

July 10, 2018

Secretary to the Commission Kansas Corporation Commission 1500 SW Arrowhead Rd Topeka, KS 66604

RE: Docket No. 18-GIMT-394-GIT- Telrite Corporation d/b/a Life Wireless Compliance Filings – FCC Form 481

**Dear Secretary:** 

The Kansas Corporation Commission designated Telrite Corporation an Eligible Telecommunications Carrier ("ETC") for the limited purpose of providing Lifeline services in the state of Kansas.

In compliance with FCC and Kansas Commission ETC annual reporting requirements, Telrite Corporation is required to file a copy of the FCC Annual Report (Form 481) pertaining to Kansas operations with the Kansas Commission. Please find attached a copy of the FCC Form 481 that was filed with USAC.

Please do not hesitate to contact me if you have questions or concerns.

Respectfully submitted,

/s/ Mark Lammert

Mark Lammert Attorney-in Fact Telrite Corporation d/b/a Life Wireless

CC For	m 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name: Person USAC should contact with questions about this data	Mark Lammert	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	regulatory@csilongwood.com	
	Form Type	54.422	

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2018

<010>	Study Area Co	ode				419035						
<015>	Study Area Name					Telrite Cor	Telrite Corporation					
<020>	Program Year				2019	2019						
<030>	Contact Name - Person USAC should contact regarding this data				Mark Lammer	Mark Lammert						
<035>	Contact Telephone Number - Number of person identified in data line <030>				30> 4072601011	4072601011 ext.						
<039>	Contact Emai	Address - Ema	il Address of pe	rson identified	in data line <0	30> regulatory@	esilongwood.com					
<210>	For the prio	r calendar yea	ar, were there	any reportal	ble voice serv	ce outages?				_		
<220>	<a>&gt;</a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<t></t>	<g></g>	<h>&gt;</h>
	NORS Reference	Outage Start	Outage Start	Outage End	Outage End	Number of		911 Facilities	Service Outage	Did This Outage Affect Multiple		

<a>&gt;</a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<<1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h>&gt;</h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
								-			
								-			
								-			

(400) Number of Complaints per 1,000 customers	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form	
(1988)	July 2018

<010>	Study Area Code	419035				
<015>	Study Area Name	Telrite Corporation				
<020>	Program Year	2019				
<030>	Contact Name - Person USAC should contact regarding this data					
<035>	Contact Telephone Number - Number of person identified in data line					
<039>	Contact Email Address - Em <030>	ail Address of person identified in data line regulatory@c#llongwood.com				
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.					
<410>	Complaints per 1000 custon	ners for fixed voice				
<420>	Complaints per 1000 customers for mobile voice					

	npliance With Service Quality Standards and Consumer Protection Rules action Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	

(600) Functionality in Emergency Situations	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Concession ( or in	July 2018

<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	_
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	_
<600>	Certify compliance regarding ability to function in emergency situations		

CONTRACTOR AND ADDRESS	erating Companies lection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code		419035	
<015>	Study Area Name		Telrite Corporation	
<020>	Program Year		2019	
<030>	Contact Name - Person	USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Nur	nber - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address	Email Address of person identified in data line <030>	regulatoryscsilongwood.com	
<810>	Reporting Carrier	Telrite Corporation dba Life Wireless		
<811>	Holding Company	Not Applicable		
<812>	Operating Company	Life Wireless Holdings, LLC		

<a>&gt;<a>&gt;</a></a>	<b><a2></a2></b>	The state of the second st
Affiliates	SAC	Doing Business As Company or Brand Designation
	1	

Academia (1900)	bal Lands Reporting lection Form		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	
<900>	Does the filing entity offer tribal land services? (Y/N)		
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation	Name of At	tached Document
to confi	company serves Tribal lands, please select (Yes,No, NA) for each these boxes rm the status described on the attached PDF, on line 920, strates coordination with the Tribal government pursuant to 3(a)(5) includes:	Select Yes or No or Not Applicable	
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.  Feasibility and sustainability planning;		
<922>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
	Compliance with Land Use permitting requirements		
<925>			
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.		

	oice and Broadband Service Rate Comparability lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	
<1000>	Voice services rate comparability certification		
<1010>	Attach detailed description for voice services rate comparability compliance		
		Name of Attached Document	
<1020>	Broadband comparability certification		
<1030>	Attach detailed description for broadband comparability compliance		
	<del> </del>	Name of Attached Document	

A section of the sect	o Terrestrial Backhaul Reporting lection Form		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com	
<1100>	Certify whether terrestrial backhaul options exist (Y/N)		
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 upstream within the supported area pursuant to § 54.313(g).	S kbps	
<1140>	Alaska Plan rate-of-return certification (yes, no, or not applicable) of compliance with approved performance plan.		

