

The Commission met on **Thursday, March 19, 2015**, with Chair Heydinger, and Commissioners Lange, Tuma, and Wergin present.

The following matters were taken up by the Commission:

TELECOMMUNICATIONS AGENDA

P-6920/M-13-1176

In the Matter of the Petition of Sage Telecom Communication, LLC for Designation as an Eligible Telecommunications Carrier in Minnesota

Commissioner Wergin moved to take the following actions:

1. Find that Sage has made a credible showing of its capability and intent to provide and advertise an affordable, quality Lifeline offering, throughout its proposed service area, and that its designation for the provision of Lifeline service is in the public interest subject to conditions. Approve Sage's petition for ETC status for the limited purpose of providing Lifeline service to qualifying Minnesota customers, conditioned upon the following:
 - a) Sage shall offer, in Minnesota, the highest number of free minutes of usage offered in any jurisdiction by Sage, and supplementary minutes offered at the lowest price offered in any other jurisdiction in which Sage provides wireless Lifeline service, provided that the available support is the same.
 - b) Within 30 days of the Commission's Order conditionally approving Sage's petition, Sage must submit a formal advertising and outreach plan listing the specific local and community newspapers and commercial broadcast stations in Minnesota through which it intends to advertise the availability of Lifeline service and a proposed schedule or anticipated frequency of such advertising. Sage ~~should~~shall state whether it will sign customers up for Lifeline service and distribute phones at in-person events, and if so, describe its methodology for doing so. Sage ~~should~~shall provide information as to how often and at what locations such events will be conducted.
 - c) Within 30 days of the Commission's Order conditionally approving Sage's petition, Sage must file a revised informational tariff as recommended by DOC ~~herein~~in its Comments of January 22, 2015. Sage ~~should also be required to~~shall ensure that the Terms and Conditions applicable to Minnesota customers, posted on its website, do not conflict with the terms and conditions included in its Minnesota informational tariff.
 - d) Sage shall notify the Commission and DOC, in writing, immediately upon any change to the Lifeline offering terms, conditions, or rates, or if it seeks to withdraw its Lifeline offering or any portion thereof. Sage must submit a revised tariff or customer service agreement page to reflect such changes.

- e) Sage shall report any unfulfilled requests of Lifeline-qualified customers. If it determines that it cannot reasonably serve a qualified consumer within its service area, it ~~will~~shall report the unfulfilled request to DOC and the Commission within 10 days after making such a determination.
- f) Sage shall comply with the collection and remittance provisions of Minn. Stat. §§ 403.11 and 237.52.
- g) Sage must complete the certification process required by the Department of Public Safety (DPS) and file its certificate, signed by DPS, prior to operating in Minnesota.
- h) Sage shall provide customers with access to usable phones. Frequent static or other interference on the line, lack of clarity, dropped calls, inability to place a call, or receive a call under normal circumstances are not acceptable. If the buttons on phones are too small to use, for example, Sage shall provide customers an opportunity to try a different make or model. Sage must make hearing-aid compatible handsets available to Lifeline-qualified customers, at no charge.
- i) Policies regarding repair, maintenance, replacement of handsets, batteries, and chargers and options to purchase handsets must be clear to consumers, and available to consumers who do not have web access. Sage shall provide detailed information in writing, at the time of enrollment, of repair and replacement policies for phones and accessories (batteries, chargers) and purchase options.
- j) Sage shall provide cell phone instruction manuals to its Lifeline customers. Within 30 days of the Commission's Order conditionally approving Sage's petition and prior to operating as an ETC in Minnesota, Sage must file a copy of the instructional materials that it will provide to its Lifeline customers upon enrollment.
- k) Sage shall provide its customers access to customer service without lengthy hold times and without use of air-time minutes.
- l) To the extent that Sage conducts, or employs agents to conduct, in-person distribution events, it shall provide consumers with access to information, via telephone as well as website, on all Minnesota distribution events, locations, and times.

The motion passed 4-0.

ENERGY AGENDA

E-131, E-017/C-15-176

In the Matter of a Complaint by PKM Electric Cooperative, Inc. Against Otter Tail Power

Commissioner Tuma moved to refer the matter to the Office of Administrative Hearings for further record development of all issues through a contested case proceeding.

The motion passed 4-0.

E-002/GR-13-868

In the Matter of the Application of Northern States Power Company for Authority to Increase Rates for Electric Service in the State of Minnesota

Oral argument held.

There being no further business, the meeting was adjourned.

APPROVED BY THE COMMISSION: April 1, 2015



Daniel P. Wolf, Executive Secretary