with no additional fees, but it doesn't mean there aren't
418 small pockets that are not covered by Cricket's network. If a customer goes to Cricket's
419 website, he/she can search by address to find out what areas fall outside of Cricket's
420 nationwide coverage and would therefore be roaming areas for Cricket's traditional
421 wireless customers. These are the areas where a customer has to roam to get service
422 because it falls outside of Cricket's nationwide coverage. As you can see from *Exhibit*
423 *JSB-3*, for a flat monthly fee of \$5 a customer gets 30 roaming minutes per month under
424 any of the Cricket plans. This is a cost of approximately \$0.16 per minute. However,
425 because Cricket is a pay-in-advance provider, customers cannot incur unforeseen
426 roaming costs. Instead, customers must pay-in-advance for roaming minutes. Customers
427 can either purchase 30 roaming minutes per month for an additional flat fee of \$5 per
428 month or they can put money in their flex buckets and the cost for roaming minutes will
429 be deducted from those prepaid funds on a minute-by-minute basis. This means that pay-
430 in-advance customers will never have a surprise bill due to roaming costs. If the
431 customer has not paid in advance for roaming minutes, the customer will not have service
432 in roaming areas. However, roaming has limited relevance to Cricket's ETC Application
433 since Cricket is only asking for ETC designation within its network of coverage. Cricket
434 does not advertise or sell its pay-in-advance wireless services in areas that fall outside of
435 its network.

436 **Q. ARE LIFELINE CUSTOMERS ELIGIBLE FOR THE SAME DISCOUNTS AS**
437 **NON-LIFELINE CUSTOMERS?**

438 A. Cricket offers various discounts. For example, Cricket offers service at a reduced rate to
439 members of the military and to families who are purchasing service from Cricket for
440 more than one phone. These discounts are still applicable to Lifeline customers. The \$10

441 Lifeline discount would be applied to the customer's monthly bill in addition to any other
442 discounts that Cricket offers and for which they qualify. This is also true for promotional
443 deals. For example, Cricket had a "Black Friday" promotion that offered service plans at
444 a reduced rate. A Lifeline customer would be eligible for promotional deals, just like a
445 non-Lifeline customer, except that Lifeline customers receive an additional \$10 Lifeline
446 discount off the promotional rate.

447 **Q. DO LIFELINE CUSTOMERS HAVE TO PURCHASE THEIR HANDSETS?**

448 A. Customers are not required to purchase Cricket handsets. Customers have the option of
449 purchasing Cricket handsets or a customer may bring in a phone and Cricket will activate
450 it, as long as it is compatible with Cricket's service. Cricket uses the common CDMA
451 technology making most phones Cricket-compatible, regardless of which carrier they
452 were purchased from.

453 **Q. DOES CRICKET OFFER WEB ACCESS TO LIFELINE CUSTOMERS?**

454 A. Yes. As you can see from *Exhibit JSB-3*, unlimited Mobile Web can be purchased for an
455 additional \$5 on any plan if the handset allows for web access, but is also available
456 starting with the \$45 monthly plan.

457 **Q. DOES CRICKET CHARGE FOR CALLS TO CUSTOMER SERVICE?**

458 A. No. The customer gets an unlimited amount of minutes per month for a flat fee;
459 therefore, there is no additional charge for calls to customer service. Instead, all calls are
460 covered by the flat fee that is paid at the beginning of each billing period.

461 **Q. DOES CRICKET CHARGE TO CLOSE A LIFELINE ACCOUNT?**

462 A. No.

463 **Q. WHAT ARE THE TERMS AND CONDITIONS OF CRICKET'S LIFELINE**
464 **SERVICE?**

465 A. *Exhibit JSB-6* is a print out of the Cricket's Terms and Conditions of service for pay-in-
466 advance wireless services that Cricket provides to customers when they purchase a phone
467 from Cricket. The terms and conditions of Cricket's Lifeline service are identical to
468 Cricket's terms and conditions of service for non-Lifeline pay-in-advance wireless
469 customers. The terms and conditions are also available on-line.

470 **Q. DESCRIBE THE PROCESS BY WHICH A CRICKET LIFELINE CUSTOMER**
471 **PURCHASES THEIR SERVICE FROM THE INITIATING REQUEST TO THE**
472 **ACTIVATION OF THE PHONE?**

