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November 28, 2016

**VIA OVERNIGHT DELIVERY**

Ms. Barcy F. McNeal  
Public Utilities Commission of Ohio  
Chief, Docketing Division  
180 East Broad Street  
Columbus, OH 43215-3793

Re: TracFone Wireless, Inc. – Notice of Change in Terms and Conditions of Lifeline Service

Dear Ms. McNeal:

Pursuant to Paragraph 11 of the Commission's Supplemental Finding and Order conditionally designating TracFone Wireless, Inc. ("TracFone") as an Eligible Telecommunications Carrier in the above-captioned case, TracFone hereby provides notice to the Commission of a change in its terms and conditions of service offered to its SafeLink Wireless® Lifeline customers. The majority of the revisions are required by the Federal Communications Commission's recent Lifeline Modernization Order (*In the Matter of Lifeline and Linkup Reform and Modernization et al.*, Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962 (2016)), in which the FCC amended its rules governing Lifeline service. The revised terms and conditions, which will be effective December 2, 2016 (as required by the Lifeline Modernization Order), include the following:

- Revision of Lifeline plan benefits.
  - Current Lifeline customers (individuals who became customers on or before December 1, 2016) will receive a free monthly allotment of 500 airtime minutes and unlimited text messaging. Current Lifeline customers may choose to upgrade to a bundled plan including a free monthly allotment of 350 airtime minutes, unlimited text messaging and 500 MB of broadband data. Current Lifeline customers who choose to upgrade from a voice-only plan to a bundled voice and broadband data plan must provide their own smartphone and will receive an additional 500 MB of data, for a total of 1 GB of data, for the first three months of bundled service.
  - New Lifeline customers (individuals who become customers on or after December 2, 2016) will receive a free monthly allotment of 350 airtime minutes, unlimited text messaging and 500 MB of broadband data. New Lifeline customers have the option of receiving a free Android smartphone from TracFone or using their own smartphone. New Lifeline customers who choose to use their

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own smartphone will receive an additional 500 MB of data, for a total of 1 GB of data, for the first three months for which they are Lifeline customers.

- Revision of Lifeline qualifying programs to include only the following: (1) Medicaid; (2) Supplemental Nutrition Assistance Program; (3) Supplemental Security Income; (4) Federal Public Housing Assistance; and (5) Veterans and Survivors Pension Benefit.
- Revision of the non-usage process to provide that if a customer exceeds 1 month without any usage of Lifeline service, then the customer will be notified that failure to use the service within 15 days will result in service termination.
- Expansion of the activities that constitute usage to include using or purchasing data and sending a text message.
- Revision of the annual recertification process to provide that TracFone will conduct annual recertification on a rolling basis based on each customer's service initiation date.

A complete copy of the new SafeLink Wireless<sup>®</sup> Terms and Conditions will be available at [www.safelinkwireless.com](http://www.safelinkwireless.com) on or about December 2, 2016. If you have any questions, please contact Stephen Athanson, Regulatory Counsel for TracFone, at (305) 715-3613 or [sathanson@tracfone.com](mailto:sathanson@tracfone.com) or undersigned counsel for TracFone.

Sincerely,



Debra McGuire Mercer

cc via email: Stephen Athanson