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April 16, 2024

Via Electronic Filing

Adam Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Petition of TruConnect Communications, Inc. for Designation as an Eligible
Telecommunications Carrier in the State of Florida

Dear Mr. Teitzman,

Please find enclosed for filing with the Florida Public Service Commission TruConnect Communications, Inc.'s Petition for Designation as an Eligible Telecommunications Carrier in the State of Florida. Should you have any questions regarding this filing, please contact the undersigned.

Respectfully submitted,

/s/ Debra McGuire Mercer

Debra McGuire Mercer

Counsel to TruConnect Communications, Inc.

TABLE OF CONTENTS

I. INTRODUCTION1

II. COMPANY OVERVIEW3

III. THE COMMISSION HAS JURISDICTION OVER DESIGNATION OF WIRELESS ETCS.....5

IV. TRUCONNECT SATISFIES THE REQUIREMENTS FOR DESIGNATION AS AN ETC UNDER 47 C.F.R. § 54.2017

V. TRUCONNECT SATISFIES THE ADDITIONAL REQUIREMENTS FOR ETC DESIGNATION UNDER 47 C.F.R. § 54.202(a)13

VI. DESIGNATION OF TRUCONNECT AS AN ETC WOULD PROMOTE THE PUBLIC INTEREST.....20

VII. CONCLUSION.....24

TABLE OF EXHIBITS

Certification	1
FCC-Approved Compliance Plan	2
Coverage Area	3
Sample Advertisements	4
Key Management Bios	5
Proposed Lifeline Offering	6

as an ETC in the State of Florida, including the requirements outlined in the FCC’s *Lifeline and Link Up Reform Order*,⁵ *Lifeline Modernization Order*,⁶ and *Fifth Report and Order*.⁷

Furthermore, TruConnect is positioned to reach unserved and underserved Lifeline-eligible consumers. Rapid grant of TruConnect’s request, therefore, would advance the public interest because it would enable the Company to commence much needed Lifeline services to a wide array of low-income Florida residents as soon as possible. Accordingly, the Company respectfully requests that the Commission expeditiously approve this Petition.

All correspondence, communications, pleadings, notices, orders and decisions relating to this Petition should be addressed to TruConnect’s undersigned counsel and:

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⁵ *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 12-11 (rel. Feb. 6, 2012) (“*Lifeline and Link Up Reform Order*”).

⁶ *Lifeline and Link Up Reform and Modernization, Telecommunications Carriers Eligible for Universal Service Support, Connect America Fund*, WC Docket No. 11-42, WC Docket No. 09-197, WC Docket No. 10-90, Third Report and Order, Further Report and Order, and Order on Reconsideration, FCC 16-38 (rel. Apr. 27, 2016) (“*Lifeline Modernization Order*”).

⁷ *Bridging the Digital Divide for Low-Income Consumers, Lifeline and Link Up Reform and Modernization, Telecommunications Carriers Eligible for Universal Service Support*, WC Docket No. 17-287, WC Docket No. 11-42, WC Docket No. 09-197, Fifth Report and Order, Memorandum Opinion and Order and Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 19-111 (rel. Nov. 14, 2019) (“*Fifth Report and Order*”).

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II. COMPANY OVERVIEW

TruConnect is a Delaware corporation with its principal office located at 1149 S. Hill Street, Suite H-400, Los Angeles, California 90015. TruConnect is authorized to do business in Florida. TruConnect Communications, Inc., formerly Telscape Communications, Inc., is a subsidiary of TSC Acquisition Corporation (“TSC”). TSC also owns Sage Telecom Communications, LLC d/b/a TruConnect (“Sage d/b/a TruConnect”), formerly known as Sage Telecom, Inc. before a corporate restructuring in 2012. The owners of TSC separately own TruConnect Mobile, LLC, which sells mobile hotspot devices and low-cost monthly data plans, as well as TruConnect Technologies, LLC, a mobile data analytics company that develops data intelligence products and services for wireless carriers, cable operators, and content providers.

TruConnect provides prepaid wireless telecommunications services to consumers by using the underlying wireless networks of facilities-based providers, T-Mobile USA, Inc. (“T-Mobile”) and Verizon Wireless (“Verizon”) (collectively, “Underlying Carriers”) on a wholesale basis to offer nationwide service. TruConnect is currently designated and operating as a wireless ETC in Alabama, California, New Jersey, Massachusetts, Minnesota, Rhode Island, Tennessee, Vermont, Virginia, Wyoming and the U.S. Virgin Islands. TruConnect is also authorized by the FCC and the Universal Service Administrative Company (“USAC”) to participate in the Affordable Connectivity Program throughout the United States, including Florida.