Lifeline	rms and Condition for Lifeline Customers ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<035>	Contact Telephone Number - Number of person identified in data line <03	O> 4072601011 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <0		
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	Nar	me of Attached Document
<1220>	Link to Public Website HTT6	https://www.lifewireless.com/main/tac	
or the we	neck these boxes below to confirm that the attached document(s), on line 1210, ibsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	]	
<1222>	Details on the number of minutes provided as part of the plan,		
<1223>	Additional charges for toll calls, and rates for each such plan.	]	

Data Collection	Cap Carrier Additional Documentation on Form e-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		FCC Foi OMB C July 20:	ontrol No. 3060-0986/OMB Control No. 3060-0819
including Kati	e-of-neturn current affinises with the eap Eocar Stemange current		CONTROL DESCRIPTION OF THE PROPERTY OF THE PRO	
<010> Stu	idy Area Code	419035		
	idy Area Name	Telrite Corporation		
<020> Pro	ogram Year	2019		
<030> Cor	ntact Name - Person USAC should contact regarding this data	Mark Lammert 4072601011 ext.		
	ntact Telephone Number - Number of person identified in data line <030>			
<039> Co	ntact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com		SECTION OF THE PROPERTY OF THE
to offset form and	e appropriate responses below (Yes, No, Not App access charge reductions, and Connect America P I in the documents attached below is accurate.  > 2016 and future Frozen Support Certification 47 CFF	hase II support as set f	ance as a recipient of frozen High forth in 47 CFR 54.313(c),(d),(e). T	Cost support, High Cost support The information reported on this
Price Cap	o Carrier Connect America ICC Support {47 CFR §	54.313(d)}		
<2016>	Certification support used to build broadband			
Connect	America Phase II Reporting (47 CFR § 54.313(e))		_	
<2017A>	Connect America Fund Phase II recipient?			
<2017C>	Total amount of Phase II support, if any, the price cap capital expenditures in 2017.	carrier used for		
<2018>	Attach the number, names, and addresses of commu	nity anchor	Name of Attached Document Lis	sting
	institutions to which the carrier newly began providin broadband service in the preceding calendar year - 54	g access to I.313(e)(1)(ii)(A)	Required Information	
<2019>	Recipient certifies that it bid on category one telecom Internet access services in response to all FCC Form 4 broadband service that meets the connectivity target libraries universal service support program for eligible libraries located within any area in a census block wh receiving Phase II model-based support, and that such reasonably comparable to rates charged to eligible so urban areas for comparable offerings - 54.313(e)(1)(ii)	70 postings seeking s for the schools and e schools and ere the carrier is h bids were at rates hools and libraries in	[	

(3005) Rate ( Data Collecti	Of Return Carrier Additional Documentation on Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035
<015>	Study Area Name	Telrite Corporation
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com

#### CAF BLS Reporting

(3008A)	Please indicate whether new locations were deployed during the prior calendar year.	(Yes/No)
(3008B)	Please enter the number of new locations deployed in the prior calendar year associated with each of the following speed tiers.	
(3008B1)	Number of newly built locations with access to broadband speeds of at least 10/1 Mbps but less than 25/3 Mbps.	
(3008B2)	Number of newly built locations with access to broadband speeds of 25/3 Mbps or higher.	
(3008C)	Please provide the percentage of deployment across the entire study area.	

(3005) Rate Data Collect	Of Return Carrier Additional Documentation Ion Form	2			FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code		410025		
<015>	Study Area Name		419035	Comon	it i an
<020>	Program Year		2019	Corpora	ition
<030>	Contact Name - Person USAC should contact regarding this	data			
			Mark La	or to the same of	
<035>	Contact Telephone Number - Number of person identified in	n data line <030>	40726010		
<039>	Contact Email Address - Email Address of person identified i	in data line <030>	regulat	ory@csii	ongwood.com
financial r	m the drop down menu or check the boxes below to eporting requirements set forth in 47 CFR 54.313(f) below is accurate.				
3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)				
3010A)	Certification of Public Interest Obligations {47 CFR § $54.313(f)(1)(i)$ }				
3010B) 3012A)	Please Provide Attachment  Community Anchor Institutions (47 CFR §	Name of Attach Information	ed Document Li	sting Required	
3012B)	54.313(f)(1)(ii)} Please Provide Attachment	Name of Attach	ed Document Li	sting Required	
3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	(Yes/No)	0	0	
3014)	If yes, does your company file the RUS annual report	(Yes/No)	O	O	
3015) 3016)	attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows				
3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required	Name of Attach	ed Document Li	sting Required	
3018)	documentation If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line	(Yes/N	(0)	0	
3019)	3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers				
3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows				
3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026, public to the confirmation of the confirm				
022)	3026 pursuant to § 54.313(f)(2), contains:  Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers				
023)	Underlying information subjected to a review by an independent certified public accountant				
024)	Underlying information subjected to an officer certification.				
025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows				
026)	Attach the worksheet listing required information	Name of Attache	J.D		

Information

	ate Of Return Carrier Additional Documentation (Continued) lection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035	
<015>	Study Area Name	Telrite Corporation	
<020>	Program Year	2019	
030	Contact Name - Person USAC should contact regarding this data	Mark Lammert	
<u3u></u3u>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.	

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2018

<010>	Study Area Code	419035
<015>	Study Area Name	Telrite Corporation
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<039>	Contact Email Address - Email Address of person identified in data	ine <030> regulatory#csilongwood.com

#### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations and provide a list of newly served community anchor institutions.

