

DONALD A. NEGAARD
JAMES E. NOSTDAHL
CAROL K. LARSON
DAVID J. HOGUE
REED A. SODERSTROM
BRENT M. OLSON
DEBRA L. HOFFARTH
SCOTT M. KNUDSVIG
RYAN D. SANDBERG
MATTHEW H. OLSON
STEVEN A. LAUTT

ATTORNEYS LICENSED IN
NORTH DAKOTA
MINNESOTA
MONTANA



LAW OFFICES OF
PRINGLE & HERIGSTAD, P.C.

2525 ELK DRIVE
POST OFFICE BOX 1000
MINOT, NORTH DAKOTA 58702-1000
(701) 852-0381
FAX (701) 857-1361
E-mail: pringle@srt.com

GRAND FORKS OFFICE
202 NORTH 3RD STREET, SUITE 200
GRAND FORKS, NORTH DAKOTA 58203
(701) 775-9000

OF COUNSEL
HERBERT L. MESCHKE
RETIRED
THOMAS A. WENTZ
JAN M. SEBBY

KENNETH G. PRINGLE
(1914-1983)
MITCHELL H. MAHONEY
(1929-1996)
ROGER O. HERIGSTAD
(1919-2003)
MARK F. PURDY
(1927-2011)

November 27, 2012

Pat Fahn
Director of Compliance & Competitive Markets
600 E Boulevard Ave
Dept 408
Bismarck, ND 58505-0480

RECEIVED

NOV 28 2012

PUBLIC SERVICE COMMISSION

RE: In the Matter of the Application of True Wireless, LLC for Designation as an Eligible Telecommunications Carrier Pursuant to 47 U.S.C. § 214(e)

Dear Mr. Fahn,

I write to follow up on our telephone conversation regarding the above-captioned matter. As I indicated, True Wireless, LLC (“True Wireless”) concurs with your assessment that the FCC should act on and approve the True Wireless compliance plan that is required by the Lifeline Reform Order¹ before the North Dakota Public Service Commission (“NDPSC”) acts on the plan.

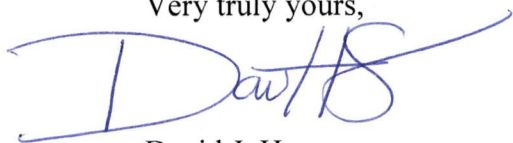
In that regard, enclosed is one copy of the third amendment to the True Wireless compliance plan that was filed with the FCC on or about October 15, 2012. I’m sending you electronic and paper copies of this letter and the third amendment to the True Wireless plan.

As discussed by telephone, True Wireless is aware that the NDPSC is deferring action on the True Wireless application pending FCC action. This letter confirms True Wireless does not object to NDPSC’s deferral. True Wireless would respectfully ask NDPSC staff to review this third amendment with a view to identifying any concerns of the NDPSC.

If you have any questions please do not hesitate to contact me.

¹ *In Re Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, 27 FCC Rcd 6656 (rel. Feb. 6, 2012).

Very truly yours,

A handwritten signature in blue ink, appearing to read "David J. Hogue". The signature is stylized with a large, sweeping "D" and "H".

David J. Hogue

DJH/rps

Enclosures

cc: Alan J. Galloway

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of

Lifeline and Link Up Reform and
Modernization

Telecommunications Carriers Eligible to
Receive Universal Service Support

True Wireless, LLC Petition for Designation as
an Eligible Telecommunications Carrier for
Low Income Support Only

WC Docket No. 11-42

WC Docket No. 09-197

THIRD AMENDED COMPLIANCE PLAN OF TRUE WIRELESS, LLC

Danielle Frappier
James W. Tomlinson
Davis Wright Tremaine LLP
1919 Pennsylvania Avenue, N.W., Suite 800
Washington, D.C. 20006-3401
(202) 973 - 4200

Counsel to True Wireless, LLC

October 15, 2012

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SUMMARY

True Wireless, LLC (“True Wireless”) hereby seeks to avail itself of the Commission’s grant of forbearance from the “own facilities” requirement by submission of this Third Amended Compliance Plan. True Wireless fully complies with all conditions of the recently-amended Lifeline rules and all pertinent conditions in the *Lifeline Reform Order*.

True Wireless is technically and financially qualified to provide Lifeline service. True Wireless launched operations as an ETC in 2010 and now provides Lifeline services in five states. True Wireless is successfully providing Lifeline-supported services and has a steadily increasing subscriber base. True Wireless is financially stable and is fully capable of honoring its service obligations.

True Wireless complies with the requirements pertaining to consumer qualifications for Lifeline set forth in new 47 C.F.R. § 54.409 and any state-specific requirements. More specifically, unless otherwise required under applicable state law, True Wireless requires all subscribers to demonstrate eligibility based at least on: (1) household income at or below 135% of the Federal Poverty Guidelines; or (2) the household’s participation in one of the federal assistance programs listed in the Commission’s rules. True Wireless confirms that neither the subscriber nor anyone else in the subscriber’s household is subscribed to a Lifeline service. This Third Amended Compliance Plan describes the procedures by which True Wireless: (1) analyzes the eligibility of applicants to obtain Lifeline service; (2) obtains proof of eligibility from applicants; (3) certifies the eligibility of applicants; (4) collects the necessary information from applicants; (5) requires applicants to certify as to their eligibility to receive Lifeline benefits; and (6) annually re-certifies all Lifeline subscribers. True Wireless has included as an exhibit its Lifeline applications forms for its wireless Lifeline services.

True Wireless' practices comply with the 911/E911 access conditions set forth in the *Lifeline Reform Order*. Specifically, True Wireless provides its Lifeline subscribers with 911/E911 access at the time Lifeline service is initiated – regardless of activation status and availability of minutes – and provides its Lifeline subscribers with E911-compliant handsets. True Wireless' practices provide access to 911/E911 services to the extent these services have been deployed by its underlying carrier. True Wireless commits to continue these practices going forward.

True Wireless has incorporated in its marketing materials for its Lifeline services, in clear, easily understood language, the various disclosures required by 47 C.F.R. § 54.405. True Wireless has attached a representative sample of its marketing materials incorporating these disclosures.

True Wireless shares the Commission's commitment to minimize waste, fraud and abuse of Lifeline benefits. Accordingly, True Wireless has implemented procedures intended to prevent duplicate Lifeline benefits from being awarded to the same household or individual. These measures include practices intended to: (1) prevent duplicates within True Wireless' subscriber base; (2) avoid reimbursement for any subscriber until the subscriber activates service; (3) ceasing reimbursement for subscribers who fail to use the service for a 60-day period; and (4) ensuring that True Wireless provides only one Lifeline service per household.

As detailed below, True Wireless' practices and procedures comply with the Commission's applicable Lifeline regulations and orders, and True Wireless commits to continuing these practices going forward. Accordingly, True Wireless respectfully requests expeditious approval of this Third Amended Compliance Plan as well as its pending petitions for ETC designation.

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of

Lifeline and Link Up Reform and
Modernization

Telecommunications Carriers Eligible to
Receive Universal Service Support

True Wireless, LLC Petition for Designation as
an Eligible Telecommunications Carrier for
Low Income Support Only

WC Docket No. 11-42

WC Docket No. 09-197

THIRD AMENDED COMPLIANCE PLAN OF TRUE WIRELESS, LLC

True Wireless, LLC (“True Wireless”) through its undersigned counsel, hereby seeks to avail itself of the Federal Communications Commission’s (“Commission”) grant of forbearance from the “own facilities” requirement set forth in 47 U.S.C. § 214(e)(1)(A) by submission of this Compliance Plan.¹ True Wireless’ Compliance Plan is filed in accordance with the procedures established in the *Lifeline Reform Order*² and clarified the *Public Notice* issued by the Wireline Competition Bureau on February 29, 2012.³

True Wireless respectfully requests expeditious approval of its Compliance Plan and its Petition for designation as an eligible telecommunications carrier (“ETC”) in states that have

¹ Although True Wireless does own some of its own facilities, including a switch that routes operator service and directory assistance calls, in light of recent rule changes by the Commission, True Wireless seeks forbearance from the “own facilities” requirement referenced above.

