

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

5.10 Does IM provide notice of the number of minutes or texts used before customer will be liable for overage minutes?

Response to 5-10: Infiniti Mobile intends to offer unlimited talk and text offerings for Tribal Lifeline subscribers in South Dakota, alleviating any need to impose overage minutes. However, Infiniti Mobile intends to offer a limited number of anytime voice minutes and text messages per month free of charge to non-Tribal Lifeline subscribers in South Dakota. Once airtime is exhausted, service will be unavailable with the exception of access to customer service and 911 emergency services—and E911 service where available—until the beginning of said customer’s next service period. However, at any time customers may purchase additional airtime, which will be available for a period of thirty (30) days following activation, regardless of a customer’s monthly service initiation date pursuant to his or her Lifeline service plan. All Infiniti Mobile service offerings are prepaid in nature, including top-up airtime. Therefore, no customer will be faced with overage charges or the threat of service disconnection for the non-payment of a bill or monthly invoice. Furthermore, at any time, Lifeline subscribers may contact Infiniti Mobile Customer Service (free of charge), call into the Interactive Voice Response (“IVR”) System, or utilize Infiniti Mobile’s digital platform online to identify the remaining monthly allotment of airtime.