

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Telecommunications Carriers Eligible for Universal Service Support	)	WC Docket No. 09-197
	)	
Federal-State Joint Board on Universal Service	)	CC Docket No. 96-45
	)	
Midwestern Telecommunications Inc. Petition for Forbearance	)	

**MIDWESTERN TELECOM, INC'S COMPLIANCE PLAN**

Midwestern Telecom, Inc. ("Midwestern Telecom" or "MTI"), hereby files its compliance plan outlining the measures it will take to implement the conditions imposed by the Federal Communications Commission ("Commission") in its recent Order, released July 30, 2010, in the above-captioned matter.<sup>1</sup>

**BACKGROUND**

The Commission's *Order* conditionally granted Midwestern Telecom's request for forbearance from the Section 214(e)(1)(A) requirement that a carrier designated as an ETC for purposes of federal universal service support provide services, at least in part, over its own facilities, stating Midwestern Telecom may seek ETC designation to offer discounted services to qualified low-income consumers through the universal service Lifeline program.”<sup>2</sup>

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<sup>1</sup> See *Telecommunications Carriers Eligible for Universal Service Support; Midwestern Telecommunications Inc. Petition for Forbearance*, Order, FCC 10-134, (released July 30, 2010) (“*Order*”). On August 30, 2010, Midwestern Telecom filed a request for a 14 day extension of time to file this compliance plan. Request For Extension of Time to File Compliance Plan, Midwestern Telecommunications, Inc., WC Docket No. 09-197, CC Docket No. 96-45 (filed Aug. 30, 2010).

<sup>2</sup> *Order* at ¶ 20.

The Commission's grant of forbearance is subject to the following conditions: (a) Midwestern Telecom providing its Lifeline customers with 911 and Enhanced 911 (E911) access regardless of activation status and availability of prepaid minutes; (b) Midwestern Telecom providing its Lifeline customers with E911-compliant handsets and replacing, at no additional charge to the customer, noncompliant handsets of existing customers who obtain Lifeline-supported service; (c) Midwestern Telecom complying with conditions (a) and (b) as of the date it provides Lifeline service; and (d) Midwestern Telecom obtaining a certification from each PSAP where the carrier seeks to provide Lifeline service confirming that the carrier provides its customers with 911 and E911 access or self-certifying that it does so if certain conditions are met; (e) Midwestern Telecom requiring each customer to self-certify at time of service activation and annually thereafter that he or she is the head of household and receives Lifeline-supported service only from Midwestern Telecom; (f) Midwestern Telecom establishing safeguards to prevent its customers from receiving multiple Lifeline subsidies from Midwestern Telecom at the same address; and (g) Midwestern Telecom dealing directly with the customer to certify and verify the customer's Lifeline eligibility.<sup>3</sup> The Commission required Midwestern Telecom to submit a plan describing the measures it would take to implement each one of these conditions.<sup>4</sup>

### **COMPLIANCE PLAN**

For any state in which it seeks ETC designation, and to receive Lifeline support, on the basis of forbearance from Section 214(e)(1)(A),<sup>5</sup> Midwestern Telecom will comply with all conditions set forth in the *Order*, the provision of this Compliance Plan, and all laws and regulations governing its provision of Lifeline-supported prepaid wireless service to customers

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<sup>3</sup> See *Order* at ¶¶ 11, 16.

<sup>4</sup> *Id.*

<sup>5</sup> In states in which it currently provides Lifeline services, Midwestern Telecom meets Section 214(e)(1)(A)'s requirements.

throughout the United States.

#### **I. Access to 911 and E911 Services**

In the *Order*, the Commission required Midwestern Telecom, as a condition of forbearance, to provide its Lifeline customers with access to 911 and E911 services immediately upon activation of service, and stated that, in order to demonstrate compliance with the condition Midwestern Telecom must obtain certification from each PSAP where it provides Lifeline service confirming that its customers receive 911 and E911 services. If, within 90 days of Midwestern Telecom's request, a PSAP has neither provided the certification nor made an affirmative finding that MTI does not provide its customers with 911 and E911 services within the applicable service area, the *Order* allows Midwestern Telecom to self-certify that it meets the requirements.<sup>6</sup> The Commission and consumers are thereby assured that all Midwestern Telecom customers will have available access to emergency calling services at the time that Lifeline service is initiated, and that such 911 and E911 access will be available from Midwestern Telecom handsets, even if the account associated with the handset has no minutes remaining.

