

Docket Number: TC16-001
Subject Matter: Fifth Data Request
Request to: IM Telecom, LLC d/b/a Infiniti Mobile
Request from: South Dakota Public Utilities Commission Staff
Date of Request: November 16, 2016
Responses Due: January 9, 2017

- 5.16 The disbursements from USAC to IM Telecom LLC, found on USAC's website, have been declining almost consistently since January 2015. Please explain this continual decrease and how it may or may not correspond with customer satisfaction.

Response to 5-16: Through the last quarter of 2016, in anticipation of the implementation of the FCC's new minimum service standards and regulations, Infiniti Mobile underwent the process with its underlying carrier(s) to negotiate more favorable rates, plans, and compliant handsets. Once secured by Infiniti Mobile management, Infiniti Mobile began to transition existing Infiniti Mobile subscribers into new plans, offering increased service offerings compliant with new FCC service standards. During this transition period, Infiniti Mobile experienced two to three months wherein USAC disbursements were reduced; however, this reduction was not due to customer satisfaction. In fact, Infiniti Mobile has since increased its total number of Lifeline subscribers, having activated 800 new subscribers in the last thirty (30) days of the date of this submission. Infiniti Mobile is activating currently on average 800 to 1000 customers per month and further anticipates steady increase in the total Infiniti Mobile customer base during 2017. Infiniti Mobile further provides that all received reports regarding customer satisfaction have been positive, given the circulation of upgraded offerings and handset devices, including data-capable Android mobile phones.