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October 2, 2013

Catrice C. Williams, Secretary
Department of Telecommunications and Cable
1000 Washington Street
8th Floor, Suite 820
Boston, MA 02118-6500

RE: D.T.C. 13-4 – Investigation by the Department on its Own Motion into the Implementation in Massachusetts of the Federal Communications Commission’s Order Reforming the Lifeline Program

Dear Ms. Williams:

T-Mobile Northeast LLC, a wholly-owned subsidiary of T-Mobile USA, Inc., (“T-Mobile” or the “Company”) respectfully files this letter in lieu of formal Reply Comments with the Department of Telecommunications and Cable (“Department”) in connection with the Department’s Notice of Proposed Requirements and Further Request for Comment issued on August 21, 2013 in the above-captioned docket (“Notice of Proposed Requirements”).

On April 1, 2013, the Department issued a Request for Comment and Notice of Public Hearing (“April 1, 2013 Notice”) in this docket. On April 29, 2013, T-Mobile filed Initial Comments in response to the April 1, 2013 Notice (T-Mobile’s Initial Comments”). On May 14, 2013, T-Mobile participated in the public hearing and procedural conference held by the Department in this docket. On August 21, 2013, the Department issued its Notice of Proposed Requirements. On September 18, 2013, T-Mobile filed Comments in response to the Notice of Proposed Requirements (“T-Mobile’s Comments on Proposed Requirements”).

In her September 18, 2013 Comments (“Attorney General’s Comments”), the Attorney General recommends that the Department revitalize some of the proposals which were included in Department’s April 1, 2013 Notice, but that the Department decided not to include in its subsequent Notice of Proposed

Requirements.¹ T-Mobile submits these Reply Comments to address certain points raised in the Attorney General's Comments.

Customer Service Standards and Inclusion of the Department's Consumer Complaint Information

The Attorney General requests that the Department revive its proposal regarding the training of customer service representatives, prompt processing of Lifeline subscribers applications, access to person-to-person customer service (if requested by the user) and prompt response to inquiries.² As T-Mobile stated in its Initial Comments, in compliance with 47 C.F.R. § 54.202(a)(3), T-Mobile abides by CTIA - The Wireless Association's Consumer Code for Wireless Service (a standard required for wireless carriers seeking ETC designation) and is committed to a robust customer service program.³ Therefore, T-Mobile supports the Department's decision not to adopt additional state-specific requirements related to consumer protection as they are unnecessary and duplicative as applied to wireless carriers.

The Attorney General supports the Department's Proposed Requirement to include contact information for the Department's Consumer Division on all communications, including on each ETC's website, in terms and conditions, on Lifeline applications, on marketing materials and on invoices.⁴ As previously noted, T-Mobile currently includes the contact information for the Department's information for consumer complaint in its Lifeline marketing materials, application, terms and conditions, as well as on its online Lifeline enrollment website.⁵ Nonetheless, for sake of consistency and uniformity with the current federal requirements, T-Mobile continues to believe that the Department should not require ETCs to include Lifeline information on their website unless/until the FCC requires the same.⁶

Outage Reporting

The Attorney General supports the Department's initial proposal to require ETCs to report major outages and other lapses of service within one business day of the event instead of the Department's current

¹ Attorney General's Comments at 3-5.

² Attorney General's Comments at 3.

³ T-Mobile's Initial Comments at 17.

⁴ Attorney General Comment's at 3-4.

⁵ T-Mobile's Initial Comments at 10-11.

⁶ T-Mobile's Comments on Proposed Requirements at 4.



proposal to conform the outage reporting requirements to the federal requirements required by 47 C.F.R. § 54.422(b).⁷ T-Mobile commends the Department's decision not to impose additional state-specific outage reporting requirements. As T-Mobile discussed in its Initial Comments, federal law requires all ETCs to annually report outages that meet certain thresholds. T-Mobile continues to believe that requiring more frequent outage reporting is inconsistent with federal law, unnecessary, and premature in the context of ongoing efforts by the FCC to ensure the reliance of all communication networks.⁸

No Contract or ETF Voice-Service-Only Option and Refurbished Phones

The Attorney General requests that the Department revive its proposal to require all ETCs to offer a voice-service-only option with no associated contract term or early termination fee ("ETF") as well require ETCs that sell refurbished phones to offer a minimum of 90 day warranty or return policy.⁹ As noted by the Department, T-Mobile currently offers a basic voice option to eligible Lifeline subscribers with no contract term or ETF.¹⁰ In addition, T-Mobile does not currently offer refurbished phones to Lifeline customers. Nevertheless, T-Mobile supports the Department's decision not to adopt additional state-specific requirements related to specific service and equipment offerings in favor of the Department's monitoring of offerings to ensure they meet the public interest and relying on the ETCs' customer service procedures and the Department's Consumer Division to address quality of service issues.¹¹ T-Mobile continues to believe that state-specific requirements regarding these issues are unnecessary and duplicative of federal requirements as applied to wireless carriers.

⁷ Attorney General's Comments at 3; Notice of Proposed Requirements at 18-19.

⁸ T-Mobile's Initial Comments at 17-18.

⁹ Attorney General's Comments at 4.

¹⁰ April 1, 2013 Notice at 8.

¹¹ Notice of Proposed Requirements at 22-23.



T-Mobile commends the Department and its Staff for its continued efforts in this docket and appreciates the opportunity to participate in this proceeding.

Sincerely,

BROWN RUDNICK LLP

A handwritten signature in black ink, appearing to read 'Amy I. Tierney', written in a cursive style.

Amy I. Tierney

cc: Michele Thomas, Esq. (w/enc. via email)
Paul G. Afonso, Esq. (w/enc. via email)
Service List (via email and first-class mail)

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COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

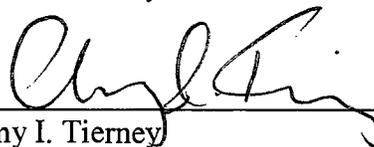
Investigation by the Department on its Own)
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the Federal Communications Commission's Order)
Reforming the Lifeline Program)
_____)

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing on all parties of record in this proceeding in accordance with the requirements of 220 CMR 1.05(1) (Department's Rules of Practice and Procedure).

T-MOBILE NORTHEAST LLC

By its Attorney:



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Dated: October 2, 2013