

**AIRVOICE WIRELESS, LLC RESPONSES TO
INFORMATION REQUESTS FROM PUBLIC HEARING OF SEPT. 11, 2025
BY DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

D.T.C. 22-2

September 25, 2025

Revised and re-filed December 22, 2025¹

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 the Third Set of Information Requests.)

Response:

- A. AirVoice does not have a record or objective basis to distinguish customer interactions that are properly classified as "complaints" relating to data caps on its Lifeline plan.**

For this request, we have reported all customer contacts made by customers reaching the data cap on the Lifeline Unlimited Plan and Lifeline Unlimited Plan [Tribal], including both formal complaints and inquiries (such as when customers sought clarification regarding the data cap or requested assistance with data top-up). Each contact is counted separately, even if made by the same customer more than once.

Because the unlimited plans were first introduced in June 2024 following the conclusion of the ACP program, data is available only for two years:

- **2024: 61 instances**
- **2025 (through September 17, 2025): 55 instances**

Consistent with AirVoice's categorization of complaints described in its response to D.T.C. 3-5, this type of complaint would be classified as "Product Complaints."

¹ AirVoice is publicly re-filing its response to Record Request ("R.R.") 1-5 pursuant to the Hearing Officer's ruling on December 16, 2025, concerning AirVoice's motion for protective treatment.

R.R. 1-5 Refer to AirVoice's Response to Third Set of Information Requests,
D.T.C. 3-13, continued

- B. Prior to June 2024, when the Affordable Connectivity Program (ACP) concluded, Lifeline and ACP subscribers were eligible for the Lifeline/ACP Benefit Plan with 4.5GB of monthly data, while Lifeline Tribal subscribers were eligible for the Lifeline/ACP Benefit Plan [Tribal] with 8GB of monthly data.**

Beginning in June 2024, new mobile service plans became available for both Lifeline and Lifeline Tribal subscribers. AirVoice Lifeline customers may upgrade or downgrade between plans during their service lifecycle. The current data caps for each plan are explained in the AirTalk broadband labels on the website (<https://airtalkwireless.com/plans>). As of 2025, the Lifeline Unlimited Plan's data cap increased to 85GB.

The number of customers who reached the data cap in 2024 is as follows:

From January 1, 2024 to May 31, 2024:

- **Lifeline/ACP Benefit Plan (4.5GB): 10,011 customers**
- **Lifeline/ACP Benefit Plan [Tribal] (8GB): 618 customers**

From June 1, 2024 to December 31, 2024:

- **Lifeline Basic Plan (5GB): 53,312 customers**
- **Lifeline Plus Plan (10GB): 3,550 customers**
- **Lifeline Premium Plan (15GB): 562 customers**
- **Lifeline Unlimited Plan (40GB): 219 customers**

Plan for Lifeline Tribal subscribers:

- **Lifeline Standard Plan [Tribal] (15GB): 2,725 customers**
- **Lifeline Plus Plan [Tribal] (20GB): 22 customers**
- **Lifeline Premium Plan [Tribal] (30GB): 4 customers**
- **Lifeline Unlimited Plan [Tribal] (40GB): 7 customers**

Note on Calculation:

These figures are derived from customer data usage as reflected in Call Detail Records (CDRs) returned by AirVoice's underlying carrier. Customers are counted for each plan in which they reached the data cap; therefore, a single customer may appear multiple times if they changed plans during the year and reached the cap under more than one plan.

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