

Docket Number: TC22-009
Subject Matter: Second Data Request
Request to: AirVoice Wireless, LLC dba AirTalk Wireless (AirVoice or Company)
Request from: South Dakota Public Utilities Commission Staff
Date of Request: July 14, 2022
Responses Due: July 28, 2022

- 2-1) Refer to AirVoice's response to DR 1-2.
- a. Confirm that the Lifeline plan (without the Lifeline discount) is not available to non-Lifeline subscribers.
Lifeline plan is not available to non-Lifeline subscribers.
 - b. Are all Lifeline plans postpaid, or can Lifeline subscribers elect to purchase the additional minutes and/or data described in response to DR 1-17 on a prepaid basis?
Lifeline subscribers can elect to purchase the additional minutes and/or data described in response at any time on a prepaid basis.
- 2-2) Refer to AirVoice's response to DR 1-4. Confirm AirVoice is not allowed to provide the cost data, even on a confidential basis.
AirVoice is not allowed to provide the cost data, even on a confidential basis.
- 2-3) Refer to AirVoice's response to DR 1-12. Given AirVoice stated in its Petition that it "intends to utilize its network of retail partners (once established) to help promote the availability of its Lifeline plans", provide an explanation of how the retail partnerships will work, including financial arrangements, once retail partnerships have been established.
At this time, Air Voice has no plans to utilize any retail partners, but instead, will only sell on-line, through its web site, and social media, including Facebook, Google and You Tube.
- 2-4) Refer to AirVoice's response to DR 1-14. Provide a calendar year 2021 statement of cash flows. If AirVoice did not prepare a statement of cash flows for 2021, state as such.
AirVoice did not prepare a statement of cash flows for 2021.
- 2-5) Refer to AirVoice's response to DR 1-17.
- a. Why does doubling the additional data purchase from 500 MB to 1 GB cost the subscriber triple, from \$5.00 to \$15.00?
Subscribers purchasing the lower amount of 500 MB get better pricing than subscribers purchasing 1 GB data.
 - b. Why does 4 GB of additional data cost the same as 5 GB of additional data?
Please see Airtalkwireless.com website, the correct pricing is 4GB data is \$32, and 5GB data is \$35.
 - c. Why does unlimited talk and text and 5 GB of data cost the same as unlimited talk and text and unlimited data?
This was a typographical error, the unlimited talk, text and data is \$50 and is being updated on website.

2-6) Refer to AirVoice's response to DR 1-22. Will the customers know their underlying carrier at the time of purchase? Do they have the ability to request the other carrier?
No, the carrier is determined by Air Voice based upon coverage at the service address. In addition, in the carrier agreements, Air Voice is not permitted to disclose the name of the underlying carrier.

2-7) Refer to AirVoice's response to DR 1-26. Provide the digital formats of the requested marketing materials.

Please see Exhibit A.

2-8) Will all AirVoice Lifeline subscribers receive a free phone? If not, explain who will not qualify for the free phone. Also, provide any upgrade options available to subscribers.

AirVoice will not provide a free handset to each qualifying Lifeline subscriber as part of the subscriber's Lifeline service plan. If the subscriber enrolls in the combination Lifeline/ACP plan, the subscriber will be provided a free handset. The Lifeline/ACP combination service offering is unlimited minutes, unlimited Texts and 15 GB data.

2-9) If approved, when does AirVoice plan to start offering its Lifeline services in South Dakota?

If approved, AirVoice plans to start offering its Lifeline services in South Dakota within 30 days of obtaining its SAC Code from USAC.