² *Lifeline and Link Up Reform and Modernization et al.*, WC Docket No. 11-42 *et al.*, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11 (FCC rel. Feb. 6, 2012) (“*Lifeline Reform Order*”).

³ *Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order*, Public Notice, DA 12-314 (WCB rel. Feb. 29, 2012) (“*Public Notice*”).

declined jurisdiction over wireless carriers⁴ so that the Company may continue to provide essential Lifeline service to eligible low-income customers in states where it has previously been designated an ETC, and so that it may provide service to additional eligible low-income consumers in the various states for which it has pending ETC petitions.

As set forth below, True Wireless fully complies with all conditions set forth in the Commission's recently amended Lifeline rules and with all pertinent conditions set forth in the *Lifeline Reform Order*. This Compliance Plan describes the measures True Wireless has implemented in order to achieve full compliance with the Commission's Lifeline rules and policies. For the convenience of the Commission, this Compliance Plan follows the format established by the Wireline Competition Bureau in the *Public Notice*.

I. INFORMATION ABOUT TRUE WIRELESS AND THE LIFELINE PLANS IT OFFERS

A. Company Information

True Wireless, LLC ("True Wireless") is a Texas limited liability company, with headquarters in Bartlett, Tennessee. True Wireless' 100%, direct parent is True Wireless Acquisition Group, LLC, which is, in turn, 100% directly owned by Kevin Brian Cox, who more commonly goes by the name of Brian Cox. True Wireless Acquisition Group, LLC provides no services and serves only as a holding company. True Wireless has no subsidiaries and operates under the name "True Wireless."⁵ True Wireless has no affiliates that participate in the Lifeline or any other federal universal service program. Mr. Cox owns a non-controlling interest in 321

⁴ *True Wireless, LLC Petition for Designation as an Eligible Telecommunications Carrier for Low Income Support Only*, Petition, WC Docket No. 09-197 (filed Dec. 22, 2011, and amendments filed on Mar. 29 and May 25, 2012).

⁵ True Wireless has registered the following additional d/b/a names in Texas: "Government Wireless Benefits," "Total Communication Services" and "USA Government Phones." It has not yet used these names to market its services (other than utilizing the URL www.usagovphone.com, which simply redirects users to True Wireless' online form), but may do so in the near future.

Communications, Inc., a CLEC and interexchange services provider. Mr. Cox also owns a majority interest in Prepaidworx, LLC, which is not a telecommunications carrier but which facilitates consumer payments for prepaid services (including True Wireless' service) on-site at third-party retailers through its physical payment terminals and web-based application. Finally, Mr. Cox owns 100% of Contigo Wireless LLC, which intends to offer international-only calling cards but has not yet begun to provide service.⁶

B. True Wireless' Financial and Technical Capabilities to Provide Lifeline Service

True Wireless has been providing service since mid-2010 and focuses on providing service to low-income consumers. To date, the company has been designated as an ETC in five states: Arkansas, Maryland, Oklahoma, Rhode Island and Texas. True Wireless also has ETC petitions pending with regulatory commissions in sixteen states,⁷ and an ETC petition pending with the Commission for ten states.⁸ True Wireless does not seek, and will not accept, High Cost support in any of those states, or in the states in which it currently provides service.

True Wireless is successfully providing Lifeline supported services in the various states where it has received ETC designation and has a steadily increasing customer base. True Wireless owns and operates its own switching facilities through which operator services and

⁶ Other entities that qualify as affiliates of True Wireless due to common ownership interests are: Remax on Track, LLC (real estate), Ox-Kan Arms, LLC (firearm sales), Market Maker, LLC (athletic training facility), Car Haul USA, LLC (wholesale vehicle transport), Creditcardworx, LLC (not yet operational), KLLC, LLC (real estate), Benefits Management, LLC (debt reduction), KCS Performance, LLC (vehicle maintenance and customization), Cardawg, LLC (real estate), EWP, LLC (real estate); EWP Communication, LLC (consulting services), Southeast Equity Alliance, LLC (real estate). None of these entities are telecommunications carriers.

⁷ Those states include Georgia, Idaho, Indiana, Kansas, Louisiana, Maine, Michigan, Missouri, North Dakota, South Dakota, Utah, Vermont, Washington, West Virginia, Wisconsin and Wyoming. True Wireless is in the process of withdrawing (without prejudice) its petitions in Kansas, Kentucky and New Jersey. Its petition in Mississippi has been retired without prejudice. Those states have indicated a preference for ETCs to refile their petitions subsequent to Commission approval of their compliance plans.

⁸ The states included in True Wireless' petition and subsequent amendments filed with this Commission are: Alabama, Connecticut, Delaware, the District of Columbia, Florida, New Hampshire, New York, North Carolina, Tennessee and Virginia.

directory assistance calls are routed, back-office and operations support systems (“OSS”) that are ideally suited to serve lower revenue subscribers. True Wireless has invested millions of dollars to evaluate, design, develop and integrate these systems, and has a management team with significant experience in the telecommunications industry. Resumes of the top two members of this team are attached hereto as **Exhibit 1**.

True Wireless is financially stable and fully capable of honoring its service obligations to customers as well as federal and state regulatory obligations. Although True Wireless derives the majority of its revenue from the sale of prepaid wireless services, True Wireless does not rely exclusively on USF disbursements to operate. For example, True Wireless derives additional revenue from the sale of wireless services with respect to certain of its wireless plans that are not fully covered by the Lifeline subsidy, the sale of wireless services to non-Lifeline customers, the sale of replenishment airtime minutes, and the sale of optional service packages (*e.g.*, Internet/text services).

Finally, True Wireless has not been subject to any enforcement action or ETC revocation proceeding in any state.

C. Geographic Area of True Wireless’ Service Offerings

True Wireless first began providing prepaid wireless ETC service in 2010 and the company now provides this service in the following states: Arkansas, Maryland, Oklahoma, Rhode Island and Texas. The company is poised to rapidly expand its operations once its pending ETC applications are approved by the Commission and various state regulatory commissions.

D. True Wireless' Lifeline Service Plans

In **Arkansas, Maryland, Rhode Island and Texas**, True Wireless is currently offering the following prepaid wireless service plan under the Lifeline program: 90 minutes of nationwide calling for a monthly charge of \$9.25 for non-Lifeline subscribers, and no monthly charge for Lifeline subscribers after application of the standard \$9.25 discount. Text messages are valued at one talk minute per message sent and/or received. True Wireless is in the process of updating its offerings in these states to include a 250 minute plan that will be the same in all respects to the 90 minute plan with the only difference being that the 250 minute plan will not include texting.⁹ The service in these states includes a 911-compliant handset and the following at no additional charge: voicemail, call waiting, caller ID, balance inquiries and calls to emergency 911 services. Unused minutes do not carry over to the following month. Subscribers may purchase additional blocks of minutes in 100, 250 or 400 minute increments for \$10, \$20 and \$30 respectively. Subscribers who use the service outside of True Wireless' service area incur a roaming charge of \$0.59 per minute.¹⁰ The rate for directory assistance calls is \$2 per request. True Wireless blocks international calls for its Lifeline subscribers at no additional charge.

In **Oklahoma**, True Wireless offers two plans for Lifeline customers in its service territory, which is almost entirely Tribal in nature. The first plan includes an unlimited number

⁹ True Wireless will offer the 90 minute (with text) plan and the 250 minute (no text) plan in all future states in which it receives designation, including the ten states subject to its application pending before the Commission, and is currently updating its pending applications.

¹⁰ Roaming charges are very rarely incurred by True Wireless' Lifeline subscribers because it is True Wireless' policy to prevent or reduce to a minimum the number of instances where its subscribers are provided service through roaming arrangements. Specifically, True Wireless has two underlying carriers to choose from and puts its subscribers on the network that is better suited to avoid roaming charges to the extent possible. Because True Wireless' services are prepaid, customers do not incur out-of-pocket costs in the rare instances where roaming charges would apply. Instead, True Wireless deducts roaming minutes at a higher rate than non-roaming minutes, generally on a twelve to one ratio.

