

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of Telecommunications Carriers
Eligible for WC Docket No. 09-197 Universal
Service Support

WC Docket No. 09-197

Lifeline and Link Up Reform and Modernization

WC Docket No. 11-42

Telscape Communications, Inc.'s Compliance Plan

COMPLIANCE PLAN OF TELSCAPE COMMUNICATIONS, INC.

Telscape Communications, Inc. dba Telscape Wireless (“Telscape”) by and through its undersigned attorney of record, 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. Telscape hereby files its Compliance Plan in accordance with the procedures established in the *Lifeline Reform Order*¹ and corresponding rules set forth in the Code of Federal Regulations (“CFR”), Title 47 Part 54 (“Rules”).

I. BACKGROUND.

In the *Lifeline Reform Order*, the Commission stated that it would grant forbearance from the “own-facilities” requirement contained in 47 U.S.C. § 214(e)(1)(A) for carriers that are, or seek to become, Lifeline-only ETCs, subject to such the following conditions:

- the carrier complying with certain 911 requirements detailed in the *Lifeline Reform Order*, including: (a) providing its Lifeline subscribers with 911 and E911 access, regardless of activation status and availability of minutes; (b) providing its Lifeline

¹ *In the Matter of Lifeline and Link Up Reform and Modernization Lifeline and Link Up, Federal-State Joint Board on Universal Service, Advancing Broadband Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report and Order and Further Notice of Proposed Rulemaking, FCC 11-12, ¶ 172 (rel. Feb. 6, 2012) (hereafter “*Lifeline Reform Order*”).

subscribers with E911-compliant handsets and replacing, at no additional charge to the subscriber, noncompliant handsets of Lifeline-eligible subscribers who obtain Lifeline-supported services; and (c) complying with conditions (a) and (b) starting on the effective date of this Order.²

- the carrier submitting a compliance plan that (a) outlines the measures the carrier will take to implement the obligations contained in this Order, including but not limited to the procedures the ETC follows in enrolling a subscriber in Lifeline and submitting for reimbursement for that subscriber from the Fund, materials related to initial and ongoing certifications and sample marketing materials, as well as further safeguards against waste, fraud and abuse the Bureau may deem necessary; and (b) provides a detailed description of how the carrier offers service, the geographic areas in which it offers service, and a description of the carrier's various Lifeline service plan offerings, including subscriber rates, number of minutes included and types of plans available.³

As set forth below, Telscape demonstrates this Compliance Plan is consistent with the requirements set forth in the *Lifeline Reform Order* and respectfully requests that the Commission grant this Petition so that Telscape may operate under the “blanket forbearance” grant extended to all qualifying providers under the *Lifeline Reform Order*. Telscape commits to complying with its Compliance Plan in all states where it receives designation as a Lifeline-only ETC.

II. TELSCAPE IS FINANCIALLY AND TECHNICAL CAPABLE OF PROVIDING LIFELINE SERVICE UNDER THE COMMISSION'S RULES.

Telscape is based in Los Angeles, California and has been providing traditional wireline service since approximately 1996 and wireless service since approximately 2007 in the State of California. On October 6, 2011, the California Public Utilities Commission designated Telscape as an ETC in the state of California for purposes of participating in the Lifeline program.

Telscape also anticipates providing service in other states, and upon doing so will file ETC petitions with regulatory commissions in those states or the FCC, as applicable. Telscape does

² *Lifeline Reform Order*, ¶ 373.

³ *Id.*, ¶ 379.

not seek ETC designation for purposes of serving any high-cost areas in any of the states where Telscape operates or intends to operate.

Telscape is a competitive carrier that focuses on offering specialized services to meet the needs of the Spanish-speaking market, as well as low-income consumers. Telscape operates with the belief that the Hispanic, Spanish-speaking population has specific, identifiable needs that extend far beyond being able to merely speak the language. Telscape has spent the last decade focused on serving low-income communities within both the Spanish and English speaking communities and in doing so has provided these communities with affordable wireline and wireless service.

As a long-time provider of both wireline and wireless services in California, Telscape has a proven record of technical and financial qualifications. For example, Telscape owns and operates its own switching facilities back-office and operations support systems (“OSS”) which allow it operate at lower costs and pass those savings on to its subscribers, as opposed to other competitive carriers that do not own and operate any type of network facilities and are pure resellers. Throughout the years, Telscape has invested substantial revenue to develop, integrate and maintain its systems.