473 A. Cricket's Lifeline customers commence service in exactly the same way that a non-
474 Lifeline customer would. Although Cricket Lifeline applications can be printed off of the
475 internet, an applicant for Lifeline must go, in person to a Cricket store to submit it.
476 Cricket requires all Lifeline applicants to show a government issued identification in
477 order to verify the identity of the person submitting the Lifeline application. A customer
478 can either purchase a phone through Cricket or bring in their own Cricket-compatible
479 phone to activate. The customer fills out the Lifeline application and the Cricket
480 employee will go over the requirements with them. The application is then scanned in to
481 Cricket's Corporate Lifeline Team in San Diego and reviewed by someone who is trained
482 in that particular state. The approval process usually takes about seven to ten days. All
483 customers are required to prepay for the first month's service, just like all subsequent
484 months, so they pay the full rate plan amount the day they sign up. Only after approval
485 of the Lifeline application is the Lifeline discount applied to the customer's monthly bills.
486 If the customer is not approved for Lifeline he/she may elect to continue to pre-pay for
487 Cricket's service on a monthly basis without application of the Lifeline discount or
488 he/she may choose not to pay for future service and thereby disconnect after the 30 day

489 hot-line status period. In the event that someone is not approved, he/she may return
490 equipment purchased from Cricket, within Cricket's standard return policy.

491 **Q. CAN CUSTOMERS PRINT OUT AND MAIL IN A LIFELINE APPLICATION**
492 **WITHOUT CONTACTING THE TOLL-FREE NUMBER?**

493 A. No. The only way a customer can submit an application to be eligible for Lifeline is if
494 he/she submits the application in person at a Cricket store where they must show a
495 government issued identification.

496 **Q. HOW QUICKLY CAN CRICKET COMMENCE LIFELINE SERVICE?**

497 A. Cricket intends to launch Lifeline services as soon as possible after the Commission
498 approves its pending Application.

499 **Q. WHAT IS CRICKET'S PLAN FOR CESSATION OF SERVICE DUE TO NON-**
500 **PAYMENT?**

501 A. Cricket collects payment *before* providing telephone service to the customer which
502 allows Cricket to forego credit checks and contracts when signing new customers up for
503 service. If a customer is unable to pay his/her bill, the phone will go into hot-line status
504 at no cost to the customer for up to a 30 day period, meaning that customers can continue
505 to send and receive text messages, but telephone service is limited to calls made to
506 customer care and 911 *only*. While the phone is in hot-line status, Cricket distributes
507 notices via text message reminding customers to pay their bill in order to restore full
508 service to their phone. If the customer fails to pay its bill during the hot-line status
509 period, the customer is disconnected from service and Cricket stops collecting Lifeline
510 reimbursements from the USF for that customer. If the customer wishes to reactivate
511 service after being disconnected, he/she must re-apply for Lifeline to receive the Lifeline
512 discount.

513 **Q. ARE THE SUPPORTED SERVICES TO BE OFFERED USING CRICKET'S**
514 **OWN FACILITIES OR THROUGH A COMBINATION OF ITS OWN**
515 **FACILITIES AND RESOLD SERVICES OF OTHER CARRIERS?**

516 A. Cricket will offer the supported services solely through its own facilities. We will use
517 our existing AWS network infrastructure, which consists of antennae, cell sites, mobile
518 switching offices, trunking, network equipment and interconnection arrangements with
519 other carriers to provide the supported services in the wire centers where the company
520 seeks designation. Cricket will not resell the services of other carriers.

521 **Q. IS CRICKET COMMITTED TO PROVIDING SERVICE TO ALL CUSTOMERS**
522 **MAKING A REASONABLE REQUEST FOR SERVICE IN THE PROPOSED**
523 **DESIGNATION AREA?**

524 A. Yes. As stated previously, although Cricket has received forbearance from certain
525 requirements¹⁰, Cricket is committed to providing service on a timely basis to all
526 customers in the proposed ETC designated area upon receipt of a reasonable request for
527 service. For those customers within Cricket's ETC designated area, Cricket is committed
528 to providing service within a reasonable period of time if service can be provided at a
529 reasonable cost by (a) modifying or replacing the requesting customer's equipment, (b)

¹⁰ Exhibit B of Cricket's Application contains two Orders from the FCC relating to Cricket's Petition for Forbearance. The FCC Order issued February 7, 2012 states:

Cricket is eligible to seek ETC designation without conforming its service area to that of the underlying rural telephone company for Lifeline-only support provided that it fulfills the commitments in its Compliance Plan in each state where it is designated to provide Lifeline service.

The FCC Orders in Cricket's Petition for Forbearance address the Commission's concerns discussed in the Order on Reconsideration issued in the Virgin Mobile USA, L.P. proceeding, regarding service areas served by a rural telephone company.

530 deploying a roof mounted antenna or other equipment, (c) adjusting the nearest cell
531 tower, (d) adjusting network or customer facilities, (e) reselling services from another
532 carrier's facilities to provide service, or (f) employing, leasing or constructing an
533 additional cell site, cell extender, repeater or other similar equipment.

