



- a. CB# 530610535045004
  - i. Address: 19220 Burn Road, Arlington, WA
  - ii. StarTouch Response: StarTouch is unable to provide service because too many trees are in the line of sight.
  
- b. CB# 530050119004010
  - i. Address: 66614 Horne Drive, Benton City, WA
  - ii. StarTouch Response: StarTouch initially indicated that they could provide service at this address, but upon a second follow up, StarTouch indicated that this address was on the “operational edge,” would require a site visit, and if StarTouch could serve this address, it may require a larger, 2-foot receiver.
  
- c. CB# 530579527001054
  - i. Address: 21700 WA-9, Mt Vernon, WA
  - ii. StarTouch Response: StarTouch cannot provide service because it does not have a direct line of sight to the address.
  
- d. CB# 530610536022009
  - i. Address: 1717 181st SVE NE, Snohomish, WA
  - ii. StarTouch Response: StarTouch indicated that it could not provide service because the location is in a valley.
  
- e. CB# 530610538032001
  - i. Address: 14424 Wallace Lake Rd, Gold Bar, WA
  - ii. StarTouch Response: StarTouch indicated that it could not provide service due to trees and hills.

- f. CB# 530730102002028
  - i. Address: 115 1st St, Sumas, WA
  - ii. StarTouch Response: StarTouch indicated that they believed they could provide service.
- g. CB# 530579509002000
  - i. Address: Renic Dr, Sedro Woolley, WA
  - ii. StarTouch Response: StarTouch indicated that trees may block a direct line of sight, but they would need to send a technician out to confirm whether service was possible.

6. Consistent with StarTouch's publicly available website,<sup>1</sup> StarTouch quoted me prices starting at \$139.00.

7. When I called StarTouch to request a quote for service installation at one of these addresses, StarTouch told me that a technician would be able to evaluate the location in 10-14 days, and then after the evaluation, they would schedule the install the service, which would occur usually within another ten days after the 10-14 days for site evaluation.

8. Additionally, StarTouch told me that the cost for installation would be \$449. This could be reduced to \$250 if a customer agrees to a three-year contract.

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<sup>1</sup> See StarTouch, *Residential Service* (last accessed Oct. 19, 2016), <http://www.startouch.com/residential/>.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct to the best of my knowledge and belief.

Executed on: October 25, 2016



Cathy Dahlquist