Telscape possesses the financial viability, as well as the expertise to continue to provide affordable and quality service to customers and has the proven experience to continue to abide by all federal and state regulatory guidelines. Telscape derives the majority of its revenue from the telecommunications services it provides to its customers. Telscape does not and will not rely exclusively on the Universal Service Fund (“USF”) disbursements to operate, but rather relies on revenues it receives from providing non-Lifeline wireline and wireless service, as well as high-

speed Internet services. Telscape is a fully audited corporation and has not been subject to any type of enforcement action or ETC revocation proceeding.

Telscape provides its wireless service under the name “Telscape Wireless” and is very clear about marketing, advertising and promoting the Telscape Wireless name. Telscape does not offer wireless services under any other brand or company names. Telscape reports all access lines and revenue for its wireline and wireless services under one corporate entity, but provides wireless service under the names “Telscape” and/or “Telscape Wireless.” Telscape does not directly own any other corporate entities. Telscape is one-hundred percent owned by its holding company, TSC Acquisition Inc.

III. TELSCAPE SERVICE AREA AND LIFELINE SERVICE PLANS.

Telscape has been providing both pre-paid and traditional post-paid, non-Lifeline, wireless service since 2007 and has focused solely on the State of California. In its existing service territory in California, Telscape offers wireless service to consumers throughout the coverage area of its underlying carrier, Sprint Spectrum. Telscape makes the following Lifeline plans available in those areas:

Plan 1 – 300 Minutes \$2.50 a month

Call Waiting	Included
3 Way Calling	Included
Caller ID	Included
Voicemail	Included
Directory Assistance	\$1.50 per call

Plan 2 – 1,100 Minutes \$20.00 a month

Call Waiting	Included
3 Way Calling	Included
Caller ID	Included
Voicemail	Included
Directory Assistance	\$1.50 per call

Additional Minutes. For both Plans above, if they wish to purchase additional minutes, they may do so at any time during a given month and such minutes will be available at \$0.03 per

minute, with a minimum purchase of 200 minutes. For example, 200 additional minutes will cost \$6.00 and 500 additional minutes will cost \$15.00.

Text Messages. Plans above include text messaging and text messages will be assessed at a rate of 1 minute per text message sent and 1 minute per text message received.

Other. Telscape's plans include a free handset and the customer calling features listed above. Customers are not limited by a local calling area and may use the minutes for any type of call other than international calls. Calls to 911 are free and customers may call 911 regardless of the availability of minutes. There is a \$30.00 activation fee for Telscape wireless service.

IV. COMPLIANCE WITH RULES RELATING TO DETERMINATIONS OF SUBSCRIBER ELIGIBILITY FOR LIFELINE SERVICES.

Under the *Lifeline Reform Order*, ETCs must demonstrate their compliance with rules relating to determinations of subscriber eligibility for Lifeline services, including initial eligibility, certification, and annual re-certification procedures.⁴ In addition to the Commission's rules, Telscape will comply with all certification and verification requirements for Lifeline eligibility established by states where Telscape is designated as an ETC. For states that do not have a Lifeline administrator or state agency responsible for determining eligibility and initial certifications and annual certifications, or otherwise have established rules for such, Telscape certifies it will comply with the Commission's certification and verification requirements. Telscape will follow the procedures outlined below until such time as the Commission implements its planned National Lifeline Accountability Database. In addition, Telscape will comply with all certification and verification requirements for Lifeline eligibility established by states where Telscape is designated as an ETC.

A. Procedures for Initial Eligibility Determination and Certification of Lifeline Subscribers.

⁴ See Id.

With respect to determining eligibility certification procedures, the Rules provide that an ETC must determine a Lifeline applicant's eligibility and provide and receive certification forms with proper documentation from Lifeline subscribers, except where there is a state Lifeline administrator or a state agency responsible for doing so.

In states where there is a third party entity acting as the Lifeline administrator (also referred to as the "Certifying Agent" in California) and is responsible for determining the eligibility of consumers seeking to subscribe to Lifeline service, sending out certification forms, reviewing documentation and providing ETCs certification forms for subscribers deemed eligible for Lifeline, Telscape will comply with the program rules established in those states in conformance with the Commission's rules. Telscape will cooperate fully with any Lifeline administrator and take any necessary steps to ensure it is in compliance with both state and federal enrollment and certification procedures.

