

BEFORE THE INDIANA UTILITY REGULATORY COMMISSION

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PETITION OF SAGE TELECOM))
COMMUNICATIONS, LLC TO EXPAND ITS) Cause No. 41052 ETC 82
ELIGIBLE TELECOMMUNICATIONS))
CARRIER DESIGNATED SERVICE AREA))

RESPONSE TO ENTRY REQUESTING ADDITIONAL INFORMATION

I. INTRODUCTION AND BACKGROUND

Sage Telecom Communications, LLC d/b/a TruConnect (“TruConnect” or the “Company”), by its undersigned counsel and in response to the Indiana Utility Regulatory Commission’s (the “Commission”) September 11, 2020 Entry in this Cause, hereby submits additional information in support of its pending petition to expand its Eligible Telecommunications Carrier (“ETC”) designated service area (“DSA”) to include the coverage area of T-Mobile USA, Inc. (“T-Mobile”) (the “Expansion Petition”).

Given that the nature of this Cause is expansion of the Company’s ETC service area, TruConnect’s Expansion Petition addressed primarily the information required by General Administrative Order 2019-5, Appendix A Item 6, with incorporation by reference of information from TruConnect’s original ETC designation in Cause No. 41052 ETC 73. In its initial ETC petition filed in Cause No. 41052 ETC 73 (“ETC Petition”), incorporated by reference in the Expansion Petition, TruConnect provided all of the information required by the General Administrative Order (“GAO”) in effect at the time, GAO 2013-2, which differs only slightly in content from GAO 2019-5. TruConnect hereby provides the following supplemental information to demonstrate compliance with GAO 2019-5.

II. SUPPLEMENTAL INFORMATION PURSUANT TO GAO 2019-5

1. Purpose of Petition: TruConnect seeks to expand its existing ETC designation, which is limited to provision of Lifeline services. TruConnect hereby clarifies that the Expansion Petition is also limited in nature to the Company's participation in the Lifeline program.

2. Partners or Affiliates: Sage Telecom Communications, LLC is a subsidiary of TSC Acquisition Corporation ("TSC") and was formerly known as Sage Telecom, Inc. before a corporate restructuring in 2012. TSC also owns TruConnect Communications, Inc., formerly Telscape Communications, Inc., and the owners of TSC separately own TruConnect Mobile, LLC, which sells mobile hotspot devices and low-cost monthly data plans, as well as Wefi, LLC, a mobile data analytics company that develops data intelligence products and services for wireless carriers, cable operators, content providers, and application developers.

3. Required Certifications: The Company's Certificate of Territorial Authority (CTA) is up-to-date and all trade names to be used for the supported services are registered with the Indiana Secretary of State.

4. Common Carrier with Ability to Serve Entire DSA: As demonstrated in the ETC Petition, TruConnect is a common carrier. TruConnect is able and commits to serve its entire DSA.

5. Supported Services: As demonstrated in the Expansion Petition, TruConnect offers the supported services pursuant to 47 CFR § 54.101 and/or 54.400 et seq. As demonstrated in the ETC Petition and updated in the Expansion Petition, TruConnect offers Lifeline service subject to the requirements in 47 C.F.R. § Part 54, Subpart E, and offers Lifeline service directly to the qualifying Lifeline subscriber.

6. Proposed Designated Service Area: TruConnect's Expansion Petition provided the information required by this section with the exception of subpart a.ii which requires a map

in shapefile or geodatabase format (“Shapefile Map”) and subpart b to the extent TruConnect’s exchange list provided in the Expansion Petition is required to indicate whether the exchange is served partially or in entirety. With respect to the exchange list, TruConnect will supplement this information through a separate notice of filing as soon as possible. Likewise, at the time of filing of this separate notice of filing, TruConnect will address or include the map in shapefile or geodatabase format.