Midwestern Telecom will ensure that all Lifeline customers will have meaningful access to emergency calling services at the time the customer activates Lifeline service, and that such access will continue regardless of the customer's account status or the availability of prepaid minutes. MTI's existing practices currently provide access to 911 and E911 services to the same extent that these services have been deployed by its underlying carriers. Midwestern Telecom also currently enables 911 emergency calling services for all properly activated handsets regardless of whether the account associated with the handset is active, suspended or

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<sup>6</sup> See *Order* at ¶ 13.

terminated.<sup>7</sup> Finally, through its underlying carriers, the Company transmits all 911 calls initiated from any of its handsets even if the account associated with the handset has no remaining minutes.

To satisfy the conditions of the *Order* regarding 911 and E911 services, Midwestern Telecom will confirm that its underlying carrier has deployed E911 services in a specific PSAP territory. Midwestern Telecom will obtain the requisite certification from each PSAP where it provides Lifeline service confirming that its customers receive 911 and E911 services.<sup>8</sup> If, within 90 days of receiving the Company's request, a PSAP has neither provided such certification nor made an affirmative finding that Midwestern Telecom does not provide its customers with 911 and E911 services within the applicable service area, Midwestern Telecom will self-certify that it meets the basic and E911 requirements, where that is the case (which it expects to be everywhere).

## **II. E911-Compliant Handsets**

The Commission also conditioned its grant of forbearance on Midwestern Telecom providing only E911-compliant handsets to its Lifeline customers. In any state in which it seeks ETC designation, and to receive Lifeline support, on the basis of forbearance from Section 214(e)(1)(A) Midwestern Telecom will ensure that all handsets used in connection with the Lifeline service offering will be E911-compliant. In the event that an existing customer does not have an E911-compliant handset, MTI will replace it with a new 911/E911-compliant handset at no charge to the customer. Any new customer that qualifies for and enrolls in the Lifeline program is assured of receiving an E911-compliant handset as well, free of charge.

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<sup>7</sup> MTI is a CDMA carrier.

<sup>8</sup> A form of this PSAP certification request is attached hereto as Exhibit A.

### **III. Certification of Lifeline Customers' Eligibility**

To safeguard against misuse of the Lifeline service plan, as a condition of forbearance, the *Order* required Midwestern Telecom to deal directly with the customer and require each customer to self-certify, under penalty of perjury, at time of service activation and annually thereafter that they are the head of household and receive Lifeline-supported service only from Midwestern Telecom. The Commission also required Midwestern Telecom to establish safeguards to prohibit more than one supported Midwestern Telecom service at each residential address. Midwestern Telecom proposes the following plan to implement these certification and verification conditions in any state in which it seeks ETC designation, and to receive Lifeline support, on the basis of forbearance from Section 214(e)(1)(A):

#### **A. Policy**

Midwestern Telecom will comply with all certification and verification requirements for Lifeline eligibility established by states where it is designated as an ETC. In states where there are no state imposed requirements, Midwestern Telecom will comply with the certification and verification procedures in effect in that state as reflected on the website of the Universal Service Administration Company. However, for any states which do not mandate Lifeline support and/or which do not have established rules of procedure in place, Midwestern Telecom will certify at the outset and will verify annually consumers' Lifeline eligibility in accordance with the Commission's requirements.

#### **B. Certification Procedures**

Midwestern Telecom will implement certification procedures that enable consumers to demonstrate their eligibility for Lifeline assistance by contacting Midwestern Telecom via telephone, facsimile, or the Internet. Consumers will be directed to a toll-free telephone number

and to Midwestern Telecom's website, which will contain a link to information regarding MTT's Lifeline service plan, including a detailed description of the program and state-specific eligibility criteria. Midwestern Telecom understands and accepts the Commission's requirement that it have direct contact with all customers applying for participation in the Lifeline program. Retailers will have no role in the Lifeline application process, other than to provide customers with printed information regarding the program.