In California, for example, during the initial sign up for service, Telscape will (a) to avoid duplication, request the subscriber 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; and (b) inform the subscriber of both the income- and program-based eligibility requirements to determine if initial eligibility. Again, while the Lifeline administrator is aware of and responsible for complying with the Commission's revised Lifeline eligibility rules, Telscape employees who have contact with potential Lifeline customers are fully trained on the Commission's revised Lifeline eligibility rules and Telscape has updated its practices and policies to account for the new rules.

If a new subscriber indicates that she is eligible for Lifeline service, Telscape will provide the subscriber's relevant information to the Lifeline administrator in conformance with

any state or Lifeline administrator specific rules. The Lifeline administrator will provide the requisite forms and be responsible for processing those forms when returned and ensuring the documentation is satisfactory. Telscape will not subscribe the subscriber to Lifeline service or seek reimbursement for providing Lifeline to such subscriber, until it receives a certification of eligibility from the Lifeline administrator.

In states where there is not a Lifeline administrator or state agency responsible for determining initial eligibility and certifying Lifeline applicants eligibility for Lifeline service, Telscape will, in conformance with Rule 54.410, 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 based on the income-eligibility criteria set forth in Rules 54.409(a)(1) or (a)(3); or (2) the household's participation in one of the federal assistance programs listed in new Rule 54.409(a)(2) or Rule 54.409(a)(3). Telscape submits that it will comply with all of the requirements pertaining to consumer qualifications for Lifeline set forth in Rule 54.409, as well as any state-specific requirements.

Telscape will review income- and program-based requirements with subscribers via telephone contact or point of sale contact at one of Telscape's retail locations.⁵ During the initial contact whether in person or by telephone, Telscape will (A) 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; and (B) inform the subscriber of both the income- and program-based eligibility requirements of the Commission, and any state-specific requirements, to

⁵ For example, Telscape has retail store locations called "Telemercados" throughout its service areas in the Los Angeles and San Diego California areas to provide its subscribers the opportunity to walk in and deal with a Telscape representative directly, as well as over 380 authorized payment locations throughout all of Southern California.

determine the subscriber's initial eligibility. If available, Telscape will also access appropriate "income databases" and "eligibility database."⁶

After determining initial eligibility, Telscape will provide the subscriber with a certification form in compliance with Rule 54.410(d). Specifically, Telscape will provide a form that requires subscribers to provide certain information and certify that they meet either the income-based eligibility requirements or the program-based requirements, make certain certifications and submit documentation. Specifically, Telscape will collect the following information from the potential Lifeline customers in its Lifeline application forms: (i) the subscriber's full name; (ii) the subscriber's full residential address (P.O. Boxes are not permitted); (iii) whether the residential address is permanent or temporary; (iv) the subscriber's billing address, if different; (v) the subscriber's date of birth; (vi) 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 number; (vii) 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 (viii) if the subscriber is seeking to qualify for Lifeline under the income-based criterion, the number of individuals in his or her household.

Additionally, in accordance with Rule 54.410(d), in its Lifeline application, Telscape will require all Lifeline applicants to certify, under penalty of perjury, that:

- the subscriber meets the income-based or program-based eligibility criteria for receiving Lifeline;
- the subscriber will notify its carrier within 30 days if, for any reason, he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the

⁶ See 47 C.F.R. §§ 54.410(b)(1)(i)(A) and 54.410(c)(1)(i)(A).

- 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;
- if the subscriber moves to a new address, he or she will provide that new address to the eligible telecommunications carrier within 30 days;
 - if the subscriber provided a temporary residential address to the eligible telecommunications carrier, he or she will be required to verify his or her temporary residential address every 90 days;
 - the subscriber's household will receive only one Lifeline service and, to the best of his or her knowledge, the subscriber's household is not already receiving a Lifeline service;
 - the information contained in the subscriber's certification form is true and correct to the best of his or her knowledge,
 - the subscriber acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
 - the subscriber acknowledges that the subscriber may be required to re-certify his or her continued eligibility for Lifeline at any time, and the subscriber's failure to re-certify as to his or her continued eligibility will result in de-enrollment and the termination of the subscriber's Lifeline benefits pursuant to §54.405(e)(4).⁷

Further, once the National Database is established, Telscape will provide the information above along with the following information to the National Database:

- Telephone number (for Lifeline handset)
- Date of service initiation
- Date of de-enrollment (if applicable)
- Means by which the subscriber qualified for support
- Amount of Lifeline support received by the subscriber each month
- Whether the subscriber receives Link Up support.