#### Public Interest Obligations - FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas.

## Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a**. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

#### If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses
of community anchor institutions to which the
recipient newly began providing access to
broadband service in the preceding calendar year.

(5005) Alaska Plan Participants Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2018

<010>	Study Area Code	419035
<015>	Study Area Name	Telrite Corporation
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Mark Larmert
<035>	Contact Telephone Number - Number of person identified in data line <030>	
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory%cmilongwood.com

5005 Alaska Plan

(5010)	Do you participate in the Alaska plan?	(Yes/No)
(5011)	Please indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas previously served exclusively by performance-limiting satellite backhaul.	(Yes/No)
(5012)	If the filing carrier identified in its approved perfomance plans that it relies exclusively on satellite backhaul for a certain poriton of the population in its service area, indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previoius calendar year in areas that were previoiusly served exclusively by satellite backhaul.	(Yes/No)

013>	<9>	<b>&lt;</b>	<c></c>
<del></del>	Description Of Backhaul Technology	Date Backhaul Available	Newly Served Locations or Population
-			
-			
-			
. <del>.</del>			
-			
-			

Certification - Reporting Carrier Data Collection Form	FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
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<010>	Study Area Code	419035
<015>	Study Area Name	Telrite Corporation
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com

# TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

# Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support reciplents; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: Telrite Corporation

Signature of Authorized Officer: CERTIFIED ONLINE

Date 07/07/2018

Printed name of Authorized Officer: Kelly Jesel

Title or position of Authorized Officer: CPO

Telephone number of Authorized Officer: 6782021294 ext.

Study Area Code of Reporting Carrier:

419035

Filing Due Date for this form: 07/16/2018

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
<010>	Study Area Code	419035
<015>	Study Area Name	Telrite Corporation
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<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035>	Contact Telephone Number - Number of person identified in data line <030>	4072601011 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com

## TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)	is authorized to submit the information reported on behalf of the reporting carrier.	
Iso certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized gent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.		
Name of Authorized Agent:		
Name of Reporting Carrier:		
Signature of Authorized Officer:	Date:	
Printed name of Authorized Officer:		
Title or position of Authorized Officer:		
Telephone number of Authorized Officer:		
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	

#### TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipie	nts on Behalf of Reporting Carrier
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.		
Name of Reporting Carrier:		
Name of Authorized Agent Firm:		
Signature of Authorized Agent or Employee of Agent:		Date:
Name of Authorized Agent Employee:		
Fitle or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	
	Filing Due Date for this form:	

Attachments



FCC Form 481
Section 500 – Service Quality Standards & Consumer Protection Rules Compliance

Under FCC Rules, Section 54.202, an ETC must comply that it will satisfy applicable consumer protection and service quality standards. Telrite Corporation d/b/a Life Wireless (Telrite) is in compliance with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service.

- 1. Telrite discloses rates and terms of service to customers at the time service is initiated. These same terms and conditions are posted on Telrite's website at www.lifewireless.com.
- 2. Telrite provides service availability information on their website at www.lifewireless.com.
- 3. Telrite provides contract terms to subscribers when they initiate or change service. These same terms are provided to subscribers during the annual recertification process as outlined in Commission rules that govern continued subscriber eligibility.
- 4. Telrite's Lifeline service can be terminated at any time by either party without an early termination fee. Service is dependent on continued usage and eligibility in the program.
- 5. Telrite provides disclosures, minutes included in Lifeline plans, expiration of rollover minutes, availability of service, and cost for additional minutes in published Lifeline advertising materials.
- 6. Telrite customers are provided options if they exceed the number of minutes provided in their Lifeline plan. If at any time a customer purchases additional minutes, charges and plan options are available on the company website at <a href="https://www.lifewireless.com">www.lifewireless.com</a>.
- 7. Telrite's toll-free customer service number is 888-543-3620. Customers may also dial 611 from their Life Wireless handset to reach customer service free of charge or by contacting Telrite via email at info@lifewireless.com. This information is provided in the terms of service and on the company website and in all information provided to subscribers.
- 8. Telrite responds to all consumer inquiries and complaints received from government agencies within 30 days.
- 9. Telrite has procedures in place to maintain the privacy of subscriber proprietary information in accordance with applicable federal and state laws.
- 10. Telrite has available to Lifeline customers an online portal where customers can check their balances and purchase additional minutes.



FCC Form 481 Section 600 - Functionality in Emergency Situations

Under FCC Rules, an ETC must demonstrate its ability to remain functional in emergency situations. Since Telrite Corporation d/b/a Life Wireless (Telrite) is providing service to its customers through the use of facilities obtained from other carriers, it is able to provide to its customers the same ability to remain functional in emergency situations as currently provided by the carriers to their own customers, including access to a reasonable amount of back-up power to ensure functionality without an external power source, re-routing traffic around damaged facilities, and the capability of managing traffic spikes resulting from emergency situations.

Telrite, along with their underlying carriers, have created back-up systems to ensure functionality in the event of a loss of power or network functionality. Telrite maintains its own diesel-powered backup generator at their switching facility in Georgia. All systems within the facility are implemented on redundant servers, each with redundant data network and power.