534 **Q. WILL CRICKET COMPLY WITH THE CTIA CODE OF WIRELESS SERVICE?**

535 A. Yes. Cricket has already adopted the CTIA Code and will continue to comply with the
536 CTIA—The Wireless Association® Consumer Code for Wireless Service—if designated
537 as an ETC in Utah. Cricket will comply with all applicable state and federal consumer
538 protection and service quality standards. Further, Cricket will use its best efforts to
539 resolve complaints received by the Commission and designates the following contact
540 person to work with Commission staff to resolve any complaints or other compliance
541 matters:

542 Carrie Comeford
543 Senior Manager Customer Care
544 Cricket Communications, Inc.
545 6380 South Fiddlers Green Circle
546 Greenwood Village, CO 80111
547 (303)734-7603

548 ccomeford@cricketcommunications.com

549 or

550 governmentinquiry@cricketcommunications.com

551 **Q. HAS CRICKET DEMONSTRATED THAT IT OFFERS A LOCAL USAGE PLAN**
552 **COMPARABLE TO ONE OFFERED BY THE ILEC; HOW DOES CRICKET**
553 **SATISFY THAT REQUIREMENT?**

554 A. Cricket's plan is comparable to the telephone plans offered by ILECs in the areas that
555 Cricket serves in Utah. As stated previously, Cricket offers a low-cost \$35 per month
556 wireless service plan which includes unlimited local and long distance calling in areas
557 that reach beyond those of the ILECs. With the application of the \$10 monthly Lifeline
558 credit, these extended area calling plans offer an effective monthly rate of \$25. Add to
559 that the fact that our lowest monthly plan now includes the convenience of mobility that
560 landline local plans do not offer, we believe it is clear that Cricket offers a comparable
561 local usage plan.

562 **Q. HAS CRICKET CONTRACTED WITH ANY COMPANY TO ASSIST IT WITH**
563 **ITS LIFELINE SERVICES?**

564 A. No. Lifeline applications are processed by Cricket in its San Diego offices. Cricket has a
565 Corporate Lifeline Team which includes individuals that are trained in the state-specific
566 requirements for each state in which Cricket has received ETC designation. So, for
567 example, once Cricket receives ETC designation in Utah, there will be a primary person
568 who is trained in the requirements for ETC designation in Utah and there will also be
569 other members of the Corporate Lifeline Team who are cross-trained to fill-in for the
570 primary person when he/she is absent and/or in times of high volume.

571 **Q. HAS CRICKET BEEN DESIGNATED AS AN ETC IN OTHER STATES?**

572 A. Yes. *Exhibit JSB-7* is an updated list of the states in which Cricket has received ETC
573 designation and the states where Cricket has pending ETC petitions at the time that this
574 testimony was filed. As you can see from *Exhibit JSB-7*, Cricket has received ETC
575 designation in 20 states and has 11 more pending, including Utah.

576 **Q. HAS CRICKET EVER BEEN DENIED A REQUEST FOR ETC DESIGNATION**
577 **OR WITHDRAWN A PETITION FOR ETC DESIGNATION BEFORE A STATE**
578 **COMMISSION OR THE FCC?**

579 A. No.

580 **Q. WHAT IMPACT WILL CRICKET HAVE ON THE UNIVERSAL SERVICE**
581 **FUND IF GRANTED ETC STATUS FOR LIFELINE PURPOSES?**

582 A. Cricket's designation as an ETC solely for Lifeline purposes would not unduly burden
583 the federal USF or otherwise reduce the amount of funding available to other carriers.
584 The secondary role of Lifeline support with respect to overall USF expenditures is well
585 documented. The nature by which Lifeline support is provided obviates any concerns
586 regarding the impact on the federal USF. Lifeline support is provided on a customer-
587 specific basis, and only after a carrier has acquired and begun to serve an eligible
588 customer does the carrier receive Lifeline support for that customer. By tying support to
589 actual service of a customer, moreover, the Lifeline program ensures that USF support
590 only funds the carrier that actually "wins" the customer's service. The number of carriers
591 offering Lifeline services does not impact the amount of the Lifeline fund which is based
592 on eligible customers, who will have more choices with additional competition.

593 **Q. CAN CRICKET APPROXIMATE THE ACTUAL AMOUNT IT WILL RECEIVE**
594 **FROM THE USF FOR PROVIDING LIFELINE IN UTAH?**

595 A. No. In order to predict the annual reimbursement amount collected by Cricket for
596 providing Lifeline service to customers in Utah, Cricket would have to predict how many
597 customers it will have annually which cannot be done in a way that would produce an
598 accurate number. Consequently, there is no way of accurately predicting how many
599 Lifeline customers Cricket will have in Utah.

