

Docket Number: TC16-001
Subject Matter: Second Data Request
Request to: IM Telecom, LLC d/b/a Infiniti Mobile
Request from: South Dakota Public Utilities Commission Staff
Date of Request: April 1, 2016
Responses Due: April 15, 2016

- 2-1. Provide separate South Dakota coverage maps for Infiniti Mobile customers for each individual underlying carrier (Verizon, Sprint, and T-Mobile). Also, include on each map the areas where customers would be roaming in South Dakota in a way that it is easy to differentiate the non-roaming and roaming areas for each underlying carrier.

Response to 2-1: Attached to this Response to Staff's Second Data Request dated April 1, 2016, as Exhibit 1, please find coverage area maps for IM Telecom, LLC d/b/a Infiniti Mobile ("Infiniti Mobile" or the "Company") with respect to each of the Company's underlying carriers: Verizon, Sprint, and T-Mobile).

- 2-2. Page 14 of the application states that "[t]hrough [*Infiniti Mobile's*] agreement with Sprint, Infiniti Mobile provides to its customers the same ability to remain functional in emergency situations as currently provided by Sprint to its own customers..." And yet, in data request 1-9, Infiniti Mobile "obtains access to the underlying networks of Verizon and Sprint through a third-party contract with reseller, *ZefCom LLC d/b/a Telispire*."

- a. Confirm that this third-party contract ensures Infiniti Mobile customers the exact same ability to remain functional in emergency situations as currently provided to Sprint's own customers.

Response to 2-2a: The Company hereby confirms that its third-party contracts with ZefCom LLC d/b/a Telispire ensure Infiniti Mobile customers have the exact same ability to remain functional in emergency situations as currently provided to both Sprint and Verizon customers. The Company obtains access to the underlying networks of Sprint and Verizon through said third-party contracts; the underlying networks of both Sprint and Verizon are largely built-out; and, the Company provides through said contract the same access to reasonable amount of back-up power to ensure functionality without an external power source, the ability to reroute traffic around damaged facilities, and the capability of managing traffic spikes resulting from emergency situations, as provided to Sprint and Verizon customers.

- b. Provide the ZefCom contract.

Response to 2-2b: Attached hereto as Exhibit 2, please see an executed copy of the Company's third-party contracts with ZefCom LLC d/b/a Telispire, which as provided therein, collectively provide the Company access to the underlying networks of Sprint and Verizon in South Dakota. The information contained in Exhibit 2 is highly confidential and proprietary, and has been so marked. If the contents of Exhibit 2 are disclosed publicly, the Company will suffer direct, detrimental, and anti-competitive harm as a result. Therefore, the Company hereby requests confidential treatment of Exhibit 2 and its contents.

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- 2-3. In reference to data request 1-10, can a customer request a specific underlying carrier? Will the underlying carrier be changed if the customer reports unsatisfactory service quality or a high number of roaming charges based on the underlying carrier that was assigned to them?

Response to 2-3: To further clarify the Company's response to data request 1-10, the Company hereby confirms that—should a customer report unsatisfactory service quality or a high number of roaming charges based on the underlying carrier that was assigned to him or her at the time of enrollment—customers may request to be reassigned to another carrier. However, at the time of enrollment, the Company will not permit customers to select a carrier of choice at the outset of service activation. Rather, the Company assigns customers to an underlying carrier based on an analysis of coverage, costs, and the customer's geographic location.

- 2-4. Response to data request 1-14 states that “the Company does not, and does not intend to, offer exclusively Lifeline-supported services...” However, data request 1-1 states that “[t]he Company does not currently intend to offer any such retail plans in the State of South Dakota.” Therefore, would it not be true that exclusively Lifeline-supported services would be offered by the Company in South Dakota?

Response to 2-4: No. To further clarify the Company's response to data request 1-14 and data request 1-1, the Company does not, and does not intend to, offer exclusively Lifeline-supported service nation-wide. In fact, the Company already offers both Lifeline and non-Lifeline service to customers in the State of Oklahoma. However, with respect to the State of South Dakota, the Company intends only to offer Lifeline-supported service offerings at this time, and upon designation as an eligible telecommunications carrier (“ETC”) in the State of South Dakota.