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of minutes for a monthly fee of \$6.75 after application of the standard \$34.25 Tribal Lifeline discount. The second plan includes 1,000 minutes per month and a monthly fee of \$1.00 after application of the standard \$34.25 discount. All other terms and conditions are identical to those of the 90-minute plan described above.

E. Other Certifications Required by 47 C.F.R. § 54.202

The *Public Notice* requires carriers to include certifications required under recently amended 47 C.F.R. § 54.202. True Wireless hereby certifies that it complies with the service requirements applicable to the support it receives, and will continue to do so.¹¹ Specifically, True Wireless' Lifeline services: (i) include voice telephony services that provide voice grade access to the public switched network or its functional equivalent; (ii) provide subscribers with a defined number of minutes of usage for local service at no additional charges (as described above in Section I(D)); (iii) provide subscribers with access to the emergency services provided by local government or other public safety organizations, such as 911/E911, to the extent the local government in True Wireless' service area has implemented 911/E911 systems (as described below in Section III); and (iv) toll limitation for qualifying low-income consumers.¹²

¹¹ 47 C.F.R. § 54.202(a)(1).

¹² Toll limitation means both toll blocking and toll control, or, if a carrier is not capable of providing both toll blocking and toll control, then toll limitation is defined as either toll blocking or toll control. True Wireless commits to meeting this requirement by offering service on a prepaid, or pay-as-you-go, basis. As the Commission found in its grant of ETC designation to Virgin Mobile, "the prepaid nature of [a prepaid wireless carrier's] service offering works as an effective toll control." *In Re Virgin Mobile USA, L.P. Petition for Forbearance from 47 U.S.C. § 214(e)(1)(A)*, Order, 24 FCC Rcd 3381, 3394 at ¶ 34 (2009). Moreover, True Wireless' calling plans do not distinguish between local or toll services, and offer nationwide calling. True Wireless will provide this toll control to qualifying low income consumers at no additional charge.

II. TRUE WIRELESS COMPLIES WITH NEW COMMISSION RULES RELATING TO DETERMINATIONS OF SUBSCRIBER ELIGIBILITY FOR LIFELINE SERVICES

True Wireless complies with the requirements pertaining to Lifeline consumer qualification set forth in new section 54.409 of the Commission's rules.¹³ True Wireless also complies with all additional state requirements in those states in which it has been designated an ETC, and will comply with all requirements in states where it is designated an ETC in the future. More specifically, True Wireless requires all subscribers to demonstrate eligibility based at least on: (1) household income at or below 135% of the Federal Poverty Guidelines for a household of that size; or (2) the household's participation in one of the federal assistance programs listed in new 47 C.F.R. § 54.409(a)(2) or 47 C.F.R. § 54.409(a)(3). True Wireless also confirms that the subscriber is not already receiving a Lifeline service and that no one else in the subscriber's household is subscribed to a Lifeline service.¹⁴

True Wireless has used several forms of marketing for its Lifeline supported services, which include direct mail, Internet advertising, television and radio advertisements, and door-to-door and live events conducted by third party marketing firms, and is now focusing its efforts on door-to-door and live events, which makes it easier for prospective subscribers to provide proof of eligibility. These marketing channels are intended to induce potential subscribers to contact True Wireless either in person (door-to-door and at live events), over the Internet or by telephone. Although the logistics of the enrollment process varies somewhat for each marketing channel as is further described below, in all cases, Lifeline applicants are thoroughly screened to ensure that they are qualified before a handset is delivered. True Wireless' call center is monitored by a compliance department. That compliance department is monitored by employees

¹³ 47 C.F.R. § 54.509.

¹⁴ 47 C.F.R. § 54.409(c).

at its headquarters. These employees monitor calls on a daily basis to ensure the proper supervision of and compliance by the customer service representatives (“CSRs”) with applicable rules and the company’s compliance policies. True Wireless utilizes information gathered during this process to continually train its CSRs and call center compliance managers.

Moreover, all third party marketing firms (and all these firms’ employees or agents) are contractually obligated to follow all applicable rules and True Wireless’ compliance policies, which are embodied in the text of the firms’ contracts with True Wireless. Each individual (employee or agent) engaged in selling the services must sign an “Lifeline addendum,” which is an addendum to the marketing firm’s master service agreement with True Wireless. This Lifeline addendum spells out the Lifeline rules and policies that must be complied with and the consequences for failure to do so. These firms enter orders directly into True Wireless’ customer management system, which rejects any order for an address outside of True Wireless’ authorized service area. True Wireless also has an exclusive arrangements such that it only employs one marketing firm per state, which allows for greater control over its marketing channels. In order to incentivize compliance, True Wireless includes in its contracts with these firms that no commission is paid on any sale that fails to be fully compliant with all Lifeline rules. The marketing firm is also responsible for reimbursing True Wireless for any handset distributed for any non-compliant sale.

Finally, in July 2012, True Wireless began beta testing a program of soliciting customers in third-party owned retail stores. This program is expected to commence full-time operation in December 2012. These retail stores will also be subject to the same compliance safeguards as the third party marketing firms, including the safeguards of True Wireless’ customer

management system, and financial and contractual incentives to fully comply with all Lifeline rules.

A. True Wireless' Procedures to Determine Consumer Eligibility for the Lifeline Program

If True Wireless cannot determine an applicant's eligibility for Lifeline by accessing income or program eligibility databases, True Wireless personnel (employees, third party customer service representatives, third party marketing firms at live events, or retail store representatives) review documents to establish eligibility in accordance with the criteria set forth in 47 C.F.R. § 54.409. All True Wireless personnel who interact with existing Lifeline customers or Lifeline applicants are fully trained to understand the Commission's revised Lifeline eligibility rules and True Wireless' practices and policies designed to implement these new rules.

True Wireless follows the Commission's requirements pertaining to acceptable documentation to establish eligibility based either on income level or participation in a qualified government assistance program, unless otherwise established by a state Lifeline administrator or other state agency. Specifically, acceptable documentation of program eligibility includes: (1) the current or prior year's statement of benefits from a qualifying state, federal or Tribal program; (2) a notice letter of participation in a qualifying state, federal or Tribal program; (3) program participation documents (*e.g.*, the consumer's Supplemental Nutrition Assistance Program ("SNAP") electronic benefit transfer card or Medicaid participation card (or copy thereof); or (4) another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.¹⁵ Acceptable documentation of income eligibility includes: (1) the prior year's state, federal, or Tribal tax return; (2) current income statement from an

¹⁵ *Lifeline Reform Order* at ¶ 101.

employer or paycheck stub; (3) a Social Security statement of benefits; (4) a Veterans Administration statement of benefits; (5) a retirement/pension statement of benefits; (6) an Unemployment/Workers' Compensation statement of benefit; (7) federal or Tribal notice letter of participation in General Assistance; or (8) a divorce decree, child support award, or other official document containing income information. If the prospective subscriber presents True Wireless with documentation of income that does not cover a full year, the prospective subscriber must present the same type of documentation covering three consecutive months within the previous twelve months.¹⁶ True Wireless personnel examine and record the type of documentation presented by each prospective Lifeline subscriber, but do not retain copies of these documents.¹⁷ If an applicant is unable to provide documentary proof of eligibility based on either household income level or current participation in a qualified program, True Wireless denies that application.

B. True Wireless' Procedures for Subscriber Certifications

In the *Lifeline Reform Order*, the Commission established a path for a transition to a national database that will be used to confirm the initial and continued eligibility of a Lifeline customer.¹⁸ True Wireless will utilize that database when it becomes operational. Until that time, however, True Wireless will continue to use relevant state databases where available, and otherwise adheres to the following procedures for enrolling prospective customers into the Lifeline program.

True Wireless has implemented certification procedures that enable prospective customers to demonstrate their eligibility by contacting True Wireless either in person or by telephone, facsimile or over the Internet. Except in states in which applicants are enrolled

¹⁶ 47 C.F.R. § 54.410(b)(1)(i)(B).

¹⁷ 47 C.F.R. § 54.410(b)(1)(ii) - (iii); 47 C.F.R. § 54.410(c)(1)(ii)-(iii).

