

March 29, 2012

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: WC Dockets 09-197 and 11-42, Compliance Plan of True Wireless, LLC

Dear Secretary Dortch:

Pursuant to the Commission's recent Lifeline Reform Order and Public Notice, attached please find the compliance plan of True Wireless, LLC ("True Wireless").¹ True Wireless is also filing today an amendment to its Petition for Designation as an Eligible Telecommunications Carrier for Low Income Support Only, which is currently pending before the Commission.

True Wireless requests expedited approval of its Compliance Plan as it intends to participate in the Commission's broadband pilot program, described in the Lifeline Reform Order.

Respectfully submitted,



Danielle Frappier

¹ *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 (rel. Feb. 6, 2012); *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).

**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

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. True Wireless’ Compliance Plan is filed in accordance with the procedures established in the *Lifeline Reform Order*¹ and clarified the *Public Notice* issued by the Wireline Competition Bureau on February 29, 2012.² True Wireless is submitting simultaneously with this Compliance Plan an Amendment³ to its pending Petition for designation as an eligible

¹ *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*”).

² *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*”).

³ *True Wireless, LLC Petition for Designation as an Eligible Telecommunications Carrier for Low Income Support Only*, Amendment to Petition, WC Docket No. 09-197 (filed Mar. 29, 2012).

telecommunications carrier (“ETC”) in states that have declined jurisdiction over wireless carriers.⁴

True Wireless respectfully requests expeditious approval of its Petition and its Compliance Plan 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 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 will fully comply 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 already has implemented or intends to implement 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. The sole managing member of True Wireless is Kevin Brian Cox, who more commonly goes by the name of Brian Cox. 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.

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).

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 markets its services, but may do so in the near future.

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 eight states,⁶ and an ETC petition pending with the Commission for nine states.⁷ 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, 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.

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

⁶ Those states include Georgia, Idaho, Louisiana, Missouri, 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.

⁷ The states included in True Wireless' petition filed with this Commission are: Alabama, Connecticut, Delaware, Florida, New Hampshire, New York, North Carolina, Tennessee and Virginia. In the Amendment being filed simultaneously with this Compliance Plan, True Wireless also is requesting authority to serve the District of Columbia.

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 of 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 will offer 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.⁸ The service 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. Text messages will be valued at one talk minute per message sent and/or received. Subscribers who use the service outside of True Wireless' service area incur a roaming charge of \$0.59 per minute. The rate for directory

⁸ True Wireless will be updating its terms and conditions and tariffs to reflect this new pricing and the new standard \$9.25 discount in all non-Tribal areas of all states. True Wireless will also simplify its offerings to one plan (*i.e.*, the 90-minute plan described above) given that the vast majority of its subscribers choose this plan.

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 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 newly amended 47 C.F.R. § 54.202. True Wireless hereby certifies that it will comply with the service requirements applicable to the support it receives.⁹ 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.¹⁰

⁹ 47 C.F.R. § 54.202(a)(1).

¹⁰ 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." *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

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

True Wireless will comply with the requirements pertaining to consumer qualifications for Lifeline set forth in new section 54.409 of the Commission's rules¹¹ upon its effective date and any state-specific requirements in the various states in which True Wireless has been (or will be) designated an ETC. More specifically, True Wireless will require 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 will confirm 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.¹²

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 (either employees or third party customer service representatives) will 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 will be fully trained on the Commission's revised Lifeline eligibility rules and True Wireless' practices and policies designed to implement these new rules.

True Wireless will follow the Commission's requirements pertaining to acceptable documentation to establish eligibility based either on income level or participation in a qualified

nationwide calling. True Wireless will provide this toll control to qualifying low income consumers at no additional charge.

¹¹ 47 C.F.R. § 54.509.

¹² 47 C.F.R. § 54.409(c).

government assistance program, unless otherwise established by a state Lifeline administrator or other state agency. Specifically, acceptable documentation of program eligibility will include: (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.¹³ Acceptable documentation of income eligibility will include: (1) the prior year's state, federal, or Tribal tax return; (2) current income statement from an 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; (8) or 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.¹⁴ True Wireless personnel will examine and record the type of documentation presented by each prospective Lifeline subscriber, but will not retain copies of these documents.¹⁵ 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 will deny that application.

¹³ *Lifeline Reform Order* at ¶ 101.

¹⁴ 47 C.F.R. § 54.410(b)(1)(i)(B).

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

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.¹⁶ True Wireless will utilize that database when it becomes operational. Until that time, however, True Wireless will continue to use any relevant state databases where available, and will otherwise adhere to the following procedures for enrolling prospective customers into the Lifeline program.