Telscape will adhere to the certification procedures that allow potential Lifeline customers to evidence eligibility by submitting documentation via mail, facsimile or over the Internet. Telscape will make itself available as a direct point of contact with all Lifeline applicants, either in person through its employees, or by telephone, facsimile or over the Internet.

⁷ 47 C.F.R. § 54.410(d)(3).

If Telscape does not receive a completed application form and proper documentation, then Telscape will not subscribe the consumer to Lifeline service and will not provide any discounts or Lifeline rates.

If Telscape cannot determine a prospective subscriber's eligibility by accessing an appropriate database, then Telscape personnel will be trained on acceptable documentation required to establish income-based and program-based eligibility and will review each subscriber's documentation for compliance with Rule 54.410. If documentation is not sufficient, then Telscape will deny the corresponding application and inform the applicant of the reason for such rejection. If the documentation may not be satisfactory, then Telscape personnel will escalate review to supervisory personnel. For subscribers that submitting proof of income-eligibility or program-based eligibility, Telscape will not retain copies of such documentation but will maintain accurate records detailing how the customer demonstrated his or her eligibility.⁸

In compliance with Rule 54.410(g), if the subscriber provides Telscape with a temporary address, it will verify with the subscriber every 90 days that this address remains valid. If the subscriber fails to respond to the Telscape within 30 days, the subscriber will be de-enrolled from the Lifeline program.

B. Procedures for Annual Re-Certification.

Similar to the initial certification process, an ETC must annually certify all subscribers, unless there is a Lifeline administrator that is responsible for re-certification. In states where a Lifeline administrator is responsible for completing annual re-certifications, Telscape will rely on such administrator completing the annual certification. If the Lifeline administrator provides notice to Telscape that a current subscriber did not re-certify , then Telscape will comply with

⁸ 47 C.F.R. §§ 54.410(b)(1)(ii)-(iii) and 54.410(c)(1)(ii)-(iii).

the de-enrollment requirements provided for in Rule 54.405(e)(4). Telscape will cooperate fully with any Lifeline administrator and take any necessary steps to ensure it is in compliance with both state and federal re-certification procedures.

In states where there is not a Lifeline administrator, Telscape will require its Lifeline subscriber to annually re-certify their eligibility as set forth in Rules 54.410(f)(2) and (f)(5) and 54.405(e)(4). Telscape may complete the re-certification process on a rolling basis throughout the year. If Telscape cannot determine on-going eligibility by accessing a qualifying database, Telscape will re-certify the continued eligibility of its subscribers by contacting them in person, in writing (by mail), by phone, by text message, by email or otherwise through the Internet.⁹ Alternatively, beginning in 2013, Telscape may elect to have the USAC administer the annual self-certification process.¹⁰

Telscape will inform current Lifeline subscribers that they must provide confirm eligibility to retain Lifeline benefits, when Lifeline benefits will be terminate if such actions are not taken and how to contact Telscape for more information or assistance. For Lifeline subscribers not responding to the notice within 30 days, Telscape will provide further notice of impending Lifeline service termination. Subscribers who do not respond to the impending termination notice will be de-enrolled from the Lifeline program within five business days.¹¹

V. COMPLIANCE WITH THE FORBEARANCE CONDITIONS RELATING TO PUBLIC SAFETY AND 911/E911 ACCESS.

The Commission conditioned its grant of forbearance on an ETC, as of the effective date of the *Lifeline Reform Order*, (a) providing its Lifeline subscribers with 911 and E911 access,

⁹ *Lifeline Reform Order*, ¶ 130.

¹⁰ *Id.*, ¶ 133.

¹¹ 47 C.F.R. § 54.405(e)(4).

regardless of activation status and availability of minutes; (b) providing its Lifeline subscribers with E911-compliant handsets and replacing, at no additional charge to the subscriber, noncompliant handsets of Lifeline-eligible subscribers who obtain Lifeline-supported services.¹² Telscape currently complies and will continue to comply with these conditions .

More specifically, Telscape currently provides its subscribers (both Lifeline and non-Lifeline) with 911/E911 access at the time their service is initiated, regardless of activation status and availability of minutes and provides its subscribers with E911-compliant handsets. Additionally, because Telscape consumers are provided a E911 compliant, free device and must utilize a Telscape device with their service, noncompliant handsets are not an issue. Telscape existing practices currently provide access to 911 and E911 services to the extent that these services have been deployed by its underlying wireless carrier. Telscape commits to continue these established policies and practices on a going-forward basis.

