



Darcy Hoellwarth PLLC

RECEIVED

2015 SEP -8 AM 9:51

1068 E. Laguna Shore Lane Eagle, ID 83616
dhoellwarth@mac.com C:208.340.4410

IDAHO PUBLIC
UTILITIES COMMISSION

September 4, 2015

Jean Jewell
Commission Secretary
Idaho Public Utilities Commission
472 W. Washington
Boise, Idaho 83720-0074

Via Mail and Email: jean.jewell@puc.idaho.gov

RE: File No. SYR-T-08-01

Dear Ms. Jewell,

Syringa Wireless, an Idaho PUC registered Eligible Telecommunications Carrier, will be discontinuing all business as of December 31, 2015 and wishes to relinquish its ETC designation. Syringa Wireless has notified all of its customers, including ITSAP Lifeline subscribers, of its closure by mail and through its website at:

http://www.syringawireless.com/Documents%20and%20Settings/45/Site%20Documents/Ads/09-01-2015%20Customer%20Letter_FINAL%20COPY.pdf

A copy of the notice is included with this letter.

We would appreciate confirmation that this letter has been received and that there is nothing further that IPUC requires. Thank you for your assistance in this matter.

Sincerely,

Darcy E. Hoellwarth
Attorney at Law

cc: client

Enclosure



PO BOX 1117 Pocatello ID 83204

RECEIVED

2015 SEP -8 AM 9:51

IDAHO PUBLIC
UTILITIES COMMISSION

September 1, 2015

Dear valued customer,

Syringa Wireless has been operating in southern Idaho for almost 10 years and has proudly served thousands of customers during that time. It is with much regret that we must inform you that beginning December 31, 2015, Syringa Wireless will no longer be providing wireless communications services and will cease doing business. As your neighbors, Syringa Wireless has fought hard to maintain low prices and high quality service for our Idaho communities. We are disappointed that we cannot continue to serve you.

Over the last 3 years we have made extensive financial investments into our network and to the communities we serve with the intent to offer services comparable to our competitors. The wireless industry is fiercely competitive with rapidly changing technologies and cost structures. As a small, locally owned and operated provider, we have arrived at a point where it's simply not feasible to continue to operate.

Your account will remain active and service will be provided through the end of the year. You will need to close your account and pursue other options for your Syringa Wireless services on, or before, Dec 31st, 2015. There is information included with this letter to assist making your transition to a new wireless carrier as seamless as possible.

If you receive Syringa Wireless services through one of our partners, you will receive a different set of instructions for terminating your service. As reminder, our partners are Project Mutual Telephone, Filer Mutual Telephone, Direct Communications, and Albion Telephone.

Options for closing your account if you are a 'no contract' customer, 'Pay-go' customer, or a 'contract' customer who has completed the terms of their contract

1. You may begin to transition your services to another carrier at anytime, but no later than Dec 31st, 2015.
2. You are free to keep your device. You may also return your device to Syringa Wireless and receive a prorated value of your out of pocket expenses for the device, based upon a 24-month service life. To be eligible for the rebate, the phone must be in good working order and your account must be in good standing. Refunds are processed at our corporate office and checks are mailed within 45 days.
3. Do nothing, and your service will remain active, you will continue to owe for service through December 31, 2015. After that date, service will be discontinued and any agreements will be voided.



PO BOX 1117 Pocatello ID 83204

Options for closing your account if you are a 'contract' customer currently within the period of your contract

1. You may begin to transition your services to another carrier at anytime, but no later than Dec 31st, 2015. Certain restrictions apply (see below).
2. If you continue service with Syringa Wireless through Nov 15th 2015, you may keep your device at no charge. All Early Termination Fees (ETF) will be waived if the account is closed in good standing after Nov 15th 2015 but before Dec 31st, 2015.
3. If you choose to leave Syringa Wireless prior to Nov 15th then you will need to return any device that was purchased as part of your contract or you will be charged an ETF. If your account is closed in good standing and the device is returned in good working order then you will receive a prorated rebate of your out of pocket expense in the purchase of the device based upon a 24 month service life. Refunds are processed at our corporate office and checks are mailed within 45 days.
4. Do nothing, and your service will remain active, you will continue to owe for service through December 31, 2015. After that date, service will be discontinued and any agreements will be voided.

To return your device:

1. Drop it off at any store and our staff will return it to our corporate office where your rebate will be processed. See our website for store locations.
www.SyringaWireless.com/locations.
2. Print the return form at www.SyringaWireless.com/returnform. Return the filled out form and your phone to us at the address below. We will process your refund within 45 days. We cannot issue refunds on devices we don't receive; it is recommended your package is traceable.

SYRINGA WIRELESS
Suite 220
12301 W EXPLORER DR
BOISE ID 83713

If you have any questions, or to return your device, stop by any store or call our customer care department at (866) 541-7464.

Customer care is open Monday through Saturday 9:00 am to 6:00 pm.

Thank you for your business with us over the past several years, it has been our pleasure to serve you.



PO BOX 1117 Pocatello ID 83204

Wireless Carriers

Silver Star Communications
www.silverstar.com

AT&T
www.att.com

Sprint
www.sprint.com

T-Mobile
www.t-mobile.com

Verizon Wireless
www.verizonwireless.com