



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 11-18

November 6, 2012

Petition of Q LINK WIRELESS, LLC for Designation as an Eligible Telecommunications Carrier in Massachusetts for the Limited Purpose of Offering Wireless Lifeline Service to Qualified Households

FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO Q LINK WIRELESS LLC

Pursuant to 220 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable (“Department”) submits the following information requests to Q LINK WIRELESS LLC (“Q LINK”):

Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. Each request should be treated as a rolling information request. Do not wait for all responses to be completed before supplying responses. Provide each response to the Department as soon as it is available.
3. These requests shall be deemed continuing so as to require further supplemental responses if Q LINK or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
4. The term “provide complete and detailed documentation” means: Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or

assumptions were used in developing the projections or estimates. Provide and explain all supporting workpapers.

5. The term “document” is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.
6. The term “certify” means to provide a sworn certification by the appropriate corporate officer.
7. The term “affiliate” is any individual, partnership, association, joint stock company, trust, corporation, or other entity who (or that), directly or indirectly, owns or controls, is owned or controlled by, or is under common ownership or control with, Q LINK WIRELESS LLC.
8. The term “ETC” means Eligible Telecommunications Carrier.
9. The term “CLEC” means competitive local exchange carrier.
10. The term “ILEC” means incumbent local exchange carrier.
11. The term “Petition” refers to Q LINK’s application for ETC designation.
12. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
13. File an original and three copies of the responses with Catrice C. Williams, Secretary of the Department not later than the close of business on **November 21, 2012**.

Requests:

- D.T.C. 1-1 Identify by name and title, each executive officer and senior manager of Q LINK.
- D.T.C. 1-2 Provide a complete and detailed description of the corporate ownership structure of Q LINK, including, but not limited to:
- a. The identity of each member of Q LINK’s ownership group, and their respective percentage of ownership;

- b. All other telecommunications businesses in which Q LINK's owners are invested, including all ETCs, CLECs, ILECs, wireless providers, or cable providers; and,
- c. A complete and detailed list of all of Q LINK affiliates including all other names under which each entity does business.

- D.T.C. 1-3 Provide the financial statements of Q LINK for the last three years.
- D.T.C. 1-4 In each state which Q LINK or one of its affiliate is designated as an ETC, indicate whether that designation is limited, and if so how the designation is limited, including any specific requirements imposed on or volunteered by Q LINK or the affiliate. Provide complete and detailed documentation describing any such limitations or requirements.
- D.T.C. 1-5 Identify all states that have denied or granted a Q LINK ETC petition subsequent to the filing of this petition.
- D.T.C. 1-6 State whether Q LINK has had an ETC petition denied by a state utility commission.
- D.T.C. 1-7 Indicate whether Q LINK or any of its affiliates is presently offering, or has previously offered service in Massachusetts. If so, describe the scope of such service, including geographic areas of operation, services offered, and the total number of Massachusetts customers.
- D.T.C. 1-8 State whether Q LINK or any of its affiliates has any outstanding tax liabilities, late payments, or other liabilities due and owing to the Commonwealth of Massachusetts, or any government and/or quasi-public entities in any other jurisdictions. If so, provide complete and detailed documentation identifying the amounts owed and explain the reasons for such arrears.
- D.T.C. 1-9 Identify any and all ongoing litigation involving Q LINK or any of its affiliates in any jurisdiction. Provide the docket number and a summary of the litigation for each matter identified.
- D.T.C. 1-10 State whether the FCC, any state utilities commission, or government agency has, to date, rendered or entered a finding, criminal conviction (including plea agreements), or civil judgment against Q LINK, its executives or senior managers, or any of its affiliates during the last ten years. Provide a copy of any such finding, conviction, plea agreement, or civil judgment entered against Q LINK, its executives or senior managers, or its affiliates.
- D.T.C. 1-11 Specify the terms of the rollover minutes offered as part of Q LINK's available Lifeline plans. Include in Q LINK's response, information about the expiry, validity, and transferability of rollover minutes.