¹⁸ See *Lifeline Reform Order* at ¶ 403.

through a designated state agency, True Wireless has direct contact with all prospective customers applying for Lifeline service, either in person through its employees or third party marketing firms at live events, representatives at third party retail locations, or by telephone, facsimile or over the Internet. At live events and the retail locations, True Wireless representatives examine the qualifying documentation in person or, if the applicant does not have the documentation at the time, direct the applicant to supply the documentation via fax or electronic delivery. Prospective customers who do not complete True Wireless' Lifeline Application in person must return the signed document and eligibility documentation to True Wireless by mail, facsimile, electronic mail or other electronic transmission. True Wireless accepts electronic signatures that meet the requirements of the Electronic Signatures in Global and National Commerce Act, 15 U.S.C. §§ 7001-7006 and any applicable state laws, and is submitting as **Exhibit 2** a script for oral certifications in which it has drafted consumer-friendly language that captures all information required by the Commission's new certification requirements.¹⁹

Every prospective subscriber in a non-database state is required to complete True Wireless' "Lifeline Application."²⁰ True Wireless' Lifeline Applications for the states in which it currently operates is attached hereto at **Exhibit 3**. These Lifeline Applications conform to the requirements of the *Lifeline Reform Order*, 47 C.F.R. § 54.410(d) and 47 C.F.R. § 54.405.

True Wireless collects the following information from prospective subscriber in its Lifeline Application forms: (1) the subscriber's full name; (2) the subscriber's full residential address (P.O. Boxes are not permitted); (3) whether the residential address is permanent or

¹⁹ See *Lifeline Reform Order* at ¶ 168; 47 C.F.R. § 54.419.

²⁰ In Texas, True Wireless now obtains the Lifeline certification form directly from the consumer, but utilizes the state database to confirm eligibility, per the revised procedures required by the Public Utility Commission of Texas.

temporary; (4) the subscriber's billing address, if different; (5) the subscriber's date of birth; (6) the last four digits of the subscriber's Social Security number (or Tribal identification number if the subscriber is a member of a Tribal nation and does not have a Social Security number²¹); (7) if the subscriber is seeking to qualify for Lifeline under the program-based criteria, the name of the qualifying assistance program from which the subscriber, or his or her dependents, or his or her household receives benefits; and (8) if the subscriber is seeking to qualify for Lifeline under the income-based criterion, the number of individuals in his or her household.²² Finally, any prospective subscriber who resides at an address occupied by multiple households must certify as such on True Wireless' Lifeline Application and must complete a separate Lifeline Household Worksheet.²³

In accordance with 47 C.F.R. § 54.410(d), in its Lifeline Applications, True Wireless requires all Lifeline applicants to certify, under penalty of perjury, that: (1) the subscriber meets the income-based or program-based eligibility criteria for receiving Lifeline; (2) the subscriber will notify True Wireless within 30 days if, for any reason, he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the applicant no longer meets the income-based or program-based criteria for receiving Lifeline support, the subscriber is receiving more than one Lifeline benefit, or another member of the subscriber's household is receiving a Lifeline benefit; (3) if the subscriber is seeking to qualify for Lifeline as an eligible resident of Tribal lands, that he or she lives on Tribal lands;²⁴ (4) if the subscriber moves to a new address, that he

²¹ True Wireless only includes language regarding a Tribal identification number on forms used in states with Tribal areas. *See* Oklahoma and Rhode Island forms in Exhibit 3. Currently, True Wireless only serves Tribal communities in Oklahoma and Rhode Island.

²² 47 C.F.R. § 54.410(d)(2).

²³ *See Lifeline Reform Order* at ¶ 79.

²⁴ Because True Wireless' designated service areas only include Tribal areas in Oklahoma and Rhode Island, True Wireless' Lifeline Applications for those states include this certification. *See* Oklahoma and Rhode Island forms in Exhibit 3.

or she will provide that new address to True Wireless within 30 days; (5) if the subscriber provided a temporary residential address to True Wireless, the subscriber will verify his or her temporary residential address every 90 days upon the final effective date of this rule; (6) the subscriber's household will receive only one Lifeline service and, to the best of the applicant's knowledge, the subscriber's household is not already receiving a Lifeline service; (7) the information contained in the subscriber's application/certification form is true and correct to the best of the subscriber's knowledge; (8) the subscriber acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; (9) the subscriber acknowledges that he or she may be required to re-certify his or her continued eligibility for Lifeline at any time, and that his or her failure to re-certify as to continued eligibility will result in de-enrollment and the termination of the subscriber's Lifeline benefits; and (10) that True Wireless is authorized to (i) access any records required to verify the subscriber's statements on the form and to confirm eligibility under the Lifeline program and (ii) release any records required for the administration of the Lifeline program (e.g., name, telephone number and address), including to USAC, to be used in a Lifeline database and to ensure the proper administration of the Lifeline program.²⁵

In accordance with 47 C.F.R. § 54.410(d)(1), True Wireless' Lifeline Application forms disclose the following information: (1) Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program; (2) only one Lifeline service is available per household; (3) a household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses; (4) a household is not permitted to receive Lifeline benefits from multiple providers; (5) violation of the one-per-household

²⁵ See Exhibit 3.

limitation constitutes a violation of the Commission's rules and will result in the subscriber's de-enrollment from the program; and (6) Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.²⁶

Finally, in accordance with 47 C.F.R. § 54.405(c), True Wireless' Lifeline Application indicates, using easily understood language, (1) that True Wireless' low income targeted service is a Lifeline service; (2) that Lifeline is a government assistance program; (3) that the service is non-transferrable; (4) that only eligible consumers may enroll in the program; and (5) that the program is limited to one discount per household.²⁷

C. True Wireless' Procedures for Annual Verification of Lifeline Customers

In accordance with the requirements of the *Lifeline Reform Order* and 47 C.F.R. § 54.410(f), True Wireless will annually re-certify all of its Lifeline subscribers by either (1) querying the appropriate eligibility or income databases, confirming that the subscriber continues to meet the program- or income-based eligibility requirements for Lifeline and documenting the results of that review, or (2) obtaining a signed certification from the subscriber that meets the certification requirements set forth in 47 C.F.R. § 54.410(d).

For 2012, True Wireless is in the process of re-certifying the eligibility of its Lifeline subscriber base as of June 1, 2012 on a rolling basis, to be completed by the end of 2012, and report the results to USAC by January 31, 2012.²⁸ True Wireless is notifying its subscribers in writing that a failure to respond to the recertification request will result in de-enrollment in the Lifeline program.²⁹ True Wireless de-enrolls subscribers who do not respond to the annual

²⁶ *Id.*

²⁷ *Id.*

²⁸ *Lifeline Reform Order* at ¶ 130.

²⁹ *Id.* at ¶ 142.

verification or fail to provide proof of continued eligibility in accordance with the procedures set forth in 47 C.F.R. § 54.405(e)(4).

True Wireless permits subscribers to recertify their eligibility for Lifeline benefits through the following ways: an online form on its website (www.gotruewireless.com); an oral re-certification by calling True Wireless' call center (which would be recorded); or a paper form that can be scanned and e-mailed, faxed or handed to a third party marketing firm and forwarded to True Wireless.

III. TRUE WIRELESS' COMPLIANCE WITH THE FORBEARANCE CONDITIONS RELATING TO PUBLIC SAFETY AND 911/E911 ACCESS

True Wireless' existing practices comply with the 911/E911 access conditions set forth in paragraph 373 of the *Lifeline Reform Order*. Specifically, True Wireless currently: (1) provides its Lifeline subscribers with 911/E911 access at the time Lifeline service is initiated, regardless of activation status and availability of minutes, and (2) provides its Lifeline subscribers with E911-compliant handsets and replaces, at no additional charge to the subscriber, noncompliant handsets of Lifeline-eligible subscribers who obtain Lifeline-supported services. True Wireless' existing practices currently provide access to 911 and E911 services to the extent that these services have been deployed by its underlying wireless carrier. True Wireless commits to continue these practices going forward.

