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FOR IMMEDIATE RELEASE

NPSC REVOKES LIFE WIRELESS ETC DESIGNATION FOR RULE VIOLATIONS

LINCOLN – The Nebraska Public Service Commission (NPSC) issued an order revoking the Eligible Telecommunications Carrier (ETC) designation of Life Wireless, a prepaid, wireless carrier that participates in the Nebraska Telephone Assistance Program (NTAP) which provides a monthly credit for phone service to eligible applicants. Before carriers are allowed to participate in NTAP, they must first be designated an ETC by the NPSC. Life Wireless received ETC designation in May 2013.

In early July, only a few months following their designation, Life Wireless erected a temporary tent structure in Omaha and advertised free cell phones for eligible customers. The company handed out approximately 800 wireless handsets and initiated NTAP service which violated eligibility verification or application procedures. Disturbances arose due to large crowds drawn to the tent and hot temperatures, police were called in response. The NPSC also received numerous customer complaints and inquiries regarding the Omaha event.

On July 30, 2013 the NPSC initiated a disciplinary proceeding against Life Wireless. On August 27, 2013 a hearing was held regarding its compliance failures. At the hearing the company admitted it made mistakes and failed to comply with NPSC requirements.

NTAP program rules limit applicants to one wireless or one wireline phone per household to those who are eligible. Previously the company assured the Commission it was fully aware of Nebraska's compliance rules. Also, it stated since it operates in 25 other states it knows state rules must be followed. Commission Chair Anne Boyle said, "Our job is to protect the NTAP program, ratepayers and participants, which is exactly the reason eligibility verification rules must be followed. In Nebraska, Life Wireless failed to keep its promises."

The NPSC voted 5-0 on Tuesday to revoke Life Wireless' ETC designation and not allow the company to continue as a NTAP provider. In the revocation order the NPSC stated, "We are unconvinced we can rely on [Life Wireless'] assurances and commitments to operate as a fully compliant Lifeline ETC in Nebraska in the future.

The NPSC order also required Life Wireless to notify its Omaha customers of the termination of NTAP service a minimum of 30 days before terminating service. Many other

NTAP approved carriers serve in the Omaha area. Customers affected by the Life Wireless revocation are urged to contact the NPSC at 1-800-526-0017 or visit the NPSC website at www.psc.nebraska.gov for more information on applying for NTAP.

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