Consumers will be required to call a toll-free number to complete an application over the phone. The application will then be mailed to the customer for signature, under penalty of perjury, and for the submission of supporting documentation. The signed application and supporting documentation must be mailed to the address provided by the Company. Processing of consumers' applications, including review of all application forms and relevant documentation, will be performed under Midwestern Telecom's supervision by managers experienced in the administration of the Lifeline program.

Midwestern Telecom will ensure that all required documentation is reviewed using state-specific compliance checklists. In addition, the Lifeline application form will include a certification section where the applicant must attest and sign under penalty of perjury that the applicant meets the relevant eligibility criteria. For states with program-based eligibility criteria, the form will list each of the qualifying programs, and the applicant will be required to identify the program(s) in which they participate. For states with income-based eligibility criteria, the applicant will be required to certify under penalty of perjury that his or her household income does not exceed the relevant threshold (*e.g.*, 135% of the Federal Poverty Guidelines for federal default states) and will be required to provide proof of income-based eligibility. Applicants will also be required to certify under penalty of perjury that they are head of their household and

receive Lifeline-supported service only from Midwestern Telecom. Penalties for perjury will be clearly-stated on the certification form, as required by the *Order*.

Finally, the application forms will require each applicant to provide their name, primary residential address and an alternate telephone number (if any). Midwestern Telecom will incorporate this information into its customer information database. MTI will check the name and address of each Lifeline applicant against its database to determine whether or not it is associated with a customer that already receives Midwestern Telecom Lifeline service, and will then review the application to ascertain whether the applicant is attempting to receive Lifeline-supported service for more than one handset associated with the address. Midwestern Telecom will deny the Lifeline application of any such individual and advise the applicant of the basis for the denial, Midwestern Telecom shares the Commission's concern about abuse of the Lifeline program and is thus committed to the safeguards stated herein, with the belief that the procedures it will implement will prevent Midwestern Telecom customers from engaging in such abuse.

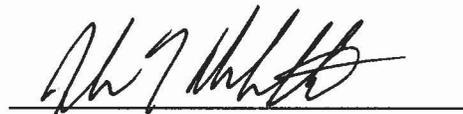
### **C. Verification Procedures**

As required by the Commission's *Order*, Midwestern Telecom will require every consumer enrolled in the Lifeline program to verify on an annual basis that they are the head of their household and only receive Lifeline service from Midwestern Telecom. Midwestern Telecom will notify each participating Lifeline consumer on the anniversary of their enrollment that they must confirm their continued eligibility in accordance with the applicable requirements. Such verification will be required in order for the consumer to continue to purchase prepaid airtime from MTI at the discounted rate only available to those customers who are enrolled in its Lifeline program.

## CONCLUSION

Midwestern Telecom submits that its Compliance Plan fully satisfies the conditions set forth in the Commission's *Order* granting forbearance to the Company. Implementation of the procedures described herein will promote public safety and should ensure that Lifeline customers have access to 911 and E911 services while safeguarding against misuse of the Company's Lifeline services. Accordingly, Midwestern Telecom respectfully requests that the Commission approve its Compliance Plan so that Midwestern Telecom may begin providing the benefits of much-needed Lifeline service to qualifying low-income consumers.

Respectfully submitted,



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September 10, 2010

**EXHIBIT A**

**PSAP CERTIFICATION REQUEST**

[Date]

Public Safety Answering Point Coordinator  
[Address]

Re: Request for PSAP Certification for Lifeline Participation

Dear PSAP Coordinator:

This is to inform you that Midwestern Telecom, Inc. ("Midwestern Telecom"), has been designated an Eligible Telecommunications Carrier ("ETC") by [[the Federal Communications Commission ("FCC")] or [State]] for the purpose of offering reduced-cost service to low-income customers in the state of [State] under the federal Lifeline program. (See attached [FCC Order\_\_\_ released \_\_\_\_\_ or state order].)

Lifeline ensures that low-income customers have access to quality telephone service at reasonable, affordable rates, and Midwestern Telecom is pleased to be among the wireless carriers offering Lifeline services to low-income customers, particularly during this difficult economic environment.

