

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

5.5 How will a customer know if they are roaming?

Response to 5-5: Upon enrollment, every Infiniti Mobile Lifeline subscriber will receive notice that attempting to access telecommunications services outside his or her assigned carrier's network coverage area will result in roaming. All Lifeline customers will receive further notice that when roaming is activated, the affected subscriber will receive an electronic notice sent to the subscriber's handset device. However, to clarify all prior representations with respect to roaming, Infiniti Mobile will not charge or impose fees upon Lifeline subscribers in South Dakota for roaming.