7. Disclosure of Charges for Services and Commitment to Advertise Supported Services: TruConnect’s Expansion Petition provided a description of the Company’s updated Lifeline rate plans and the ETC Petition demonstrated a commitment to advertise. TruConnect hereby reaffirms its commitment to advertise the availability and rates for the supported services using media of general distribution as required by 47 C.F.R. § 54.201(d)(2).

8. Facilities: As demonstrated in the ETC Petition, TruConnect provides service solely through resale of underlying carriers’ services; TruConnect’s FCC-approved Compliance Plan was included with the ETC Petition. The Expansion Petition further identified the proposed additional underlying carrier network and, concurrent with this filing, TruConnect is providing a copy of the agreement demonstrating the Company has access to the respective underlying network in accordance with subpart b.

9. Financial and Technical Capability: As demonstrated in the ETC Petition and affirmed by the Commission in its grant of ETC designation to TruConnect, the Company is financially and technically capable of providing Lifeline service.

10. Five-Year Plan: As demonstrated in the ETC Petition, this requirement does not apply to TruConnect as a Lifeline-Only ETC.

11. Functional in Emergencies: As demonstrated in the ETC Petition and further confirmed in the Expansion Petition specifically with respect to the T-Mobile network, TruConnect is able to remain functional in emergency situations.

12. Consumer Protection and Service Quality: As demonstrated in the ETC Petition, TruConnect commits to comply with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service and thus satisfies applicable consumer protection and service quality standards.

13. Description of Lifeline Plan: TruConnect's Expansion Petition provided a description of the Company's updated Lifeline rate plans.

14. Public Interest: TruConnect's Expansion Petition discussed how the requested expansion would benefit consumers and serve the public interest especially in light of the current pandemic. The ETC Petition addressed impact on the universal service fund. TruConnect hereby provides additional information on unique advantages of the Company's Lifeline offering, which include larger local calling areas (as compared to traditional wireline carriers); the convenience, portability and security afforded by mobile telephone service; the opportunity for customers to receive both the minimum service standards for voice *and* broadband usage within the same rate plan; the ability of users to use the supported service to send and receive "SMS" or text messages; the ability for customers to purchase additional usage at flexible and affordable amounts in the event that included usage has been exhausted (and the courtesy of free low-balance alerts); unlimited international calling to Canada, Mexico, Korea, Vietnam and China (first 10 unique numbers each month) at no additional cost, and the option to purchase additional international calling at affordable rates; the opportunity for customers to receive service without going through a credit check or deposit requirement, or committing to a long-term service

contract; and access to 911 and E911 (where available) service in accordance with current FCC requirements. Additionally, the inclusion of domestic long distance as a part of TruConnect's flat-rate wireless offerings allows consumers to avoid the risks of becoming burdened with significant and unexpected per-minute charges for domestic telephone toll and overage charges.

15. Notify the Commission of Changes: TruConnect reaffirms its commitment to notify the Commission in the future if any factors change affecting eligibility for ETC designation.

16. Payment of Applicable Public Interest Fees: TruConnect's ETC Petition affirmed the Company's agreement to pay all applicable Indiana public interest fees.

17. Verification: The Expansion Petition was verified pursuant to 170 IAC 1-1.1-8.

18. Response to Future ETC Relinquishment Petitions: TruConnect certifies that it will respond to any future information requests from the Commission regarding its ability to assume responsibility to serve existing customers of another ETC that operates in Petitioner's designated service area, in the event such other ETC serving all or part of the same service area relinquishes all or part its ETC designation.

III. CONCLUSION

Expansion of TruConnect's ETC service area in the State of Indiana complies with the requirements of Section 214(e)(2) of the Act and is in the public interest.

WHEREFORE, TruConnect respectfully requests that the Commission promptly expand TruConnect's ETC service area as requested in the Expansion Petition.

Respectfully submitted,

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September 16, 2020

CERTIFICATE OF SERVICE

The foregoing pleading was e-filed with the IURC on September 16, 2020 and served via email and US Mail, postage prepaid to the following on the aforementioned date as well:

Hon. Karol H. Krohn, Ind. Atty. No. 5566-82
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/s/William H. May, III.
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