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

Telscape has already been clear, concise and consistent when marketing and disclosing information about wireline Lifeline to its customers. Given the make-up of its customer base, namely low-income, limited English speaking consumers, Telscape strives to use language that is easily understandable so as to avoid customer confusion. With respect its wireless services, Telscape will emphasize in clear, easily understood language: (a) that the service is a Lifeline-supported; (b) that only eligible consumers may enroll in the program; (c) what documentation is necessary for enrollment; and (d) that the benefit is limited to one per household consisting of either wireline or wireless service and is non-transferrable. Telscape will also explain that

¹² *Lifeline Reform Order*, ¶ 373.

Lifeline is a government benefit program and willfully making false statements to obtain Lifeline benefits may be punished by fine or imprisonment or result in being barred from the program. Telscape has and will continue to clearly disclose its name (Telscape or Telscape Wireless) on all marketing materials.¹³

VII. PROCEDURES AND EFFORTS TO PREVENT WASTE, FRAUD AND ABUSE IN CONNECTION WITH LIFELINE FUNDS.

Telscape fully understand and shares the Commission’s commitment to minimize waste, fraud and abuse with respect to the Lifeline program. This is part of the reason that Telscape has focused on providing excellent service for low-income customers, many of whom speak only Spanish. Moreover, Telscape has taken a focused approach and offering service initially only in California, as compared to launching services into several states or on a nationwide basis for the sole purpose of launching a USF subsidized Lifeline service plan. This approach has allowed Telscape to refine its business practices and to implement policies consistent with the Commission’s goal of minimizing waste, fraud and abuse. For example, Telscape will implement the following policies to prevent duplicates and for non-usage.

Prevention of Duplicates In Telscape’s 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 the Telscape 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, Telscape can check it in available databases or provide it to the Lifeline administrator, where applicable, to be checked against addresses for all Lifeline

¹³ A sample advertisement that was approved for use in California is attached hereto as Attachment 1.

customer addresses for the entire state. For example, if an existing Lifeline subscriber, regardless of the carrier providing service, is receiving service at the same address, Telscape understand that the California Lifeline administrator will provide Telscape with a denial and that Lifeline applicant will be denied. Telscape further understands, for example purposes, that the California Lifeline administrator also has a process to check its database for the same subscriber name, date of birth and the last four digits of the person's social security number.

Activation and Non-Usage Policy. In California, Telscape does not consider a prepaid wireless subscriber activated until the customer has chosen a non-Lifeline service plan and activates their service (i.e. pays the activation fee) and then applies for a Lifeline service plan. Adhering to this "prequalification guideline" prevents waste, fraud and abuse in that carriers must sign up customers at regular rates and only providing discounts once they are approved by the Lifeline administrator. As such, Telscape will not seek reimbursement for any wireless subscriber until the subscriber activates service and is approved by the Lifeline administrator or alternatively, by Telscape in states without a third party Lifeline administrator.

As required by the *Lifeline Reform Order*, Telscape will implement a non-usage policy under which it will de-enroll Lifeline customers that have not used the Telscape's Lifeline service for 60 consecutive days. When consumers sign-up for Telscape's service, Telscape will inform them about the usage requirement. If a Telscape Lifeline customer's account does not reflect any usage during any consecutive 60-day period, Telscape will deactivate the customer's Lifeline service. Accounts will be deemed active if the Lifeline subscriber: (a) completes an outbound call; (b) purchases minutes to add to the subscriber's Lifeline service plan; (c) answers an incoming call from a party other than Telscape, its agent or representative; or (d) responds to

a direct contact from Telscape and confirms that he or she wants to continue receiving the Lifeline service.¹⁴

For Lifeline subscribers failing to use their Lifeline service for a 60-day consecutive period, Telscape will provide a clear, easily understood notice that the subscriber's failure to use the Lifeline service within the 30-day notice period will result in service termination for non-usage. Telscape will not terminate service to Lifeline subscribers that use their Lifeline service within 30 days of Telscape providing said notice.¹⁵

Cooperate with Federal and State Regulators and Lifeline Administrators. Telscape will cooperate with the Commission and has and will continue to cooperate with state regulators and Lifeline administrators to prevent waste, fraud and abuse. For example, Telscape will, for example:

- As applicable, participate in industry working groups conducted by or in coordination with state commissions and Lifeline administrators;
- Respond to requests from the Commission, USAC or state commissions concerning consumers' eligibility to be enrolled in Lifeline service, among other matters;
- Upon having a reasonable basis and/or upon any notification from federal or state commissions and/or Lifeline administrators, timely investigate issues concerning a Telscape Lifeline customer receiving service from another carrier or customers receiving more than one Lifeline subsidy per household;
- As applicable and when available, access the National Lifeline Accountability 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; and
- Comply with federal and state audit requirements.