TruConnect’s prepaid wireless services are affordable, easy to use, and attractive to low-income consumers, providing them with access to emergency services and a reliable means of communication that can be used both at home and while traveling to remain in touch with friends

and family and for contacting prospective employers. TruConnect offers consumers simple and affordable prepaid calling plans, easy-to-use handsets, and high-quality customer service. Given its pricing and marketing strategy and the demographics of its customers in other states, TruConnect anticipates that many of its customers will be from low-income backgrounds who have not previously enjoyed access to wireless service because of economic constraints, poor credit history, or sporadic employment. TruConnect does not conduct credit checks or require customers to enter into long-term service contracts as a prerequisite to obtaining wireless service.

By providing affordable wireless plans and quality customer service to consumers who are otherwise unable to afford them, or who were previously ignored by traditional carriers, TruConnect will expand the availability of wireless services to many more consumers, which is the principal reason for which Congress created the universal service program.

TruConnect's service offering will include: (1) local and long-distance calling; (2) access to the following custom calling features at no charge: (a) Caller ID; (b) Call Waiting; (c) Call Forwarding; (d) 3-Way Calling; and (e) Voicemail; (3) text messaging; (4) broadband access; and (5) the option for a consumer to "bring their own device". TruConnect may provide user-friendly handsets or hotspot devices. TruConnect's products and plans will be specially geared toward serving lower income communities, especially in rural areas that are predominantly unserved by other ETCs designated in the state, and its service models and pricing plans will reflect this mission. The Company will not require service contracts from its customers, and it will always ensure competitively low pricing for its services and products. TruConnect will manage all aspects of the customer experience, including setting service pricing, handset selection, marketing materials, and live customer service. The Company's prepaid, budget-friendly pricing will give many low-income consumers the option of having mobile phone

service and broadband access without the burden of hidden costs, varying monthly charges, or contractual commitments. Customers will be able to customize their TruConnect service to suit their needs with available bundles of minutes and broadband data to supplement their monthly plan.

TruConnect will affirmatively reach out to the low-income sector of the consumer base to offer attractive and affordable communications options. As such, TruConnect will contribute to the expansion of mobile wireless and broadband services for low-income consumers in Florida.

III. THE COMMISSION HAS JURISDICTION OVER DESIGNATION OF WIRELESS ETCs

Section 214(e)(2) of the Act provides state public utility commissions with the “primary responsibility” for the designation of ETCs.⁸ Although Section 332(c)(3)(A) of the Act prohibits states from regulating the entry of or the rates charged by any provider of commercial mobile service or any private mobile service, this prohibition does not allow states to deny wireless carriers ETC status.⁹ Under the Act, a state public utility commission with jurisdictional authority over ETC designations must designate a common carrier as an ETC if the carrier satisfies the requirements of Section 214(e)(1). As demonstrated in this Petition, TruConnect meets these requirements.

Florida Senate Bill 478 authorizes the Commission to designate an entity as an eligible telecommunications carrier if certain conditions are met. Specifically, Florida Senate Bill 478, enacted on April 15, 2024, amends Section 364.10 of the Florida Statutes to include the following language:

⁸ 47 U.S.C. § 214(e)(2).

⁹ See *Federal-State Joint Board on Universal Service*, Report and Order, 12 FCC Rcd 8776, 8858-59, ¶ 145 (1997) (“*USF Order*”).

(3)(a) The commission has the power and authority to designate an entity, upon petition and in accordance with 47 C.F.R. s. 54.201, as an eligible telecommunications carrier, provided that such entity is 1. A telecommunications company; or 2. A commercial mobile radio service provider. (b) This legislative authority is intended to be sufficient to enable the commission, for the limited purpose of providing Lifeline service under this section, to approve any of the types of entities specified in paragraph (a) as an eligible telecommunications carrier.

Thus, the Florida Public Service Commission now has broader jurisdiction over ETC designation requests. Until recently, only “telecommunications companies”, as defined under Section 364.02 of the Florida Statutes, could be designated as ETCs by the Commission. Notably, this definition excludes commercial mobile radio service (“CMRS”) providers and previously only the FCC could designate CMRS providers as ETCs in Florida. TruConnect applauds the Florida Public Service Commission for taking action to increase the number of ETCs in Florida by expanding its view of eligible telecommunications carriers to include CMRS providers. This will allow additional entities to reach eligible Lifeline subscribers. TruConnect is ready, capable, and willing to serve these customers.