IV. TRUE WIRELESS' COMPLIANCE WITH THE COMMISSION'S MARKETING AND DISCLOSURE REQUIREMENTS FOR PARTICIPATION IN THE LIFELINE PROGRAM

True Wireless has incorporated into its marketing materials³⁰ for its Lifeline services, in clear, easily understood language: (1) that the service is supported by Lifeline, a government

³⁰ "Marketing materials" includes, but is not limited to print, audio, video, Internet (including email, web, and social networking media), and outdoor signage, that describe the Lifeline-supported service offering, including application and certification forms. See *Lifeline Reform Order* at ¶ 275; 47 C.F.R. § 54.405(c).

program; (2) that only eligible consumers may enroll in the program; (3) that documentation is necessary for enrollment; and (4) that the benefit is limited to one per household and is non-transferrable.³¹ True Wireless also discloses its name on all marketing materials.³² A sample advertisement incorporating this language is attached hereto at **Exhibit 4**.

V. TRUE WIRELESS' PROCEDURES AND EFFORTS TO PREVENT WASTE, FRAUD AND ABUSE IN CONNECTION WITH LIFELINE FUNDS

True Wireless shares the Commission's commitment to minimize waste, fraud and abuse of Lifeline benefits. Accordingly, True Wireless has implemented a variety of measures and procedures intended to prevent duplicate Lifeline benefits from being awarded to the same household or individual.

Prevention of Duplicates within True Wireless' Subscriber Base. At the time of initial sign up of a new subscriber, the subscriber's service address is validated for accuracy against the United States Postal Service ("USPS") database and saved in the USPS-approved format, which permits True Wireless' subscriber database to more accurately prevent duplicates by preventing variations of the same address from appearing multiple times in the database. At live events and retail locations, True Wireless' representatives can access the True Wireless database in order to perform these functions remotely. Once the address is validated for accuracy and format, it is checked against addresses for all True Wireless addresses. If an existing True Wireless subscriber is receiving service at the same address, True Wireless' system will not permit any order for Lifeline service to proceed. True Wireless also conducts additional checks to ensure that the same subscriber is not receiving more than one service by checking its database for the same subscriber name, date of birth and the last four digits of the person's social security number. Moreover, all orders for Lifeline service are subjected to a secondary USPS

³¹ *Lifeline Reform Order* at ¶ 275; 47 C.F.R. § 54.405(c).

³² *Lifeline Reform Order* at ¶ 275; 47 C.F.R. § 54.405(d).

accuracy and format check the following day. Any corrections needed as a result of the secondary check, such as correcting address format, are promptly entered into True Wireless' system. True Wireless also conducts real-time scans of its database to flag any duplicate addresses, dates of birth, etc. in addition to conducting manual reviews of its subscriber lists prior to filing its FCC Form 497s in order to ensure that it does not claim subsidies for any duplicate addresses.

Service Activation. True Wireless does not and will not seek reimbursement for Lifeline service for any subscriber until the subscriber uses the service to either activate the service or to complete an outgoing call.³³ Depending on the underlying wireless carrier utilized, True Wireless' subscribers activate their service in one of two ways. If the subscriber's service is provisioned on the network of one underlying carrier, the subscriber may activate the service by making an outbound call. If the subscriber's service is provisioned on the other underlying carrier's network, that subscriber's service may be activated by confirming through an IVR process that he or she wishes to activate the account by entering a number on the key pad. These subscribers are automatically routed to the IVR upon attempting to make a first outbound call. The method utilized is dictated by the particular underlying network to be utilized in the relevant geographic area. In addition, in Texas, the application is not processed until the applicant's name and address are confirmed as being eligible by the state Lifeline database, which is managed by Solix. Only after a Texas applicant's eligibility is confirmed by Solix is the handset provided or shipped out. Thereafter, the Texas subscriber is subject to the same outbound call/IVR process described above.

³³ 47 C.F.R. § 54.407(c). True Wireless' Oklahoma subscribers make a monthly out-of-pocket payment for their service, and therefore, the service activation and usage requirements of 47 C.F.R. § 54.407(c) do not apply to True Wireless' Oklahoma operations. Nevertheless, True Wireless' internal policy is to impose the same activation business rules to its Oklahoma subscribers.

Non-Usage Policy. Long before the release of the *Lifeline Reform Order*, True Wireless voluntarily adopted a policy whereby a subscriber who has not used his or her handset within 60 days is de-enrolled from the Lifeline program (after a 30-day notice period). Upon de-enrollment, True Wireless ceases seeking Lifeline reimbursements for that subscriber. True Wireless' non-usage policy ensures that only subscribers who actually utilize their wireless service continue to receive Lifeline-subsidized service, and that True Wireless only receives Lifeline support for those subscribers who remain enrolled in the program. True Wireless has continued this practice in strict conformance with the requirements of 47 C.F.R. § 54.407(c) and 54.405(e)(3).³⁴

Specifically, after 60 days of non-use,³⁵ True Wireless provides notice to the subscriber that failure to use the Lifeline service or provide other confirmation to True Wireless that the subscriber wishes to retain their Lifeline service within 30 days from the date of the de-enrollment notice will result in de-enrollment from the Lifeline program.³⁶ True Wireless does not request further Lifeline reimbursement for any de-enrolled customer and True Wireless will report annually to the Commission the number of subscribers de-enrolled for non-usage by month.³⁷

One Per Household Rule. True Wireless has implemented policies and practices in accordance with the Commission's rules and the *Lifeline Reform Order* to ensure that it provides only one Lifeline service per household. As described above, True Wireless has already implemented procedures to ensure that True Wireless itself only provides one Lifeline service

³⁴ See *supra*, footnote 34.

³⁵ Subscribers can "use" the service by: (1) completing an outbound call; (2) purchasing minutes from True Wireless to add to the subscriber's plan; (3) answering an incoming call from a party other than True Wireless; or (4) responding to a direct contact from True Wireless confirming that the subscriber wants to continue receiving the service. 47 C.F.R. § 54.407(c)(2).

³⁶ 47 C.F.R. § 54.405(e)(3).

³⁷ *Id.*

per household. When the National Lifeline Accountability Database becomes available, True Wireless will fully comply with the requirements of 47 C.F.R. § 54.404 and will utilize the database to determine if an applicant is currently receiving Lifeline service from another carrier or if another person residing at the applicant's residential address is receiving Lifeline service. Finally, if True Wireless has a reasonable basis to believe that one of its Lifeline subscribers no longer meets the eligibility criteria, for example, due to a violation of the one-per-household rule, True Wireless initiates its termination process in accordance with the procedures set forth in 47 C.F.R. § 54.405(e)(1).

De-Enrollment and Disconnection. True Wireless' subscribers may easily de-enroll from the Lifeline program or disconnect their service altogether. There is a link on the home page of True Wireless' website (www.gotruewireless.com) for de-enrollments and disconnections. This link permits subscribers to de-enroll from Lifeline and either subscribe to a non-Lifeline service or cancel their service altogether. Subscribers may also de-enroll or disconnect their service by calling True Wireless' customer service call center.

VI. CONCLUSION

True Wireless submits that the foregoing Compliance Plan fully satisfies the conditions set forth in the *Lifeline Reform Order*, the *Public Notice* and the Commission's rules pertaining to Lifeline. Accordingly, True Wireless respectfully requests expeditious approval of its pending ETC Petition and this Compliance Plan so that True Wireless may continue to provide essential Lifeline service to eligible low-income customers in states where it has previously been designated an ETC and may provide service to additional eligible low income consumers in the various states for which it has pending ETC petitions.

Respectfully submitted,



Danielle Frappier
James W. Tomlinson
Davis Wright Tremaine LLP
1919 Pennsylvania Avenue, N.W., Suite 800
Washington, D.C. 20006-3401
(202) 973 - 4200

Counsel to True Wireless, LLC

October 15, 2012

Exhibit 1
Resumes of Key Personnel

Exhibit 1

Resumes of Brian Cox and Danny Michael

Brian Cox – Owner and CEO

Brian Cox is the owner and CEO of True Wireless, where he is responsible for the company's strategic planning and overall operations. Mr. Cox has owned True Wireless since January 2011 and has overseen the company's success and the expansion of its operating service area and subscriber base. Mr. Cox is a successful entrepreneur with over ten years' experience in the telecommunications industry, including a particular emphasis on serving low income consumers as a competitive service provider. Presently, Mr. Cox owns an interest in 321 Communications, Inc., a CLEC and interexchange services provider, and a majority interest in Prepaidworx, LLC, which facilitates consumer payments for prepaid services at retail establishments through payment terminals. Finally, Mr. Cox owns a number of successful, non-telecommunications related businesses.