True Wireless will implement certification procedures that will 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 through a designated state agency, True Wireless will have direct contact with all prospective customers applying for Lifeline service, either in person through its employees or third party representatives, or by telephone, facsimile or over the Internet. 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 will accept 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.¹⁷

Every prospective subscriber in a non-database state will be required to complete True Wireless' revised "Lifeline Application," once the new rules become effective. True Wireless' revised Lifeline Applications for the states in which it currently operates is attached hereto at

¹⁶ See *Lifeline Reform Order* at ¶ 403.

¹⁷ See *Lifeline Reform Order* at ¶ 168; 47 C.F.R. § 54.419.

Exhibit 1. These revised Lifeline Applications conforms to the requirements of the *Lifeline Reform Order*, 47 C.F.R. § 54.410(d) and 47 C.F.R. § 54.405.

True Wireless will collect 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 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 number¹⁸); (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.¹⁹

In accordance with 47 C.F.R. § 54.410(d), in its Lifeline Applications, True Wireless will require 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

¹⁸ True Wireless will only include language regarding a Tribal identification number on forms used in states with Tribal areas. *See* Oklahoma forms in Exhibit 1. Currently, True Wireless only serves Tribal communities in one state, Oklahoma.

¹⁹ 47 C.F.R. § 54.410(d)(2).

lands, that he or she lives on Tribal lands;²⁰ (4) if the subscriber moves to a new address, that he 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; (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; and (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.²¹

In accordance with 47 C.F.R. § 54.410(d)(1), True Wireless' Lifeline Application will 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 limitation constitutes a violation of the Commission's rules and will result in the subscriber's de-

²⁰ Because True Wireless' designated service areas includes only includes Tribal areas in one state (Oklahoma), only True Wireless' Lifeline Application specifically for Oklahoma will include this certification. *See* Oklahoma forms in Exhibit 1.

²¹ *See* Exhibit 1.

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.²²

Finally, in accordance with 47 C.F.R. § 54.405(c), True Wireless' Lifeline Application will indicate, 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.²³

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 will re-certify 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, 2012.²⁴ True Wireless will notify its subscribers in writing that a failure to respond to the recertification request will result in de-enrollment in the Lifeline program.²⁵ True Wireless will de-enroll subscribers who do not respond to the annual 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).

²² *Id.*

²³ *Id.*

²⁴ *Lifeline Reform Order* at ¶ 130.

²⁵ *Id.* at ¶ 142.

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

Within six months after the effective date of the *Lifeline Reform Order* (i.e., October 2012), True Wireless will incorporate into its marketing materials²⁶ for its Lifeline services, in clear, easily understood language: (1) that the service and supported by Lifeline, a government program; (2) that only eligible consumers may enroll in the program; (3) what documentation is necessary for enrollment; and (4) that the benefit is limited to one per household and is non-transferrable.²⁷ True Wireless also will disclose its name (the ETC) on all marketing materials.²⁸

A sample advertisement incorporating this language is attached hereto at Exhibit 2.

²⁶ "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).

²⁷ *Lifeline Reform Order* at ¶ 275; 47 C.F.R. § 54.405(c).

²⁸ *Lifeline Reform Order* at ¶ 275; 47 C.F.R. § 54.405(d).

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. According, True Wireless commits to implement 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 time of initial sign up of a new subscriber, the subscriber's service address is validated for accuracy against the USPS ("United States Postal Service") 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. 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 as subjected to a secondary USPS 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 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.²⁹

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 commits to continuing this practice in strict conformance with the requirements of 47 C.F.R. § 54.405(e)(3).

Specifically, after 60 days of non-use,³⁰ True Wireless will provide 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.³¹ True Wireless will 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.³²

²⁹ 47 C.F.R. § 54.407(c)

³⁰ 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).

³¹ 47 C.F.R. § 54.405(e)(3).

³² 47 C.F.R. § 54.405(e)(3).

One Per Household Rule. True Wireless will implement 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 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 will initiate its termination process in accordance with the procedures set forth in 47 C.F.R. § 54.405(e)(1).

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,



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(202) 973 - 4200

Counsel to True Wireless, LLC

March 29, 2012

Exhibit 1

Lifeline Applications



— 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	Home 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> <input type="checkbox"/> Permanent Address <input type="checkbox"/> Temporary Address			City	State
Billing Address (if different)			City	State
			Zip Code	Zip Code

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)
- Food Stamps/Supplemental Nutrition Assistance Program
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families Program (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch 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 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 herein and to confirm my continued eligibility for Lifeline and authorize social service agency representatives to discuss with and/or provide information to True Wireless verifying my participation in programs that qualify me for Lifeline.
- I certify that the information contained in this certification is true and correct to the best of my knowledge.

