



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 22-2

September 12, 2025

Petition of AirVoice Wireless, LLC for Limited Designation as an Eligible Telecommunications Carrier (ETC)

RECORD REQUESTS OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO AIRVOICE WIRELESS, LLC

Pursuant to 207 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable ("Department") submits to AIRVOICE WIRELESS, LLC the following record requests:

Instructions

The following instructions apply to this set of record requests.

1. All answers should be filed with the Department by the close of business on **September 25, 2025**.
2. Unless otherwise stated, each request should be answered in writing and include: the case docket number; a reference to the request number; the name of the person responsible for the answer; and a recitation of the request.
3. The term "AirVoice" means AirVoice Wireless, LLC d/b/a AirTalk Wireless and its corporate predecessors, agents, officers, employees, and assigns.
4. The term "Amended Petition" means AirVoice's amended application for designation as an ETC which the Department received on October 2, 2024.
5. The term "ETC" means eligible telecommunications carrier.
6. The term "FCC" means the Federal Communications Commission.
7. The term "Response to Third Set of Information Requests" refers to the document *Responses to Department's Third Set of Information Requests of AirVoice Wireless, LLC D/B/A AirTalk Wireless Designation Telecommunications Carrier for the Purpose of Providing Lifeline Service* filed on May 13, 2025.

8. Requests shall be deemed continuing so as to require further supplemental responses if AirVoice and/or its witnesses receive or generate additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
9. If any of these requests are ambiguous, notify the Hearing Officer so that the request may be clarified prior to the preparation of a written response.

Requests

- R.R. 1-1 Refer to AirVoice’s Response to Third Set of Information Requests, D.T.C. 3-7.
- A. For customers returning devices for the year 2024, provide the number of such returns that were denied for repair, replacement, or refund. Provide the numbers by category.
 - B. For customers returning devices for the year 2024, provide the percentage of returns that were denied for repair, replacement, or refund. Provide the numbers by category.
 - C. For the year 2024, provide the total number of devices distributed by AirVoice to its customers.
 - D. For the year 2024, provide the total number of devices returned to AirVoice by its customers.
- R.R. 1-2 Refer to AirVoice’s Response to Third Set of Information Requests, D.T.C. 3-39.
- A. Explain how AirVoice defines “extended period” in paragraph A.
 - B. For the years 2023 and 2024, provide the number of customers for whom international service was temporarily disabled. Provide the average length of time such service was disabled.
 - C. Explain how the customer is notified when international service is temporarily disabled. Explain whether these customers are provided with instructions for reactivating the service.
 - D. Explain whether customers are notified about the potential for disabled service when signing up for AirVoice service.
- R.R. 1-3 Provide examples of the “Cashback, Freebies and Loyalty programs” described in Exhibit 3 of the Amended Petition and any applicable terms and conditions for such examples.
- R.R. 1-4 Provide the most recent (A) code of conduct and (B) compliance manual from the FCC compliance plan as described in Attachment 3-25 of AirVoice’s Response to Third Set of Information Requests.

- R.R. 1-5 Refer to AirVoice's Response to Third Set of Information Requests, D.T.C. 3-13.
- A. Provide the number of customer complaints received by AirVoice relating to data caps on the unlimited plan as described in D.T.C. 3-13. Explain which complaint category AirVoice would define this type of complaint as (*see* AirVoice's Response to the Third Set of Information Requests, D.T.C. 3-5).
 - B. For the year 2024, provide the number of customers that reached the data limit or cap for each type of service plan that AirVoice offers (*see* Attachment 3-9, Section H of AirVoice's Response to Third Set of Information Requests).