TruConnect therefore requests that the Commission expeditiously process the instant Petition so that TruConnect can quickly begin expanding the availability of affordable Lifeline-supported wireless services to qualifying low-income customers in Florida.

TruConnect recognizes that Section 214(e)(1)(A) of the Act states that ETCs shall offer services, at least in part, over their own facilities and that Section 54.201(i) of the FCC’s Rules (47 C.F.R. § 54.201(i)) prohibits state commissions from designating as an ETC a telecommunications carrier that offers services exclusively through the resale of another carrier’s services. However, the FCC has granted forbearance from enforcement of this facilities requirement to carriers seeking Lifeline-only ETC designation.¹⁰ Section 10(e) of the Act (47

¹⁰ See *Lifeline and Link Up Reform Order*, ¶ 368.

U.S.C. § 160(e)) provides: “[a] State commission may not continue to apply or enforce any provision of this chapter that the [Federal Communications] Commission has determined to forbear from applying under subsection (a) of this section.” As such, the Commission is required by Section 10(e) to act in accordance with the FCC’s grant of forbearance, and therefore, may not apply the facilities-based requirement to TruConnect. Therefore, the Commission has the authority under Section 214(e)(2) of the Act to grant TruConnect’s request for designation as an ETC throughout the State of Florida.

IV. TRUCONNECT SATISFIES THE REQUIREMENTS FOR DESIGNATION AS AN ETC UNDER 47 C.F.R. § 54.201

Section 254(e) of the Act provides that, “only an eligible telecommunications carrier designated under section 214(e) shall be eligible to receive specific federal universal service support.” Section 214(e)(2) of the Act authorizes state commissions, such as the Commission, to designate ETC status for federal universal service purposes and authorizes the Commission to designate wireless ETCs.¹¹ Section 214(e)(1) of the Act and Section 54.201(d) of the FCC’s rules provide that applicants for ETC designation must be common carriers that shall, throughout the designated service area, offer all of the services supported by universal service, either using their own facilities or a combination of their own facilities and the resale of another carrier’s services, except where the FCC has forbore from the “own facilities” requirement. Applicants also must commit to advertise the availability and rates of such services.¹² As detailed below, TruConnect satisfies each of the above-listed requirements.

¹¹ See *USF Order*, ¶ 145.

¹² See 47 U.S.C. § 214(e)(1) and 47 C.F.R. § 54.201(d)(2).

A. TruConnect Will Provide Service Consistent with the FCC’s Grant of Forbearance from Section 214’s Facilities Requirements

Although Section 214 requires ETCs to provide services using their facilities, at least in part, the FCC has forbore from that requirement with respect to carriers such as TruConnect. In the *Lifeline and Link Up Reform Order*, the FCC granted forbearance from the “own-facilities” requirement contained in Section 214(e)(1)(A) for carriers that are, or seek to become, Lifeline-only ETCs, subject to the following conditions:¹³

- (1) the carrier must comply with certain 911 requirements [(a) providing its Lifeline subscribers with 911 and E911 access, 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; and (c) complying with conditions (a) and (b) starting on the effective date of this Order]; and
- (2) the carrier must file, and the Bureau must approve, a compliance plan providing specific information regarding the carrier’s service offerings and outlining the measures the carrier will take to implement the obligations contained in this Order as well as further safeguards against waste, fraud and abuse the Bureau may deem necessary.

In accordance with the *Lifeline and Link Up Reform Order*, TruConnect filed a Compliance Plan with the FCC, which the FCC approved on December 26, 2012,¹⁴ a copy of which is attached hereto as Exhibit 2. TruConnect commits to providing Lifeline service in Florida in accordance with its FCC-approved Compliance Plan, as amended, and in compliance with applicable state and federal regulations, to the extent amendments thereto may supersede commitments made in the Compliance Plan.

¹³ See *Lifeline and Link Up Reform Order*, ¶¶ 368, 373, and 379.

¹⁴ See *Wireline Competition Bureau Approves the Compliance Plans of Airvoice Wireless, Amerimex Communications, Blue Jay Wireless, Millennium 2000, Nexus Communications, Platinumtel Communications, Sage Telecom, Telrite and Telscape Communications*, WC Docket No. 09-197, WC Docket No. 11-42, Public Notice, DA 12-2063 (Dec. 26, 2012). On April 10, 2023, TruConnect filed a letter with the FCC to advise that it had updated certain practices to reflect current Lifeline rules. A copy of the letter is included in Exhibit 2.

