ID 4108950 and 4105600 BYO Wireless, LLC and Budget PrePay, Inc. BYO made inactive per 9/3/2015 notice - JDC



September 2, 2015
Via Overnight Delivery
RECEIVED

SEP 0 3 2015

PUBLIC SERVICE COMMISSION

Mr. Brent Kirtley, Tariff Branch Manager Kentucky Public Service Commission 211 Sower Boulevard Frankfort, KY 40602-0615

RE: Transfer of Customers of BYO Wireless, LLC to Budget PrePay, Inc. d/b/a Budget Mobile

Dear Mr. Kirtley:

Enclosed for filing please find the original and three (3) copies of the Notice of Transfer of Customers submitted on behalf of BYO Wireless, LLC. Also enclosed with this transfer notice is a copy of the customer notification.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-8575 or via email to dgainer@tminc.com. Thank you for your assistance in this matter.

Sincerely

Debbie Gainor

Consultant to BYO Wireless, LLC

cc:

Robin Enkey - Budget PrePay

file:

Budget PrePay - Kentucky - Other

tms:

KYx1501

Enclosures DG/mw

### BEFORE THE PUBLIC SERVICE COMMISSION

#### NOTICE TO TRANSFER CUSTOMERS

RECEIVED

of

SEP 0 3 2015

**BYO** Wireless, LLC

PUBLIC SERVICE COMMISSION

to

## Budget PrePay, Inc. d/b/a Budget Mobile

BYO Wireless, LLC (BYO) and Budget PrePay, Inc. d/b/a Budget Mobile (Budget PrePay) hereby provide notice of a planned transfer of customers from BYO to Budget PrePay. Following the anticipated September 1, 2015 transfer, BYO will no longer operate within the state of Kentucky. Upon approval of this customer transfer filing, BYO requests the Commission cancel their registration and remove the Company from the Commission's list of wireless providers.

#### I. THE PARTIES

Budget PrePay was incorporated under the laws of the State of Louisiana on December 20, 2005. Its principal office is located in Bossier City, Louisiana. The company is authorized to provide local and prepaid wireless service.

BYO's principal offices are also located in Bossier City, Louisiana. The company is authorized to provide prepaid wireless service. BYO is a wholly owned subsidiary of Budget PrePay.

#### II. THE TRANSACTION

The customers of BYO will be transferred to Budget PrePay beginning on or about September 1, 2015. Following the transaction, these customers will be served by Budget PrePay. BYO will cease to operate within the state after that point in time. BYO requests that the Commission cancel their registration upon approval of this customer transfer filing.

#### III. CUSTOMER IMPACT

The transition to Budget PrePay will be virtually transparent to BYO's customers. There will be no interruption in service. BYO's customers will not incur any charges as a result of the change in service provider to Budget PrePay.

Written notice, of the proposed transfer, will be provided to BYO's customers in advance of the transfer. The customer notification will advise customers of the following: (1) the pending change of their wireless service provider to Budget PrePay; (2) the proposed new rates and service offerings (Plan) along with a comparison between their existing BYO Plan and the new Budget PrePay Plan (3) Budget PrePay payment instructions (4) Budget PrePay Customer Call Center contact information (to include a toll free number) so customers may call for more information. A copy of the planned customer notification is attached as Exhibit A.

#### IV. CONTACT INFORMATION

Correspondence with regard to this filing should be sent to:

Debbie Gainor Consultant to

Budget PrePay, Inc. d/b/a Budget Mobile

Technologies Management, Inc.

2600 Maitland Center Parkway, Suite 300

Maitland, FL 32751

Telephone:

407-740-3019

Facsimile:

407-740-0613

Email:

dgainor@tminc.com

with a copy sent to

Robin Enkey

Director of Compliance

Budget PrePay, Inc. d/b/a Budget Mobile

1325 Barksdale Boulevard, Suite 200

Bossier City, LA 71111

Telephone:

318-671-5000

Facsimile:

318-671-5024

Email:

robine@budgetprepay.com

# V. PUBLIC INTEREST STATEMENT

The proposed customer transfer will reduce costs and provide enhanced operational and economic efficiencies for Budget PrePay. The savings will provide greater opportunities to improve the services available to its customers.

BYO Wireless, LLC

Budget PrePay, Inc. d/b/a Budget Mobile

Exhibit A

**Customer Notification** 



September 2, 2015

Re: BYO Wireless Mobile Number

Dear Valued Customer:

On September 1, 2015, your mobile service provider, BYO Wireless L.L.C. will transfer all existing wireless accounts, which are currently being serviced by BYO, to Budget PrePay, Inc. d/b/a Budget Mobile. This means on September 1<sup>st</sup>, Budget Mobile will be your wireless service provider, will collect your prepaid monthly wireless service payments and assist with all customer service related issues going forward.

BYO shall continue to collect your prepaid monthly wireless service payments, at <a href="www.byowireless.com">www.byowireless.com</a>, and through the automatic payment option, up until August 31, 2015. Then starting September 1st, all prepaid wireless service payments should be made payable to Budget Mobile at <a href="www.budgetmobile.com">www.budgetmobile.com</a> or by calling the customer call center at 888-777-4007 each month. Budget Mobile will not accept the automatic payment option set up through BYO.

In addition, you will see changes in the prepaid wireless service plans. Below is a comparison of BYO prepaid service plans to Budget Mobile prepaid service plans.

BYO Wireless, L.L.C					Budget Mobile			
	Talk	Text	Data	Vs.		Talk	Text	Data
\$5.00	100	100	20MB		\$5.00	100	100	N/A
\$10.00	250	250	50MB		\$12.75	250	250	N/A
					\$15.00	350	Unlimited	50MB
\$20.00	500	Unlimited	500MB		\$20.00	500	Unlimited	250MB
\$25.00	Unlimited	Unlimited	N/A					
					\$30.00	1000	Unlimited	400MB
\$40.00	Unlimited	Unlimited	1.0GB		\$40.00	Unlimited	Unlimited	500MB
\$55.00	Unlimited	Unlimited	3.0GB					
\$70.00	Unlimited	Unlimited	5.0GB					
BYO Top Up Options					Budget Mobile Top Up Opti			ions
				,	Top Up	voice or	text or	data
					\$5	100	1000	100MB
					\$10	250	2000	250MB
					\$15	400	4000	400MB

If you have any questions for either your present service provider, BYO Wireless, or your new service provider, Budget Mobile, in regards to your account or the status of your transfer, please contact either provider by using the information below:

Current Wireless Service Provider: BYO Wireless, L.L.C. Customer Call Center 1325 Barksdale Blvd. Bossier City, LA 71111 support@byowireless.zendesk.com

New Wireless Service Provider:
Budget Mobile, L.L.C.
Customer Call Center
1325 Barksdale Blvd., Suite 200
Bossier City, LA 71111
1-888-777-4007
support@budgetmobile.zendesk.com

Kindest Regards:

BYO Wireless, L.L.C