

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2018

<010>	Study Area Code	479018
<015>	Study Area Name	Q Link Wireless LLC
<020>	Program Year	2020
<030>	Contact Name: Person USAC should contact with questions about this data	Heather Kirby
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7702327805 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	etc@telecomcounsel.com
Form Type		54.422

RECEIVED  
2019 JUN 28 PM 1:48  
IDAHO PUBLIC  
UTILITIES COMMISSION



State of Florida )  
County of Broward ) ss CERTIFICATION BY ELIGIBLE TELECOMMUNICATIONS CARRIER  
OF COMPLIANCE WITH SERVICE QUALITY AND CUSTOMER  
PROTECTION, ABILITY TO REMAIN FUNCTIONAL IN  
EMERGENCIES, AND USE OF FEDERAL HIGH-COST SUPPORT.

**AFFIDAVIT OF BUSINESS OR CORPORATE OFFICER**

The Idaho Public Utilities Commission Order No. 29841 requires that an Eligible Telecommunications Carrier certify that it is compliant with applicable service quality standards and consumer protection rules; and ETCs must demonstrate the ability to remain functional in emergencies. In addition, the Commission must file an annual certification with the USAC and the FCC that all federal high-cost support provided to ETCs within the State of Idaho will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended. Accordingly, the undersigned states and verifies under oath the following:

1. I am an officer of Q Link Wireless LLC, an eligible telecommunications carrier for receiving federal universal service support under section 214(e) of the Telecommunications Act of 1996 in the state of Idaho.
2. I am familiar with the Company's day-to-day operations in the state of Idaho and with the State's service quality standards and consumer protection rules as set forth in Commission Order No. 29841.
3. Q Link Wireless LLC is complying with applicable service quality standards and consumer protection rules of the Federal Communications Commission and the Idaho Public Utilities Commission.
4. I certify to the Commission that the Company is able to remain functional in emergencies as set forth in Commission Order No. 29841 and in 47 C.F.R. § 54.201(a)(2).
5. I also certify that all federal universal service support funds received by Q Link Wireless LLC during the current calendar year will be used in a manner consistent with section 254(e); that is, for the provision, maintenance, and upgrading of facilities and services for which the support is intended. The company will continue to comply for the period of January 1, 2020, through December 31, 2020, to be eligible for federal universal service fund support.
6. This verification and affidavit is provided to be the Idaho Public Utilities Commission to enable the IPUC to certify to the FCC that federal universal service support received by the eligible carriers in the state will be used in a manner consistent with Section 254(e) of the Telecommunications Act.

Issa Asad, CEO  
6/21/19  
Date

SUBSCRIBED AND SWORN to before me this 21<sup>st</sup> day of June 2019.



Valerie Irizarry  
Notary Public

My Commission Expires: November 25, 2022

**(500) Compliance With Service Quality Standards and Consumer Protection Rules**  
**Data Collection Form**

**FCC Form 481**  
**OMB Control No. 30**  
**July 2018**

<010>	Study Area Code	479018
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<030>	Contact Name - Person USAC should contact regarding this data	Heather Kirby
<035>	Contact Telephone Number - Number of person identified in data line <030>	7702327805 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	etc@telecomcounsel.com
<515> Certify compliance with applicable minimum service standards		

<010> Study Area Code 479018

<015> Study Area Name Q Link Wireless LLC

<020> Program Year 2020

<030> Contact Name - Person USAC should contact regarding this data Heather Kirby

<035> Contact Telephone Number - Number of person identified in data line  
<030> 7702327805 ext.

<039> Contact Email Address - Email Address of person identified in data line  
<030> etc@telecomcounsel.com

<400> Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.

<410> Complaints per 1000 customers for fixed voice

<420> Complaints per 1000 customers for mobile voice



**(600) Functionality in Emergency Situations  
Data Collection Form**

**FCC Form 481  
OMB Control No. 3060-  
July 2018**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	etc@telecomcounsel.com
<600>	Certify compliance regarding ability to function in emergency situations	
<610>	Descriptive document for Functionality in Emergency Situations	

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<210> For the prior calendar year, were there any reportable voice service outages?

[illegible]





(900) Tribal Lands Reporting  
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	et@telecomcounsel.com

<900> Does the filing entity offer tribal land services? (Y/N)

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(5) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

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&lt;1000&gt; Voice services rate comparability certification

&lt;1010&gt; Attach detailed description for voice services rate comparability compliance

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Name of Attached Document

&lt;1020&gt; Broadband comparability certification

&lt;1030&gt; Attach detailed description for broadband comparability compliance

---

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

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July 2018

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<039>	Contact Email Address - Email Address of person identified in data line <030>	etc@telecomcounsel.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

<1140> Alaska Plan rate-of-return certification (yes, no, or not applicable) of compliance with approved performance plan.



(1200) Terms and Condition for Lifeline Customers

Lifeline

Data Collection Form

FCC Form 481

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Q Link 1210_2019_generic with tribal.pdf
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Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220>	Link to Public Website	HTTP
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"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

☒

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,

☒

<1222> Details on the number of minutes provided as part of the plan,

☒

<1223> Additional charges for toll calls, and rates for each such plan.

