



August 17, 2009

Ms. Lynn Questell
State of Tennessee
Emergency Communications Board
Department of Commerce and Insurance
500 James Robertson Parkway
Nashville, TN 37243

Re: Wireless 911 Cost Recovery

Dear Ms. Questell:

Cricket appreciates the opportunity to provide comments on wireless 911 cost recovery.

Cricket has provided wireless service to Tennessee consumers for a decade. As you may know, Cricket provides service to consumers who are “underserved” by the traditional wireless carriers. Our customers tend to be lower income and more ethnically diverse than those of our competitors. Part of the reason that these consumers flock to Cricket is that we have never required customers to enter into long-term contracts, pass a credit check or pay early termination fees.

In states where cost recovery is not provided, in many cases wireless carriers recover their costs in the form of a line-item surcharge on their customers’ bills. Cricket customers already do pay a regulatory recovery fee for government mandates and regulations and we fear that removal of cost recovery by the state for wireless 911 would result in an increase in this fee. This would not be in the best interest of our customers, the majority of whom are low-income.

Tennessee has a wireless 911 system that works well and is a model for other states. We urge you to carefully consider all options before deciding to eliminate cost recovery.

Sincerely,

Laurie Itkin
Director, Government Affairs

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