Mr. Cox's experience in the telecommunications industry dates to 2002, when he began supervising the installation of inside wiring. He then directed the company's expansion as a provider of resold wireline and wireless telecommunications services to commercial accounts. For instance, Mr. Cox's company resold the wireline services of XO Communications and the wireless services of Sprint/Nextel Corp. Several years later, Mr. Cox founded a CLEC that focused on providing competitive telecommunications services to residential subscribers. That company eventually focused on serving low-income consumers, and Mr. Cox gained critical first-hand experience delivering telecommunications to this underserved group of consumers. Mr. Cox sold that company in 2009 and now devotes his time to overseeing the operations and expansion of True Wireless.

Danny Michael – Vice President

Danny Michael is True Wireless' Vice President, where his primary responsibility is oversight of the day-to-day operations of the company. Mr. Michael has been with True Wireless since January 2011 and has been an integral part of the company's growth and success since that time. In particular, Mr. Michael oversees True Wireless' business systems and its relationships with third-party marketing firms.

Mr. Michael has ten years' experience in the telecommunications industry, with experience in both wireline and wireless services. Mr. Michael began his career in the telecommunications industry in the sale of wireless services at Sprint/Nextel and later transitioned to sales and account management for enterprise customers (business-grade Internet access services and complex telephone systems). Mr. Michael's experience also includes providing competitive telecommunications services to residential subscribers, including low-income consumers.

Exhibit 2
Script for Oral Certifications

Verbal Certification Script for True Wireless Call Center

1. Good afternoon Mr./Mrs. Let me confirm your information, and we will be done here and able to mail your phone out.
2. Would you kindly state your first and last name for our records?
3. Is the following information correct?
 - a. Your [permanent—state if applicable] physical address is _____.
 - i. [If address temporary, note in file]
 - ii. [If multiple “households” at same physical address MUST complete “Lifeline Household Worksheet.”
 1. Household = any individual or group of individuals who are living together at the same address as one economic unit.
 2. Economic unit = all adult individuals contributing to and/or sharing in the income and expenses of a household.
 - b. The last four digits of your social security number are _____.
 - c. Your date of birth is _____.
 - d. IF PROGRAM-BASED
 - i. The government assistance you are on is _____.
 - e. IF INCOME BASED
 - i. The number of persons in your household is ___ and your [annual or monthly—state one] income is \$_____.
4. Very Good. Now if you will confirm you qualify for Lifeline by answering yes or no to each of these statements under penalty of perjury:
 - a. IF TRIBAL: You certify that you live on Tribal land. [yes or no]
 - b. You are aware that Lifeline is a federal government assistance program, that you may not transfer your service to anyone, and only one Lifeline discount per household is allowed. If you currently receive Lifeline from another phone company, you will notify them that you are no longer qualify for their Lifeline service. [yes or no]
 - c. You are qualified to receive Lifeline and will notify True Wireless within 30 days if you no longer receive _____ government assistance or someone else in your household receives Lifeline. [yes or no]
 - d. You understand that if you move, you will need to provide us with your new address within 30 days. I understand that if I fail to do this I may be subject to penalties. [yes or no]
 - e. True Wireless will contact you once per year to verify that you remain eligible, and you understand that if you do not respond or are no longer eligible, you will lose your Lifeline benefits. [yes or no]

- f. You authorize True Wireless to verify your eligibility with, and release your personal information (such as name, qualifying program, income level) to entities and databases that manage the Lifeline program, including the Universal Service Administrative Company. [yes or no]
 - g. You understand that providing false information to receive Lifeline benefits can result in fines, imprisonment or denial of benefits, and certify that all the information you have provided is true and correct to the best of your knowledge. [yes or no]
[The applicant MUST say "yes" to EACH of the questions or the application MUST be denied.]
5. Mr./Mrs. ____ Thank you and your order is now complete. Thank you for calling True Wireless and have a great day!

Exhibit 3
Lifeline Certification Forms



90 mins. FREE (funded by Lifeline)

Arkansas Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name | First Name | Middle Initial

Birth Date | Contact Phone Number | Last 4 digits of Social Security Number

Residential Address (No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address | Apt: | City | State | Zip Code

Billing Address (if different) | Apt: | City | State | Zip Code

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

I certify that I participate in one of the following programs (check one):
You must provide documentation demonstrating your current participation in the program checked below.

- Federal Public Housing Assistance (Section 8)
- Supplemental Security Income
- National School Lunch Program's free lunch program
- Supplemental Nutrition Assistance Program
- Temporary Assistance to Needy Families
- Medicaid
- Low-Income Home Energy Assistance Program

If you wish to qualify based on income, a different form is required.

Certification Under Penalty of Perjury

I certify under penalty of perjury that (check or initial):

- ___ I acknowledge that Lifeline is a federal government benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- ___ I acknowledge that only one Lifeline service is available per household, and that, to the best of my knowledge, no other person in my household is receiving a Lifeline service. (For purposes of Lifeline, a "household" is any individual or group of individuals who live together at the same address and share income and expenses.)
- ___ I acknowledge that a household is not permitted to receive Lifeline benefits from multiple providers and that violation of this limitation constitutes a violation of the rules of the Federal Communications Commission and will result in de-enrollment from the Lifeline program. If I am participating in another Lifeline program at the time I apply for True Wireless Lifeline service, I agree to cancel that Lifeline service with any other provider.
- ___ I acknowledge that Lifeline is non-transferable and that I may not transfer my benefit to any other person.
- ___ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- ___ I will notify True Wireless within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline services, such as no longer participating in any of qualifying program, or if I or a member of my household receives another Lifeline benefit. I understand that if I fail to do this I may be subject to penalties.
- ___ I acknowledge that I may be required to re-certify to my continued eligibility for Lifeline at any time, and that my failure to re-certify will result in de-enrollment and termination of my Lifeline benefits.
- ___ If I move to a new address, I will provide the new address to True Wireless within 30 days.
- ___ If I provided a temporary address, I will be required to verify my temporary address every 90 days. If I do not provide verification within 30 days, I will be de-enrolled from the Lifeline program.
- ___ I authorize True Wireless to access any records required to verify my statements on this form and to confirm my eligibility under the Lifeline program. I also authorize True Wireless to release any records required for the administration of the Lifeline program (for example, name, telephone number, address, qualifying program or income level), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline program. Failure to consent will result in a denial of service.
- ___ I certify that the information contained in this certification is true and correct to the best of my knowledge.

Applicant's Signature

Date

Please mail: True Wireless Lifeline Processing Center, PO Box 9040, Toledo, OH 43682-4010

Customer Service: 877-412-1919

Fax: 1-855-254-4611

www.gotruewireless.com



90 mins. FREE (funded by Lifeline)

Arkansas Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name	First Name	Middle Initial
Birth Date	Contact Phone Number	Last 4 digits of Social Security Number
Residential Address <small>(No P.O Boxes for res. Address) This is my (check one):</small>	Apt: <input type="checkbox"/> Permanent Address	City <input type="checkbox"/> Temporary Address
Billing Address (if different)	Apt:	City
		State
		Zip Code

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

I certify that my household income is at or below 135% of the Federal Poverty Guidelines as indicated below:

<p>Eligibility for Lifeline may apply if your household income is at or below 135% of the Federal Poverty Guidelines for a household of that size. Indicate which income range applies to you in the chart. You must provide proof of eligibility based on income, which can include:</p> <ul style="list-style-type: none"> • Last year's federal or state tax return • Current income statement from an employer or paycheck stub • A Social Security statement of benefits • A retirement/pension statement of benefits • An Unemployment/Workers' Compensation statement of benefit • Federal notice letter of participation in General Assistance • Divorce decree, child support award or other official document containing income information <p><small>Documents must cover a full year or 3 consecutive months' worth of the same types of document within the previous 12 months</small></p>	Check or complete	Persons in Household	Annual Income	Monthly Income
	1	1	\$15,079	\$1,257
	2	2	\$20,425	\$1,702
	3	3	\$25,771	\$2,148
	4	4	\$31,117	\$2,593
	5	5	\$36,463	\$3,039
	6	6	\$41,809	\$3,484
	7	7	\$47,155	\$3,930
	8	8	\$52,501	\$5,375
___ # in Household		For each add'l person, add:	\$5,346	\$445

Certification Under Penalty of Perjury

I certify under penalty of perjury that (check or initial):

- I acknowledge that Lifeline is a federal government benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- I acknowledge that only one Lifeline service is available per household, and that, to the best of my knowledge, no other person in my household is receiving a Lifeline service. (For purposes of Lifeline, a "household" is any individual or group of individuals who live together at the same address and share income and expenses.)
- I acknowledge that a household is not permitted to receive Lifeline benefits from multiple providers and that violation of this limitation constitutes a violation of the rules of the Federal Communications Commission and will result in de-enrollment from the Lifeline program. If I am participating in another Lifeline program at the time I apply for True Wireless Lifeline service, I agree to cancel that Lifeline service with any other provider.
- I acknowledge that Lifeline is non-transferable and that I may not transfer my benefit to any other person.
- I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- I will notify True Wireless within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline services, such as no longer participating in any of qualifying program, or if I or a member of my household receives another Lifeline benefit. I understand that if I fail to do this I may be subject to penalties.
- I acknowledge that I may be required to re-certify to my continued eligibility for Lifeline at any time, and that my failure to re-certify will result in de-enrollment and termination of my Lifeline benefits.
- If I move to a new address, I will provide the new address to True Wireless within 30 days.
- If I provided a temporary address, I will be required to verify my temporary address every 90 days. If I do not provide verification within 30 days, I will be de-enrolled from the Lifeline program.
- I authorize True Wireless to access any records required to verify my statements on this form and to confirm my eligibility under the Lifeline program. I also authorize True Wireless to release any records required for the administration of the Lifeline program (for example, name, telephone number, address, qualifying program or income level), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline program. Failure to consent will result in a denial of service.
- I certify that the information contained in this certification is true and correct to the best of my knowledge.

Applicant's Signature _____

Date _____

Please mail: True Wireless Lifeline Processing Center, PO Box 9040, Toledo, OH 43682-4010
 Customer Service: 877-412-1919 Fax: 1-855-254-4611

www.gotruewireless.com



90 mins. FREE (funded by Lifeline)

Maryland Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name | First Name | Middle Initial

Birth Date | Contact Phone Number | Last 4 digits of Social Security Number

Residential Address (No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address | Apt: | City | State | Zip Code

Billing Address (if different) | Apt: | City | State | Zip Code

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

I certify that I participate in one of the following programs (check one):
You must provide documentation demonstrating your current participation in the program checked below.

- Federal Public Housing Assistance (Section 8)
- Supplemental Security Income
- Temporary Disability Assistance Program (TDAP)
- Supplemental Nutrition Assistance Program
- Temporary Assistance to Needy Families
- National School Lunch Program's free lunch program
- Medicaid
- Medical Assistance (MA) Temporary
- Maryland Energy Assistance Program (MEAP)
- Low-Income Home Energy Assistance Program
- Cash Assistance (TCA)
- Electric Universal Service Program (EUSP)
- Public Assistance to Adults

Certification Under Penalty of Perjury

I certify under penalty of perjury that (check or initial):

- I acknowledge that Lifeline is a federal government benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- I acknowledge that only one Lifeline service is available per household, and that, to the best of my knowledge, no other person in my household is receiving a Lifeline service. (For purposes of Lifeline, a "household" is any individual or group of individuals who live together at the same address and share income and expenses.)
- I acknowledge that a household is not permitted to receive Lifeline benefits from multiple providers and that violation of this limitation constitutes a violation of the rules of the Federal Communications Commission and will result in de-enrollment from the Lifeline program. If I am participating in another Lifeline program at the time I apply for True Wireless Lifeline service, I agree to cancel that Lifeline service with any other provider.
- I acknowledge that Lifeline is non-transferable and that I may not transfer my benefit to any other person.
- I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- I will notify True Wireless within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline services, such as no longer participating in any of qualifying program, or if I or a member of my household receives another Lifeline benefit. I understand that if I fail to do this I may be subject to penalties.
- I acknowledge that I may be required to re-certify to my continued eligibility for Lifeline at any time, and that my failure to re-certify will result in de-enrollment and termination of my Lifeline benefits.
- If I move to a new address, I will provide the new address to True Wireless within 30 days.
- If I provided a temporary address, I will be required to verify my temporary address every 90 days. If I do not provide verification within 30 days, I will be de-enrolled from the Lifeline program.
- I authorize True Wireless to access any records required to verify my statements on this form and to confirm my eligibility under the Lifeline program. I also authorize True Wireless to release any records required for the administration of the Lifeline program (for example, name, telephone number, address, qualifying program or income level), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline program. Failure to consent will result in a denial of service.
- I certify that the information contained in this certification is true and correct to the best of my knowledge.

Applicant's Signature

Date

Please mail: True Wireless Lifeline Processing Center, PO Box 9040, Toledo, OH 43682-4010

Customer Service: 877-412-1919

Fax: 1-855-254-4611

www.gotruewireless.com



90 mins. FREE (funded by Lifeline)

Maryland Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name	First Name	Middle Initial
Birth Date	Contact Phone Number	Last 4 digits of Social Security Number
Residential Address <small>(No P.O Boxes for res. Address)</small>	Apt: <input type="checkbox"/> Permanent Address	City <input type="checkbox"/> Temporary Address
	State	Zip Code
Billing Address (if different)	Apt:	City
	State	Zip Code

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

I certify that my household income is at or below 135% of the Federal Poverty Guidelines as indicated below:

<p>Eligibility for Lifeline may apply if your household income is at or below 135% of the Federal Poverty Guidelines for a household of that size. Indicate which income range applies to you in the chart. You must provide proof of eligibility based on income, which can include:</p> <ul style="list-style-type: none"> • Last year's federal or state tax return • Current income statement from an employer or paycheck stub • A Social Security statement of benefits • A retirement/pension statement of benefits • An Unemployment/Workers' Compensation statement of benefit • Federal notice letter of participation in General Assistance • Divorce decree, child support award or other official document containing income information <p><small>Documents must cover a full year or 3 consecutive months' worth of the same types of document within the previous 12 months</small></p>	Check or complete	Persons in Household	Annual Income	Monthly Income
	1		\$15,079	\$1,257
	2		\$20,425	\$1,702
	3		\$25,771	\$2,148
	4		\$31,117	\$2,593
	5		\$36,463	\$3,039
	6		\$41,809	\$3,484
	7		\$47,155	\$3,930
	8		\$52,501	\$5,375
	—# in Household	For each add'l person, add:	\$5,346	\$445

Certification Under Penalty of Perjury

I certify under penalty of perjury that (check or initial):

- ___ I acknowledge that Lifeline is a federal government benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- ___ I acknowledge that only one Lifeline service is available per household, and that, to the best of my knowledge, no other person in my household is receiving a Lifeline service. (For purposes of Lifeline, a "household" is any individual or group of individuals who live together at the same address and share income and expenses.)
- ___ I acknowledge that a household is not permitted to receive Lifeline benefits from multiple providers and that violation of this limitation constitutes a violation of the rules of the Federal Communications Commission and will result in de-enrollment from the Lifeline program. If I am participating in another Lifeline program at the time I apply for True Wireless Lifeline service, I agree to cancel that Lifeline service with any other provider.
- ___ I acknowledge that Lifeline is non-transferable and that I may not transfer my benefit to any other person.
- ___ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- ___ I will notify True Wireless within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline services, such as no longer participating in any of qualifying program, or if I or a member of my household receives another Lifeline benefit. I understand that if I fail to do this I may be subject to penalties.
- ___ I acknowledge that I may be required to re-certify to my continued eligibility for Lifeline at any time, and that my failure to re-certify will result in de-enrollment and termination of my Lifeline benefits.
- ___ If I move to a new address, I will provide the new address to True Wireless within 30 days.
- ___ If I provided a temporary address, I will be required to verify my temporary address every 90 days. If I do not provide verification within 30 days, I will be de-enrolled from the Lifeline program.
- ___ I authorize True Wireless to access any records required to verify my statements on this form and to confirm my eligibility under the Lifeline program. I also authorize True Wireless to release any records required for the administration of the Lifeline program (for example, name, telephone number, address, qualifying program or income level), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline program. Failure to consent will result in a denial of service.
- ___ I certify that the information contained in this certification is true and correct to the best of my knowledge.

