



October 28, 2020

Commissioners
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Commissioners,

This is a courtesy notice to the Florida Public Service Commission that the services of Ready Mobile, a resale provider of wireless telephone service, will cease on December 31, 2020 in the state of Florida.

Ready Mobile services will cease on December 31, 2020. Currently, the Ready Mobile is serving 8 customers in the state of Florida that will be noticed per the attached communication schedule. Customers will be informed that they need to find new service provider and establish wireless service before December 31, 2020. Any customers remaining on Ready Mobile services will be disconnected on December 31, 2020.

Enclosed is a schedule of the text messages with distribution dates, and the landing page the customers will view when tapping on the link in the text messages.

Should consumers contact your office regarding this matter please direct them to Ready Mobile Customer Service at the toll free number 1-800-516-0414.

If you or the commission should have any questions or concerns, please contact Julia Redman-Carter at jrcarter@readywireless.com or 319-743-4640.

Respectfully,

/s/ Dennis Henderson
Dennis Henderson
CEO/Co-Founder

RECEIVED-FPSC
2020 OCT 29 PM 12:17
COMMISSION
CLERK

Enclosures

Ready Mobile Prepaid & Postpaid Shutdown
Communication- SMS Distribution Schedule

Subscriber Notices:

1st & Initial Text Messages: Distribute 10/29/2020 to RM subscribers:

Text1:

Ready Mobile is discontinuing wireless phone service in your area on 12-29-2020. Go to bit.ly/37uZ94I for more information and next steps. [138]

Text2:

To maintain uninterrupted service, secure a new service provider within 30 days of this notice. Questions? Call 800-570-3869. [125]

2nd Text Messages: Distribute 11/10/2020, to subs still with Ready Mobile on 11/9

Text1:

2nd Notice: Ready Mobile is discontinuing wireless phone service in your area on 12-29-2020. Go to bit.ly/37uZ94I for more information and next steps. [150]

Text2:

To maintain uninterrupted service, secure a new service provider by the end of November. Questions? Call 800-570-3869. [118]

3rd Text Messages: Distribute 11/24/2020, to subs still with Ready Mobile on 11/23

Text1:

ACT NOW: Ready Mobile is disconnecting your service on 12/29/2020 unless you get a new service Provider. Go to bit.ly/37uZ94I for info and next steps. [150]

Text2:

To maintain uninterrupted service, secure a new service provider by early December. Questions? Call 800-570-3869. [118]

4th Text Messages: Distribute 12/08/2020, to subs still with Ready Mobile on 12/07

Text1:

REMINDER NOTICE: Ready Mobile is discontinuing wireless phone service in your area on 12-29-2020. Go to bit.ly/37uZ94I for more info and next steps. [148]

Text2:

Your phone service will be disconnected on 12/29/2020 unless you move to a new service Provider before 12/29/2020. Questions? Call 800-570-3869. [144]

5th Text Messages: Distribute 12/22/2020, to subs still with Ready Mobile on 12/21

Text1:

FINAL NOTICE: Your wireless phone service will be disconnected on 12-29-2020. Questions? Call [800-570-3869](tel:800-570-3869) b4 12/31/2020, or go to bit.ly/37uZ94I. [150]

Landing Page:

Draft attached; Loaded 10/28/2020



Dear Ready Mobile customer,

It has been a privilege for Ready Mobile to provide you wireless phone service. Regrettably, Ready Mobile will be discontinuing wireless phone service in your area at the end of 2020. To maintain wireless phone service, you will need to find and establish wireless phone service with a new wireless service provider before December 29, 2020. You can usually find a list of service providers in your area by searching online for "wireless service provider" followed by your zip code.

For Post-paid customers, your Ready Mobile phone service will end on the close date during the month of December. Your final bill will be issued after that date. To maintain uninterrupted service, secure a new service provider within 30 days of this notice.

For Pre-paid customers, your Ready Mobile phone service will end on December 29, 2020 and we encourage you not to purchase any additional prepaid services that you do not plan to use before December 29, 2020. All unused prepaid minutes, texts, and data will be forfeited on December 31, 2020 and there will be no refunds. To maintain uninterrupted service, secure a new service provider within 30 days of this notice.

When changing to a new service provider, if you want to keep your phone number... you can arrange to have your phone number ported to a new wireless phone service provider. To allow enough time to port your number, make a request to the new service provider at least 7 business days before December 29, 2020.

- 1) Do not disconnect your service with Ready Mobile prior to making arrangements to port your number to the new service provider;
- 2) Contact new service provider, and inform them that you want to port your phone number to their service;
- 3) Follow the new service provider instructions to keep your phone number and start your new wireless service.

If you fail to complete the transfer of your wireless phone service to a new service provider before December 29, 2020, your Ready Mobile wireless service will be disconnected on December 29, 2020, and your phone number will no longer be available as of December 29, 2020. Once your service is disconnected on December 29, 2020 from Ready Mobile, you will not be able to dial 911 or make any calls from your device until you have established wireless service with a new service provider.

If you have questions regarding your current service or account with Ready Mobile please call 800-570-3869.

Sincerely,
Ready Mobile