The FCC's approval for Midwestern Telecom to offer Lifeline service was conditioned upon the following requirements: (1) offer 911 and enhanced 911 (E911) access immediately upon activation of service, and (2) provide its new Lifeline customers with E911-compliant handsets and replace, at no additional charge to the customer, noncompliant handsets of existing customers who subscribe to Lifeline service. The FCC further required that Midwestern Telecom seek certification from each Public Safety Answering Point ("PSAP") where Midwestern Telecom intends to offer Lifeline service confirming that Midwestern Telecom provides its customers with 911 and E911 access. Midwestern Telecom is seeking this certification from your PSAP based on the information provided in this letter and any additional information you may request.

Midwestern Telecom's wireless services will operate on a national carrier's network. The national carrier has completed the deployment of facilities necessary to offer Phase I and/or II E911 services in your service area, providing our carrier partner and Midwestern Telecom customers with 911 and E911 access. Midwestern Telecom's Lifeline customers will enjoy this same access to 911 and E911 service once activated for service, regardless of activation status or availability of prepaid airtime. As required by the FCC, all Midwestern Telecom handsets will comply with applicable federal requirements governing the provision of 911 and E911 service. Midwestern Telecom will provide new Lifeline customers with E911-compliant handsets and, for existing customers who subscribe to Lifeline service, will verify that their handsets are E911-compliant or replace the handset at no charge to the customer.

For your convenience, enclosed is a certification form for your review and signature as PSAP Coordinator. Please return the signed certification form in the self-addressed stamped envelope. As required by the FCC, Midwestern Telecom will keep the certification on file in the event the FCC seeks to review this documentation. **If within 90 days of receipt of this letter, you do not provide the certification or make an affirmative finding that Midwestern Telecom does not provide its customers with 911 and E911 service in your area, Midwestern Telecom is permitted to self-certify compliance with the requirements for 911 and E911 access for this PSAP.** (See FCC Order 10-134 at ¶ 13.)

Should you have any questions about the foregoing, please contact us at [ek@mymti.com](mailto:ek@mymti.com). Please be sure to include your name and address in the email.

Thank you in advance for your cooperation and for enabling Midwestern Telecom to offer Lifeline service to low income customers in your PSAP jurisdiction.

Sincerely,

Midwestern Telecommunications, Inc.

**Midwestern Telecommunications, Inc. Lifeline Program  
PSAP Certification Form**

State of \_\_\_\_\_

PSAP Name: \_\_\_\_\_

PSAP Coordinator Name: \_\_\_\_\_

Business Address: \_\_\_\_\_  
\_\_\_\_\_

PSAP Jurisdiction Description: \_\_\_\_\_

In my capacity as the Coordinator for the Public Safety Answering Point ("PSAP") described above,

I am responsible for the implementation of 911 and Enhanced 911 ("E911") service in accordance with the rules and regulations of the Federal Communications Commission ("FCC").

I have been informed by Midwestern Telecommunications, Inc. ("Midwestern Telecom") that, by Order dated, \_\_\_\_\_, the [[FCC] or [State]] has designated Midwestern Telecom as an Eligible Telecommunications Carrier ("ETC") pursuant to Section 214(e)(6) of the Communications Act of 1934, as amended (47 U.S.C. § 214(e)(6)), for the limited purpose of providing Lifeline service in [State], among other states. I have further been informed that the FCC's designation of Midwestern Telecom as an ETC is subject to certain conditions; including a condition that Midwestern Telecom must obtain certification from each PSAP where it will offer Lifeline service that Midwestern Telecom customers will have 911 and E911 access immediately upon activation of service.

In connection with its request for certification by the PSAP, Midwestern Telecom has provided certain information. I have been informed by Midwestern Telecom that its wireless service operates on the [national carrier] network. Midwestern Telecom has indicated that its Lifeline customers will have the same access to 911 and E911 service as the retail customers of [national carrier]. In addition, Midwestern Telecom has represented that its Lifeline handsets will comply with the FCC Order requiring that the handsets be capable of accessing 911 and E911 service regardless of activation status or availability of prepaid airtime.

Upon information and belief, in my capacity as PSAP Coordinator, I hereby certify that Midwestern Telecom has provided evidence that it is complying with the FCC requirement that it provide customers with access to basic and E911 service immediately upon activation of Lifeline service.

Dated:

\_\_\_\_\_  
Signature of PSAP Coordinator