<b>(2005) Price Cap Carrier Additional Documentation</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2018

<010>	Study Area Code	479018
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<039>	Contact Email Address - Email Address of person identified in data line <030>	etc@e1ecomcounsel.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR 54.313(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2018.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing  
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

**(3005) Rate Of Return Carrier Additional Documentation**  
**Data Collection Form**

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<015> Study Area Name Q Link Wireless LLC

<020> Program Year 2020

<030> Contact Name - Person USAC should contact regarding this data Heather Kirby

<035> Contact Telephone Number - Number of person identified in data line <030> 7702327805 ext.

<039> Contact Email Address - Email Address of person identified in data line <030> etc@telecomcounsel.com

**(3007)** Does this filing retain a Cost Consultant and/or Firm, or other Third Party to prepare financial and operations data disclosures submitted to the National Exchange Carrier Association (NECA), USAC, or the Administrator?

(3007a)		(3007b)
Name of Consultant		Name of Consultant Firm/Third Party

**CAF BLS Reporting**

**(3008A)** Please indicate whether new locations were deployed during the prior calendar year. (Yes/No)

**(3008B)** Please enter the number of new locations deployed in the prior calendar year associated with each of the following speed tiers.

**(3008B1)** Number of newly built locations with access to broadband speeds of at least 10/1 Mbps but less than 25/3 Mbps.

**(3008B2)** Number of newly built locations with access to broadband speeds of 25/3 Mbps or higher.

**(3008C)** Please provide the percentage of deployment across the entire study area.



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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must also certify compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this attached below is accurate.

(3009) Progress Report on 5 Year Plan  
Carrier certifies to 54.313(f)(1)(iii)

(3010A) Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}

(3010B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

(3012B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}

(Yes/No)

☐ ☐

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☐ ☐

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☐

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☐ ☐

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter and/or audit opinion issued by

(3005) Rate Of Return Carrier Additional Documentation (Continued)  
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Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

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#### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations and provide a list of newly served community anchor institutions.

#### Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband meeting the requisite public interest obligations consistent with the categories in which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates of comparable offerings in urban areas.

#### Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

**If yes to 4003A, please provide a response for 4003B.**

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document	Listing Required Information
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## 5005 Alaska Plan

(5010) Do you participate in the Alaska plan? (Yes/No)

(5011)	Please indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas previously served exclusively by performance-limiting satellite backhaul.	(Yes/N
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(5012)	<p>If the filing carrier identified in its approved performance plans that it relies exclusively on satellite backhaul for a certain portion of the population in its service area, indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas that were previously served exclusively by satellite backhaul.</p>	(Yes/No)
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[illegible]

**Certification - Reporting Carrier  
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**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
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<039>	Contact Email Address - Email Address of person identified in data line <030>	etc@telecomcounsel.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
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.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
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**FCC Form 481  
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<039> Contact Email Address - Email Address of person identified in data line <030>	etc@telecomcounsel.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Expert Telecom Compliance</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Expert Telecom Compliance
Name of Reporting Carrier:	Q Link Wireless LLC
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/26/2019
Printed name of Authorized Officer:	Issa Asad
Title or position of Authorized Officer:	CEO
Telephone number of Authorized Officer:	8006101540 ext.
Study Area Code of Reporting Carrier:	479018 Filing Due Date for this form: 07/01/2019
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	Q Link Wireless LLC
Name of Authorized Agent Firm:	Expert Telecom Compliance
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/25/2019
Name of Authorized Agent Employee:	Victoria Martin
Title or position of Authorized Agent or Employee of Agent	Regulatory Specialist
Telephone number of Authorized Agent or Employee of Agent:	6786722831 ext.
Study Area Code of Reporting Carrier:	479018 Filing Due Date for this form: 07/01/2019
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**LIFELINE NON-TRIBAL:****Bundle Plan 1: 1,000 Minutes & 1 GB Data (Q LINK ALWAYS ON)**

1,000 anytime minutes per month

Unlimited text and picture messaging

1 GB data per month

*Minutes & data do not rollover*

Net cost to Lifeline customer: \$0

**Data-Only Plan 2: 2 GB Data**2 GB data per month (*no rollover*)

Net cost to Lifeline customer: \$0

**Bundle Plan 3: 750 Minutes & 2 GB Data**

750 anytime minutes per month

Unlimited text and picture messaging

2 GB data per month

*Minutes & data do not rollover*

Net cost to Lifeline customer: \$15 every 90 days\*

*\*Fee waived first 90 days; thereafter, if customer misses payment, customer is automatically moved to the no-cost Bundle Plan 1 (Q LINK ALWAYS ON)*

**LIFELINE DEFAULT TRIBAL:****Unlimited Talk & Text & 2 GB Data (Q LINK ALWAYS ON TRIBAL)**

Unlimited anytime voice minutes per month

Unlimited text and picture messaging

2 GB data per month (*no rollover*)

Net cost to Tribal Lifeline customer: \$0

All plans include:

- Free data-capable device
- Free calls to Q LINK Customer Service
- Free calls to 911 emergency services
- Free access to Voicemail, Caller-ID, and Call Waiting features
- Voice minutes may be used for Domestic Long Distance at no extra charge
- Data is at 3G speeds or higher

Additional Airtime available for purchase, rates posted on Q LINK's website:

<https://qlinkwireless.com/members/cart/quickpurchase.aspx>

Complete program terms and conditions posted on Q LINK's website:

<https://qlinkwireless.com/terms/states.aspx>