Filing Type and Contact Info

Filing Type

This information has been preselected based on High Cost and Lifeline program support paid out in the previous calendar year. If you think the filing type is incorrect, please contact USAC.

- [ ] High Cost (Section 54.313)
- [x] Lifeline (Section 54.422)

Contact Information

Include contact information for the person best able to answer questions about this form.

Contact Name (030)

Janet Morejon

Phone # (035)

(305)715-6500

(xxx) xxx-xxxx

Ext. (optional)

Contact Email Address (039)

janet.morejon@verizon.com

Lifeline Terms and Conditions (1200)

Upload Document or Link Website

Upload a descriptive document(s) AND/OR reference a specific link to your company's website.

Terms & Conditions of Voice Telephony Lifeline Plans (1210)

PDF only

AND/OR

Link to Public Website(1220)

www.safelink.com

Confirm Information

Check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to Section 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- [x] Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers (1221)
- [x] Details on the number of minutes provided as part of the plan (1222)
- [x] Additional charges for toll calls, and rates for each such plan (1223)

Certifications

Supply Chain Certifications

Section 54.9: Prohibition on the Use of Funds

I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

If **No** is selected, a waiver is required for each SAC which is not certified.

(●) Yes ( ) No

Section 54.10: Prohibition on the Use of Certain Federal Subsidies

I certify that no federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, otherwise obtained, as required by 47 C.F.R. Section 54.10.

If **No** is selected, a waiver is required for each SAC which is not certified.

(●) Yes ( ) No

Section 54.11: Requirements to Remove and Replace

Prior to answering, review section 54.11 of the Commission's rules (47 CFR Section 54.11). Answer Yes if either (1) you comply with section 54.11(a), meaning you do not use covered communications equipment or services, or (2) section 54.11(d) applies to you, meaning you are not yet subject to section 54.11(a) because you are a Reimbursement Program recipient with an unexpired removal, replacement, and disposal term per section 1.50004(h) of the Commission's rules (47 CFR Section 1.50004(h)). Answer No if you do not comply with section 54.11(a), meaning you do use covered communications equipment or services.

(●) Yes ( ) No

Accuracy Certifications

Certify

☑ I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

☑ I understand that making willful false statements in any part of this report and/or in these certifications is punishable by fine or imprisonment pursuant to 47 U.S.C. Sections 416(c), 503(b)(1)(B), and 18 U.S.C. Section 1001.

Signature

Officer Name

Alex Pis-Dudot

Title

AVP - Finance Operations

☑ I understand this is a digital signature, and is the same as if I signed my name with a pen.

TRACFONE WIRELESS INC
2024 FCC FORM 481
SPIN: 143030103

RESPONSE TO (400) COMPLAINTS PER 1000 CUSTOMERS

(010) **Study Area Code: 229010**
(015) **Study Area Name: Georgia**
(020) **Program Year: 2025**
(030) **Contact name: Janet Morejon**
(035) **Contact Telephone Number: 305-715-6500**
(039) **Contact Email Address: janet.morejon@verizon.com**

(420) **Number of Complaints (per 1,000 customers) Mobile Voice Telephony Service for the period 01/01/2023 - 12/31/2023**

0.31

Line 610 – Functionality in Emergency Situations

47 C.F.R. § 54.313(a)(1) requires a high-cost support recipient to certify that it is "able to function in emergency situations as set forth in § 54.202(a)(2)." Section 54.202(a)(2) requires that each eligible telecommunications carrier ("ETC") must "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

TracFone, SAC 229010, as a wholly owned subsidiary of Verizon, hereby certifies that it is able to function in emergency situations for those TracFone customers utilizing the Verizon Wireless network. In support of this certification, TracFone states that Verizon Wireless has deployed sufficient power generators throughout its network and also has the capability to deploy temporary microwave facilities quickly to the extent necessary for Verizon Wireless' network to remain functional during emergencies. These generators and microwave facilities ensure that (1) a reasonable amount of back-up power will be available to ensure functionality without an external power source; (2) Verizon Wireless will be able to reroute voice traffic around damaged facilities; and (3) Verizon Wireless will be capable of managing spikes in voice traffic resulting from emergency situations.

In addition to the Verizon Wireless network, TracFone also provides service using the networks from other leading wireless companies, including AT&T Mobility and T-Mobile. As such, TracFone will be able to function in emergency situations to the extent that the other underlying network providers are able to do so. TracFone relies on those networks' reliability in all situations, including emergency situations. To the best of our knowledge, those companies comply with applicable FCC requirements for emergency service, including power supplies.