VIII. TELSCAPE CERTIFICATIONS.

Telscape will submit an annual certification to USAC, signed by a Company officer under penalty of perjury, that Company: (a) has policies and procedures in place to review

¹⁴ See *Lifeline Reform Order*, ¶ 261; 47 C.F.R. § 54.407(c)(2).

¹⁵ 47 C.F.R. § 54.405(e)(3).

consumers' documentation of income- and program-based eligibility and ensure that its Lifeline subscribers are eligible to receive Lifeline services;¹⁶ (b) is in compliance with all federal Lifeline certification procedures;¹⁷ and (c) has obtained a valid certification form for each subscriber for whom the carrier seeks Lifeline reimbursement.¹⁸

In addition, Telscape will submit results of its annual re-certifications/verifications that it obtains on an annual basis to the Commission, USAC and the applicable state commission as appropriate.¹⁹ Further, Telscape will report on an annual basis the number of subscribers de-enrolled for non-usage by month.²⁰

Finally, Telscape will also submit annually report required under Rules 54.422(a) and (b), such as the company name, names of the company's holding company, operating companies and affiliates, any branding, and universal service identifiers for each entity by Study Area Code,²¹ information regarding the terms and conditions of its Lifeline plans offered during the prior year, and information regarding service outages in the previous year, the number of complaints received and certification of compliance with applicable service quality standards and consumer protection rules, as well as a certification that Telscape is able to function in emergency situation.

IX. ADDITIONAL CERTIFICATIONS REQUIRED BY 47 C.F.R. § 54.202.

In additional to the certifications provided above, Telscape further certifies, pursuant to Rule 54.202(a), that it will comply with the service requirements applicable to the support it

¹⁶ 47 C.F.R. § 54.416(a)(1).

¹⁷ 47 C.F.R. § 54.416(a)(2).

¹⁸ 47 C.F.R. § 54.416(a)(3).

¹⁹ 47 C.F.R. § 54.416(b).

²⁰ 47 C.F.R. § 54.405(e)(3).

²¹ 47 C.F.R. § 54.422(b)(5).

receives. Specifically, Telscape Lifeline services: (a) include voice telephony services that provide voice grade access to the public switched network or its functional equivalent; (b) provide subscribers with a defined number of minutes of usage for local service at no additional charges (as described above in Section I(D)); (c) 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 the Telscape service area has implemented 911/E911 systems (as described below in Section III); and (d) toll limitation for qualifying low-income consumers.

X. CONCLUSION

Telscape respectfully submits that the foregoing Compliance Plan fully satisfies the conditions set forth in the *Lifeline Reform Order*. Accordingly, Telscape respectfully requests approval of this Compliance Plan so that Telscape may continue to provide essential Lifeline wireless service to eligible low-income customers, many of whom are Spanish speakers.

Respectfully submitted,



Margaret L. Tobias
Tobias Law Office
460 Pennsylvania Ave
San Francisco, CA 94107
E: marg@tobiaslo.com
F: 415.641.7099
Counsel to Telscape Communications,
Inc.

Ms. Diana Aguirre
Telscape Communications, Inc.
355 South Grand Avenue, Suite 3100
Los Angeles, Ca. 90071-1550
E: DAguirre@telscape.net

Date: July 2, 2012

**Telscape Compliance Plan
Attachment 1**

MOBILE SERVICE at a SUPER DISCOUNT!

Get a lot for a little



\$2.50 | **300**
minutes

per month!

- No contract • No credit check



**FREE Mobile phone
when you sign up!**

Only one Federal Lifeline service per household
regardless of type of phone. Qualify by income or by program.

Call NOW to see if you qualify

1-888-757-7566

www.telscape.com

Monthly standard rate of \$15 will apply until approved. Discounted monthly \$2.50 rate will start after getting approved for Federal Lifeline. There is an activation fee, but payment plans are available. Free telephone model may vary. Call Telscape for eligibility rules.