- D.T.C. 1-12 State whether Q LINK will impose an activation fee, change fee, or early termination fee, or any other service fee on any of its Lifeline offerings. If yes, provide a detailed description of said fee(s).
- D.T.C. 1-13 State whether there are any fees associated with the purchase of additional airtime on any of Q LINK's Lifeline offerings and provide a list of those fees.
- D.T.C. 1-14 Provide detailed information about Q LINK's relationships with Massachusetts retailers, including their names, and the terms under which they will receive compensation for retailing Q LINK's services.
- D.T.C. 1-15 Refer to Exhibit 3 of the petition and indicate whether any of Q LINK's Lifeline offerings include a data allowance, or the ability to add a data option. Q LINK's response should include a description of the data capabilities of the handsets provided to Lifeline customers.
- D.T.C. 1-16 Indicate the number of ETC's that have agreed to share data with CGM, LLC, and describe Q LINK's procedures to verify whether a customer is already receiving Lifeline service from an ETC that does not share data with CGM, LLC.
- D.T.C. 1-17 Provide a list of zip codes in Massachusetts where Q LINK will provide Lifeline coverage, and a coverage area map for Q LINK in Massachusetts with sufficient granularity to distinguish coverage at the wire-center level. State whether Q LINK will enroll customers whose physical address falls outside the coverage area identified on the map.
- D.T.C.1-18 Provide detailed information about the contracts that Q LINK has with its underlying facilities-based carrier. Include in this response, the length of their contractual relationship, whether there is an expiration date for this agreement, and what provisions for termination, if any, exist. Also state whether Q LINK's underlying facilities-based provider is permitted to discriminate against Q LINK's Lifeline customers in favor of its own customers during periods of high usage.
- D.T.C. 1-19 State how Q LINK intends to provide directory assistance and operator services to its Lifeline customers.
- D.T.C. 1-20 State whether Q LINK's Lifeline customers will have access to any on-line or web based account management tools. If yes, indicate whether Lifeline customers will have the ability to add minutes to their plans over the internet, and whether Lifeline customers incur any charges or fees for using any such web based services.
- D.T.C. 1-21 Certify that Q LINK will comply with the annual audit and reporting requirements outlined in *TracFone Wireless, Inc., Annual Verification of SafeLink Wireless Lifeline Subscribers*, D.T.C. 09-9, Order at 16 (June 30, 2010); and *TracFone*

Wireless, Inc., Annual Verification of SafeLink Wireless Lifeline Subscribers,
D.T.C. 10-6, Order at 4 (Oct. 19, 2010).

D.T.C. 1-22 State whether Q LINK will notify the Department and seek Department approval before modifying its Massachusetts Lifeline service offerings.

D.T.C. 1-23 State whether Q LINK will abide by the Department conditions listed below and contained in *In the Matter of the Application of Virgin Mobile USA, L.P.'s Petition for Limited Designation as an Eligible Telecommunications Carrier*, D.T.C. 10-11, Order Approving Petition (Sept. 9, 2011). If not, state the reasons for its refusal.

- a. Provide quarterly reporting to the Department of customer accounts terminated for inactivity;
- b. Provide reporting of consumer complaints to the Department regarding its Lifeline service and agree to participate in dispute resolution by the Department's Consumer Division;
- c. Provide reporting to the Department of Universal Service Fund ("USF") support received for Massachusetts consumers;
- d. File with the Department, within 60 days of the approval of its Petition, its terms and conditions of service, applicable to qualifying Lifeline service customers. Agree to an ongoing obligation to notify the Department of any future changes to its rates, terms, or conditions;
- e. Include the Department's contact information for consumer complaints in its marketing materials for its Lifeline service;
- f. Provide Public Safety Answering Points ("PSAP") self-certification to the Department;
- g. Require all customers to contact Q LINK directly to self-certify, under penalty of perjury, that they qualify for Lifeline service and that the customer's household is not already receiving Lifeline service; and,

- h. Implement a 60-day inactive account (non-use) policy whereby if a customer account is inactive for 60 days, Q LINK will suspend the collection of the USF support for the account during the pendency of a subsequent 30 day grace period during which Q LINK will attempt to re-engage the customer. In the event Q LINK cannot re-engage the customer, Q LINK will discontinue the customer's service so that it does not receive USF support for the grace-period.