

TWO-DAY DELIVERY

Executive Secretary
RI Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

Re: Ready Wireless, LLC

Dear Sir or Madam:

Please accept this letter as written notification that Ready Wireless, LLC will be providing the following service in the State of Rhode Island:

Type of Service: Wireless
Service Area: Statewide
Regulatory Contact:
Name: Doug Hoff
Title: Senior Manager
Address: 1595 Peachtree Parkway ste. 204 -337
Cumming, GA 30041
Phone Number: (404) 472-6241
Fax Number: (678) 487-8808
E-Mail Address: doug@gsaudits.com

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope. If you have any questions, or if I may provide you with additional information, please do not hesitate to contact us.

Respectfully submitted,



Jason T. Cantrell
Regulatory Legal Staff
GSAssociates, LLC
678-389-4662

Enclosures

RECEIVED
2019 OCT 9 PM 12:46
PUBLIC UTILITIES COMMISSION

RI Public Utilities Commission, 89 Jefferson Boulevard, Warwick, RI 02888
Voice: 401-941-4500 • Email: thomas.kogut@dpuc.ri.gov

Submit Original plus 3 copies of Complete Package AND Check (see 4a or 4b below)

1. A telecommunication services supplier must file a Statement of Business Operations ("SBO"), including the following information in a question – answer format.

a. Corporate name, complete address, telephone/fax numbers, e-mail address

Ready Wireless, LLC

955 Kacena Rd. Suite A Hiawatha, IA 52233

Contact: Todd Shores

Phone, Fax, & E-mail: 319-743-4628 (p); 319-294-6081 (f);

Tshores@readywireless.com

b. Local Company name, complete address, telephone/fax numbers, e-mail address

N/A

c. Business locations.

955 Kacena Road, Suite A, Hiawatha IA 52233

d. Service agent, complete address, telephone/fax numbers, e-mail address

Cogency Global Inc.
222 Jefferson Boulevard
Warwick, RI 02888

e. Attorney of record, complete address, telephone/fax numbers, e-mail address

J. Richard Ratcliffe, Esq.
Jeffrey Biolchini, Esq.
Ratcliffe Harten Berke & Galamaga, LLP
40 Westminster Street, Suite 700
Providence, RI 02903
Tel: (401) 331-3400
Fax: (401) 331-3440
Email: rratcliffe@rhbglaw.com
jbiolchini@rhbglaw.com

J. Andrew Gipson, Esp.
Jones Walker, LLP
190 E. Capitol Street, Suite 800 (39201)
P.O. Box 427

See attached Exhibit 3

4.a. Only the CLEC (Class I and Class VI) may file tariffs at a later date; 30 days before commencing operations in the state. Filing must include a **check in the amount of \$300.00**, made payable to "State of Rhode Island".

4.b. All non CLEC (Class II, III, IV,V) telecommunication service suppliers filing must include tariffs leaving the effective date BLANK. Filing must also include a **check in the amount of \$300.00**, made payable to "State of Rhode Island".

Exhibit 1:

Customer Service Organization

Customer Complaint Contact: Scott Randklev
Title: VP Customer Support
Phone & E-mail: 319-743-4627/srandklev@readywireless.com
Number of Customer Service Personnel: 41

General Escalation Guidelines

Tier I agents are encouraged to handle all calls and strive for first call resolution whenever possible. However there are times, due to policy, system restriction, severity of issue or customer frustration where an escalation is necessary. This document will outline the general guidelines and means to escalate. Specific escalation requirements will be addressed on a client by client basis.

Escalation Options:

1. Tickets – A ticket is an electronic notification, and an expected escalation step. In most cases this is an escalation simply by definition that a tier II agent needs to complete a task that a tier I agent cannot, but generally is not related to a frustrated customer.

All tickets are given a priority level, from low to critical, and those levels will further determine the order and timeframe to which a ticket is responded to.

- Low – Responded to within 48 hours
- Medium – Responded to within 48 hours
- High – Responded to same day/within 24 hours
- Critical – Responded to within 1-2 hours

Examples of tickets include:

- Credit exception approval
 - System function (i.e. port process) that cannot be completed
 - Customer is requesting further explanation from billing/tier II
2. Email to escalation distro – If the situation is unique or the tier I team wants to ensure a ticket is worked quickly, they will follow-up the ticket with an email.
 3. Skype communication – Much like the above, except with a faster response. Sometimes an answer through Skype can provide immediate resolution, with no ticket required.
 4. Live Transfer to call queue – In cases where the customer needs/insists on immediate resolution, the tier I agent can live/warm transfer the customer to a tier II agent.

Key items to keep in mind when determining the proper escalation channel and severity level include:

- Customer tenure – New customers are getting their first impression with our business, and it is the easiest time for them to cancel before giving us a chance. Issues with new customers should be treated with elevated awareness.
- Customer frustration – If it is obvious the customer is very frustrated and thinking of cancelling, we want to address the frustration swiftly. We cannot always expect the customer to say “I will cancel if you do not fix this now”, but need to listen for key words and phrases which alert us to that scenario.
- Incident history – If this is the third time the customer has called about an issue in the same week for example, it is safe to assume their patience is growing thin.



State of Rhode Island and Providence Plantations
Department of State | Office of the Secretary of State
Nellie M. Gorbea, Secretary of State

CERTIFICATE OF GOOD STANDING

I, Nellie M. Gorbea, Secretary of State and custodian of the seal and corporate records of the State of Rhode Island and Providence Plantations, hereby certify that:

READY WIRELESS, LLC

is a Limited Liability Company formed under the laws of **IOWA**

that qualified to conduct business in this state on **September 04, 2013**. I further certify that revocation proceedings are not pending; a certificate of withdrawal has not been filed; all annual reports are of record and the company is active and in good standing with this office.

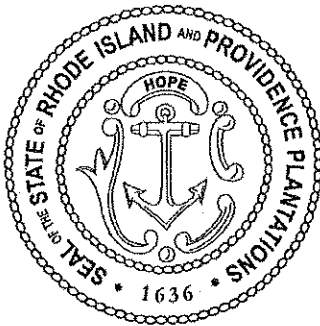
This certificate is not to be considered as a notice of the company's tax status, financial condition or business practices; such information is not available from this office.

SIGNED and SEALED on

October 01, 2019

Handwritten signature of Nellie M. Gorbea in cursive script.

Secretary of State



Certificate Number: 19100001040

Verify this Certificate at: <http://business.sos.ri.gov/CorpWeb/Certificates/Verify.aspx>

Processed by: dantonelli