Applicant's Signature _____ Date _____

Please mail: True Wireless Lifeline Processing Center, PO Box 9040, Toledo, OH 43682-4010
 Customer Service: 877-412-1919 Fax: 1-855-254-4611 www.gotruewireless.com



<input type="checkbox"/>	1000 mins. \$1.00 (includes \$34.25 in Lifeline Funding)
<input type="checkbox"/>	Unlimited mins. \$6.75 (includes \$34.25 in Lifeline Funding)

Oklahoma Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name			First Name			Middle Initial			
Birth Date			Contact Phone Number			Last 4 digits of Social Security # or Tribal ID			
Residential Address <small>(No P.O Boxes for res. Address) This is my (check one):</small>			Apt:	City		State		Zip Code	
			<input type="checkbox"/> Permanent Address	<input type="checkbox"/> Temporary Address					
Billing Address (if different)			Apt:	City		State		Zip Code	
I certify I live on Tribal land:			<input type="checkbox"/> Yes	<input type="checkbox"/> No					
Multiple households sharing an address:			<input type="checkbox"/> I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.						

Lifeline Application

I certify that I participate in one of the following programs (check one):
You must provide documentation demonstrating your current participation in the program checked below.

- | | | |
|---|--|---|
| <input type="checkbox"/> Federal Public Housing Assistance (Section 8) | <input type="checkbox"/> Supplemental Security Income | <input type="checkbox"/> Vocational Rehabilitation (including hearing impaired) |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program | <input type="checkbox"/> Temporary Assistance to Needy Families | <input type="checkbox"/> National School Lunch Program's free lunch program |
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Head Start (only those households meeting its income qualifying standard) | <input type="checkbox"/> Tribally administered Temporary Assistance to Needy Families |
| <input type="checkbox"/> Low-Income Home Energy Assistance Program | <input type="checkbox"/> Oklahoma Sales Tax Relief | |
| <input type="checkbox"/> Food Distribution Program on Indian Reservations | <input type="checkbox"/> Bureau of Indian Affairs general assistance | |

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If I move to a new address, I will provide the new address to True Wireless within 30 days.

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Unlimited mins. \$6.75 (includes \$34.25 in Lifeline Funding)

Oklahoma Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name _____ First Name _____ Middle Initial _____

Birth Date _____ Contact Phone Number _____ Last 4 digits of Social Security # or Tribal ID _____

Residential Address _____ Apt: _____ City _____ State _____ Zip Code _____

(No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address

Billing Address (if different) _____ Apt: _____ City _____ State _____ Zip Code _____

I certify I live on Tribal land: Yes No

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

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www.gotruewireless.com



90 mins. FREE (funded by Lifeline)

Rhode Island Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name First Name Middle Initial

Birth Date Contact Phone Number Last 4 digits of Social Security # or Tribal ID

Residential Address Apt: City State Zip Code
(No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address

Billing Address (if different) Apt: City State Zip Code

I certify I live on Tribal land: Yes No

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

I certify that I participate in one of the following programs (check one):
You must provide documentation demonstrating your current participation in the program checked below.

- Federal Public Housing Assistance (Section 8)
 Supplemental Security Income
 National School Lunch Program's free lunch program
 Supplemental Nutrition Assistance Program
 Temporary Assistance to Needy Families Program
 Rhode Island Medical Assistance Program
 Medicaid
 Family Independence Program
 Rhode Island Pharmaceutical Assistance to the Elderly
 Low-Income Home Energy Assistance Program
 General Public Assistance
 Bureau of Indian Affairs General Assistance
 Food Distribution Program on Indian Reservations
 Head Start (only those households meeting its income qualifying standard)
 Tribally administered Temporary Assistance for Needy Families

If you wish to qualify based on income, a different form is required.

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Customer Service: 877-412-1919

Fax: 1-855-254-4611

www.gotruewireless.com



90 mins. FREE (funded by Lifeline)

Rhode Island Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name		First Name		Middle Initial
Birth Date	Contact Phone Number		Last 4 digits of Social Security # or Tribal ID	

Residential Address
 (No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address

Apt: _____ City _____ State _____ Zip Code _____

Billing Address (if different)

Apt: _____ City _____ State _____ Zip Code _____

I certify I live on Tribal land: Yes No

Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

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Applicant's Signature _____ Date _____



90 Min. FREE (funded by Lifeline)

Texas Lifeline Application Form
Customer Account Number
Today's Date:

Fill Out Your Information

Last Name | First Name | Middle Initial
Birth Date | Contact Phone Number | Last 4 digits of Social Security # or Tribal ID
Residential Address (No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address
Apt: | City | State | Zip Code
Billing Address (if different) Apt: | City | State | Zip Code
I certify I live on Tribal land: Yes No
Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

Lifeline Application

I certify that I participate in one of the following programs (check one):
You must provide documentation demonstrating your current participation in the program checked below.

- Federal Public Housing Assistance (Section 8)
- Supplemental Security Income
- CHIP
- Supplemental Nutrition Assistance Program
- Temporary Assistance to Needy Families
- National School Lunch Program's free lunch program
- Medicaid
- Low income Housing Assistance Program

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Date

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Customer Service: 877-412-1919 Fax: 1-855-254-4611

www.gotruewireless.com



90 Min. FREE (Funded by Lifeline)

Texas Lifeline Application Form
 Customer Account Number
 Today's Date:

Fill Out Your Information

Last Name _____ First Name _____ Middle Initial _____
 Birth Date _____ Contact Phone Number _____ Last 4 digits of Social Security # or Tribal ID _____
 Residential Address _____ Apt: _____ City _____ State _____ Zip Code _____
 (No P.O Boxes for res. Address) This is my (check one): Permanent Address Temporary Address
 Billing Address (if different) _____ Apt: _____ City _____ State _____ Zip Code _____
 I certify I live on Tribal land: Yes No
 Multiple households sharing an address: I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate Lifeline Household Worksheet.

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I certify that my household income is at or below 150% of the Federal Poverty Guidelines as indicated below:

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<ul style="list-style-type: none"> Last year's federal or state tax return Current income statement from an employer or paycheck stub A Social Security statement of benefits A retirement/pension statement of benefits An Unemployment/Workers' Compensation statement of benefit Federal notice letter of participation in General Assistance Divorce decree, child support award or other official document containing income information Documents must cover a full year or 3 consecutive months' worth of the same types of document within the previous 12 months		1	\$16,755	\$1,397
		2	\$22,695	\$1,892
		3	\$28,635	\$2,387
		4	\$34,575	\$2,882
		5	\$40,515	\$3,377
		6	\$46,455	\$3,872
		7	\$52,395	\$4,367
		8	\$58,335	\$4,862
	___ # in Household	For each add'l person, add:	\$5,730	\$477

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www.getruewireless.com

Exhibit 4
Sample Marketing

Free 90 Monthly Minutes

Free Enrollment

No Contract

No Deposit

No Credit Check

www.gotruewireless.com



This offering is a Lifeline-supported service. Lifeline is a government assistance program and only eligible consumers may enroll in the program. EBT card or government documentation that clearly shows proof of participation in EBT (food stamps) is required. Please call for other qualifying programs in your state and requirements. Lifeline is limited to one benefit per household, consisting of either wireline or wireless service, and is not transferable.

**90 FREE Monthly
Minutes**



FREE

**Great
Phone**

ENROLL TODAY!

www.gotruewireless.com

