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November 17, 2016

Mr. Gary Widerburg  
Commission Administrator  
Utah Public Service Commission  
160 East 300 South, 4th Floor  
Salt Lake City, Utah 84114

*via E-mail and Overnight Delivery*

Re: Notice of Modification to the Lifeline Service Offering and Terms and Conditions of Blue Jay Wireless, LLC in Utah; Docket No. 12-2559-01

Dear Mr. Widerburg:

Blue Jay Wireless, LLC (Blue Jay or the Company) has been designated by the Utah Public Service Commission (Commission) as an Eligible Telecommunications Carrier for the provision of wireless Lifeline services.<sup>1</sup> In order to comply with the new minimum service standard requirements adopted in the Federal Communications Commission's (FCC's) 2016 Lifeline Modernization Order,<sup>2</sup> effective December 2, 2016, Blue Jay will offer the following service plans to Lifeline-eligible subscribers in Utah:

- Lifeline 500 Minutes + Unlimited Texts Plan. Each month the customer will receive 500 free anytime voice minutes and unlimited text messages (incoming or outgoing). There are no rollover minutes with this plan. Unused minutes will expire each month on the service expiration date.
- Lifeline 250 Minutes + Unlimited Texts w/ 500 MB Data Plan. Each month the customer will receive 250 free anytime voice minutes, unlimited text messages (incoming or outgoing), and 500 MB data. There are no rollover minutes with this plan. Unused minutes will expire each month on the service expiration date.

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<sup>1</sup> *In the Matter of the Petition of Blue Jay Wireless, LLC for Designation as an Eligible Telecommunications Carrier for the Purpose of Offering Lifeline Service on a Wireless Basis, Docket No. 12-2559-01, Order Approving Settlement Stipulation (issued May 20, 2013).*

<sup>2</sup> *See Lifeline and Link Up Reform and Modernization; Telecommunications Carriers Eligible for Universal Service Support; Connect America Fund, WC Docket Nos. 11-42, 09-197, 10-90, Third Report and Order, Further Report and Order, and Order on Reconsideration, FCC 16-38 (Apr. 27, 2016) (Lifeline Modernization Order).*

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- Lifeline 500 Minutes + Unlimited Texts/ 500 MB Data Plan. Each month the customer will receive 500 anytime voice minutes and unlimited text messages (incoming or outgoing) for \$3.50 per month. There are no rollover minutes with this plan. Unused minutes will expire each month on the service expiration date.
- Tribal Resident Lifeline Unlimited Voice and Text w/ 1GB Data Plan. Each month the subscriber will receive free unlimited anytime voice minutes and text messages and 1 GB of data. This plan is only available to Tribal residents.

Blue Jay's marketing of the modified plans will be implemented consistent with any necessary state notices and regulatory approvals.

Additionally, effective December 2, 2016, Blue Jay will update its Terms and Conditions to reflect the other rule changes implemented through the Lifeline Modernization Order, including amendment of the list of Lifeline-qualifying programs, revision of the usage and annual recertification requirements, and adoption of a benefit port limitation.

A revised "fact sheet" reflecting these changes is enclosed with this notice. This information will also be reflected in Blue Jay's amended Terms and Conditions, which will be available on the Company's website, <https://www.bluejaywireless.com/terms-conditions/>.

In accordance with the Order granting Blue Jay's ETC application, it is the Company's understanding that no further notice or approval is required from the Commission in connection with these modifications.

Please contact the undersigned at (202) 342-8566 if you have any questions.

Respectfully submitted,



Joshua T. Guyan

*Counsel to Blue Jay Wireless, LLC*

Enclosure

## **IMPORTANT INFORMATION ABOUT YOUR BLUE JAY WIRELESS LIFELINE SERVICE**

BLUE JAY WIRELESS LIFELINE SERVICE is brought to you by Blue Jay Wireless, LLC and includes the provision of a free E911-compliant wireless handset. This government sponsored Lifeline telephone service is subject to continuing eligibility and annual recertification. Only one Lifeline subsidy per household is allowed; your participation in this program requires that you do not receive a Lifeline subsidy on any other phone service, either wireless or wireline. If you no longer participate in qualifying low-income assistance programs or your income exceeds the Lifeline qualification amount, you must notify Blue Jay. As a recipient of Lifeline service you may not give away or sell this free phone.

- Your enrollment in the program will be on a continuing monthly basis, subject to (i) a change in your eligibility status; (ii) your selection of a different carrier, subject to a benefit port limitation; (iii) your failure to respond to Company contacts after non-use of your phone for 30 consecutive days; or (iv) your failure to annually recertify eligibility.
- If you are not a tribal resident, you can choose from one of the following Blue Jay Lifeline plans: (1) 500 free minutes and unlimited texts each month; (2) 250 free minutes, unlimited texts, and 500 MB of data each month; or (3) 500 minutes, unlimited texts and 500 MB of data each month for \$3.50. If you are an eligible tribal resident, you will receive a plan with unlimited anytime voice minutes, unlimited text messages and 1 GB of data each month at no charge. Changes to these plans will be subject to state and federal law and Blue Jay will inform you of any changes that will affect your Lifeline service.
- Minutes will be charged for both outgoing and incoming calls.
  - Note: Calls to directory assistance and time you are on hold will also count as minutes used.
  - Emergency calls to 911 will not count against your minutes
  - Calls to or from Blue Jay customer service will not count against your minutes.
  - Partial minute usage is rounded up.
- To contact Blue Jay customer service, please dial 611 from your Blue Jay handset or dial Blue Jay's toll-free number: (855) 425-8529. You can also contact Blue Jay customer service representatives via the "Contact Us" page on Blue Jay's website [www.bluejaywireless.com](http://www.bluejaywireless.com).
- Emergency calls to 911 CAN be made even if you have NO remaining minutes.
- Additional ("top-up") minutes or data can be added by calling Blue Jay customer service, via Blue Jay's website, or at Ace Case locations. Current top-up packages:
  - 1000 Minutes or Texts – \$10.00
  - 1 GB Data - \$10
  - Lifeline Unlimited Voice and Text – \$15.75
- You may select either a free wireless handset or purchase an upgraded phone, such as a smartphone.
- You must annually recertify your eligibility for Lifeline service.
- If you have purchased additional airtime and have remaining minutes and days of service at the end of your Lifeline eligibility, you will be subject to the terms and conditions of Blue Jay's retail wireless services.

**YOU ARE ENCOURAGED TO READ YOUR WELCOME KIT CAREFULLY  
FOR COMPLETE DETAILS REGARDING YOUR BLUE JAY WIRELESS LIFELINE SERVICE.**