600 **Q. ARE THERE ANY COMPETITIVE BENEFITS ASSOCIATED WITH**
601 **DESIGNATING CRICKET AS AN ETC IN UTAH?**

602 A. Designation of Cricket as an ETC will promote competition and increase the pressure on
603 other carriers to target low-income consumers with service offerings tailored to their
604 needs, greatly benefiting low-income customers in Utah. Cricket's pay-in-advance,
605 unlimited offering is very competitive and will force other carriers to rethink their own
606 offerings to ensure that they can compete with what Cricket is offering to Lifeline
607 customers in Utah.

608 **Q. IN A COMPETITIVE MARKET SHOULD ALL LIFELINE OFFERINGS BE**
609 **THE SAME?**

610 A. No. Cricket understands that the Commission might want a minimum amount of Lifeline
611 service to be provided by any carrier authorized as an ETC. However, once that
612 minimum threshold is met, ETCs should be able develop differentiated service offerings
613 that attract Lifeline customers to each provider. For example, ETCs should be free to
614 continue to add additional plans and services as service evolves and technology gets
615 better. That way, low-income customers are given real choices among carriers based on
616 what programs they offer and the prices they charge. This will lead to products that
617 better meet the needs of low-income customers. As stated above, Cricket has already
618 demonstrated its willingness to provide quality service by not differentiating between its
619 Lifeline offering and its regular customer offerings.

620 **Q. CRICKET STATES IN ITS APPLICATION THAT THE PUBLIC INTEREST**
621 **WILL BE SERVED BY GRANTING THE REQUESTED DESIGNATION;**
622 **WOULD YOU PLEASE ELABORATE ON THIS COMPONENT OF THE**
623 **APPLICATION?**

624 A. Yes. Of course, Cricket believes that its application is consistent with public
625 convenience and necessity inasmuch as communications services in general enhance
626 convenience in day to day life and are necessary to consumers for any number of reasons.
627 With respect to the public interest of designating Cricket as an ETC, a grant of the
628 application will bring with it the benefit of increased consumer choice and the unique
629 advantages of Cricket's service offerings to consumers. As to the latter, all of Cricket's
630 service offerings include unlimited local and long distance calling in an extended local
631 calling area. The availability of unlimited local and long distance will serve customers in
632 a low-income demographic who have high volumes of usage well. Thus, customers will
633 have the benefit of reduced toll charges while communicating more frequently. The
634 availability of \$10 in low income support – \$0.75 of which Cricket will not recover from
635 USAC – will serve to make Cricket's service offering an even more affordable alternative
636 to traditional land line service. And, given the mobility of wireless service, Cricket's
637 service offerings create a choice not available for subscribers to land line service.
638 Because the low-income support will be distributed on a per customer basis and is
639 directly related to the price an eligible customer pays, all USAC reimbursements will
640 necessarily be used to provide Lifeline service to subscribers, thus promoting the services
641 and their availability to low income users. This is the result that the federal USF fund
642 was intended to achieve. These factors demonstrate that a grant of the designation will
643 serve the public interest.

644 **Q. WHAT ADDITIONAL PUBLIC INTEREST BENEFITS WILL OCCUR BY THE**
645 **DESIGNATION OF CRICKET AS A COMPETITIVE ETC PROVIDER?**

646 A. In addition to the public interest benefits listed above, the following list outlines the
647 benefits of Cricket's wireless lifeline services:

- 648 • Cricket satisfies all of the statutory requirements for ETC designation including
649 providing specified service functionalities, and required advertising using several
650 types of media including a combination of media channels, such as radio,
651 newspaper, magazines and other print advertisements, outdoor advertising, direct
652 marketing, and the internet.
- 653 • Cricket will increase competition in the Lifeline market and will increase pressure
654 on carriers to provide service offerings tailored to the needs of consumers.
- 655 • Cricket will provide increased customer choice and improved customer access.
- 656 • Cricket will provide usage of exchange services without an additional charge to
657 end users.
- 658 • Cricket will offer larger “local” calling areas, mobility, and unlimited local and
659 long distance usage.
- 660 • Cricket’s Lifeline service will include a variety of technological features at no
661 additional charge including caller ID, voice mail, call waiting, three-way calling
662 and E911 service.
- 663 • Cricket’s service offers unlimited domestic text and picture messaging.
- 664 • Cricket will offer unlimited text messaging to Mexico.
- 665 • Cricket’s service includes premium extended coverage providing unlimited
666 service without additional roaming fees in over 4,600 domestic cities and towns.
- 667 • Cricket’s service has no activation or connection charges for the lifeline service.
- 668 • Cricket does not require contracts and does not require any credit checks.
- 669 • Cricket will utilize existing network infrastructure.
- 670 • Cricket is committed to pay all applicable taxes and public interest charges.

- 671 • Cricket does not seek state USF support.
- 672 • Cricket will work cooperatively with the Commission to establish new
- 673 verification processes and to fully comply with Utah law.
- 674 • Cricket has already been granted ETC status in 11 states and has never been
- 675 denied.

676 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

677 A. Yes, it does.