Applicant's Signature

Date

Please Fax: 1-855-254-4611 or

Mail: True Wireless, PO Box 34638, Bartlett, TN 38184

Customer Service: 877-412-1919

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

Lifeline Application

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

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:	Check One	Persons in Household	Annual Income	Monthly Income
<ul style="list-style-type: none"> Last year's federal or state tax return Current income statement from an employer or paycheck stub (must cover 3 consecutive months within the previous 12 months) 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 	<input type="checkbox"/>	1	\$15,079	\$1,257
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	<input type="checkbox"/>	3	\$25,771	\$2,148
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	<input type="checkbox"/>	7	\$47,155	\$3,930
	<input type="checkbox"/>	8	\$52,501	\$5,375
	<input type="checkbox"/>	For each add'l person, add:	\$5,346	\$445

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Applicant's Signature

Date

Please Fax: 1-855-254-4611 or

Mail: True Wireless, PO Box 34638, Bartlett, TN 38184

Customer Service: 877-412-1919

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	Home 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> <input type="checkbox"/> Permanent Address <input type="checkbox"/> Temporary Address			City	State
				Zip Code
Billing Address (if different)			City	State
				Zip Code

Lifeline Application

I certify that I participate in one of the following programs (check one):
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- | | | |
|--|---|---|
| <input type="checkbox"/> Federal Public Housing Assistance (Section 8) | <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Temporary Disability Assistance Program (TDAP) |
| <input type="checkbox"/> Food Stamps/Supplemental Nutrition Assistance Program | <input type="checkbox"/> Temporary Assistance to Needy Families Program(TANF) | <input type="checkbox"/> National School Lunch Program |
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Public Assistance to Adults (PPA) | <input type="checkbox"/> Maryland Energy Assistance Program (MEAP) |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) | <input type="checkbox"/> Temporary Cash Assistance (TCA) | <input type="checkbox"/> Electric Universal Service Program (EUSP) |

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__ 90 mins. FREE (funded by Lifeline)

Maryland Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

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Residential Address (No P.O Boxes for res. Address) This is my (check one): <input type="checkbox"/> Permanent Address <input type="checkbox"/> Temporary Address		City	State	Zip Code
Billing Address (if different)		City	State	Zip Code

Lifeline Application

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___ 1000 mins. \$1.00 (+\$34.25 in Lifeline Funding)
 ___ Unlimited mins. \$6.75 (+\$34.25 in Lifeline Funding)
 Yes___ No___ I certify I live on Tribal land

Oklahoma Lifeline Application Form

Customer Account Number

Today's Date:

Fill Out Your Information

Last Name		First Name		Middle Initial
Birth Date	Home 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): <input type="checkbox"/> Permanent Address <input type="checkbox"/> Temporary Address			City	State
				Zip Code
Billing Address (if different)			City	State
				Zip Code

Lifeline Application

I certify that I participate in one of the following programs (check one):
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- | | | |
|---|---|---|
| <input type="checkbox"/> Federal Public Housing Assistance (Section 8) | <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Vocational Rehabilitation Program |
| <input type="checkbox"/> Food Stamps/Supplemental Nutrition Assistance Program | <input type="checkbox"/> Temporary Assistance to Needy Families Program (TANF) | <input type="checkbox"/> National School Lunch Program |
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Head Start (income eligible/income qualifying products of tribal lands only) | <input type="checkbox"/> Tribally-Administered Temporary Assistance to Needy Families (TTANF) |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) | <input type="checkbox"/> Sales Tax Relief Act | |
| <input type="checkbox"/> Food Distribution Program on Indian Reservations (FDPIR) | <input type="checkbox"/> Bureau of Indian Affairs General Assistance | |

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Lifeline Application

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— 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	Home 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> <input type="checkbox"/> Permanent Address <input type="checkbox"/> Temporary Address			City	State Zip Code
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| <input type="checkbox"/> Food Stamps/Supplemental Nutrition Assistance Program | <input type="checkbox"/> Temporary Assistance to Needy Families Program (TANF) | <input type="checkbox"/> RI Medical Assistance to the Elderly |
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Family Independence Program (FIP) | <input type="checkbox"/> RI Pharmaceutical Assistance to the Elderly |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) | <input type="checkbox"/> General Public Assistance | |

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www.gotruewireless.com

Exhibit 2

Sample Marketing Material

90 FREE Monthly Minutes



**FREE
Great
Phone**

ENROLL TODAY!

www.gotruewireless.com



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.