B. TruConnect Is a Common Carrier

CMRS providers like TruConnect are treated as common carriers.¹⁵

C. TruConnect Will Provide All Supported Services

Through its Underlying Carriers, TruConnect is able to provide all of the supported services required by Section 54.101(a) of the FCC's Rules (47 C.F.R. § 54.101(a)) as follows:

1. Voice Telephony Service

As set forth in 47 C.F.R. § 54.101(a)(1), eligible Voice Telephony Services must provide the following:

Voice Grade Access to the Public Switched Telephone Network. TruConnect provides voice grade access to the public switched telephone network ("PSTN") through the purchase of wholesale CMRS services from T-Mobile and Verizon.

Local Usage At No Additional Charge. TruConnect offers rate plans that provide its customers with minutes of use for local service at no additional charge.

Access to Emergency Services. TruConnect provides 911 and E911 access for all of its customers to the extent the local government in its service area has implemented 911 or E911 systems. As noted, calls to 911 emergency services will always be free and will be available

¹⁵ *Implementation of Sections 3(n) and 332 of the Communications Act, Regulatory Treatment of Mobile Services*, Second Report and Order, 9 FCC Rcd 1411, 1425 ¶ 37, 1454-55 ¶ 102 (1994) (wireless resellers are included in the statutory "mobile services" category, and providers of cellular service are common carriers and CMRS providers); 47 U.S.C. § 332(c)(1)(A) ("mobile services" providers are common carriers); *see also PCIA Petition for Forbearance for Broadband Personal Communications Services et al.*, Memorandum Opinion and Order and Notice of Proposed Rulemaking, 13 FCC Rcd 16857, 16911 ¶ 111 (1998) ("We concluded [in the *Second Report and Order*] that CMRS also includes the following common carrier services: cellular service, ... all mobile telephone services *and resellers of such services.*") (emphasis added).

regardless of service activation status or availability of minutes. TruConnect also complies with the FCC's regulations governing the deployment and availability of E911 compatible handsets.

Toll Limitation. In its *Lifeline and Link Up Reform Order*, the FCC provided that toll limitation would no longer be deemed a supported service.¹⁶ “ETCs are not required to offer toll limitation service to low-income consumers if the Lifeline offering provides a set amount of minutes that do not distinguish between toll and non-toll calls.”¹⁷ Nonetheless, TruConnect's offerings inherently allow Lifeline subscribers to control their usage, as its wireless service is offered on a prepaid, or pay-as-you-go, basis. TruConnect's service, moreover, is not offered on a distance-sensitive basis and local and domestic long-distance minutes are treated the same.

2. Broadband Internet Access Services

While no longer a required supported service under 47 C.F.R. § 54.101(a), TruConnect provides Broadband Internet access service (“BIAS”) to ensure its Lifeline customers receive full Lifeline support. The FCC has stated that BIAS consists of the ability for a user to receive “the capability to transmit data to and receive data from all or substantially all Internet endpoints, including any capabilities that are incidental to and enable the operation of the communications service, but excluding dial-up Internet access service.”¹⁸ TruConnect provides BIAS to low-income consumers via resale of T-Mobile and Verizon's services.

D. TruConnect Requests Designation Throughout Its Service Area

TruConnect is not a rural telephone company as defined in Section 3(44) of the Act (47 U.S.C. § 153(44)). Accordingly, TruConnect is required to describe the geographic area(s)

¹⁶ See *Lifeline and Link Up Reform Order*, ¶ 367.

¹⁷ See *id.* ¶ 49.

¹⁸ See 47 C.F.R. § 8.1(b).

within which it requests designation as an ETC. TruConnect requests ETC designation that is statewide in scope to allow the Company to provide Lifeline service wherever its underlying, facilities-based providers have wireless coverage. TruConnect's requested service area includes the two federally recognized Tribal Lands located throughout the State of Florida.¹⁹ The current zip code coverage footprint is attached hereto as Exhibit 3. TruConnect understands that its service area overlaps with rural carriers in Florida but maintains that the public interest factors described below justify its designation in these carriers' service areas, especially because it seeks ETC designation solely to utilize USF funding to provide Lifeline service to qualified low-income consumers. TruConnect is not eligible for and does not seek Link-Up or high-cost support.

Therefore, designation of TruConnect as an ETC will cause no growth in the high-cost portions of the USF and will not erode high-cost support from any rural telephone company. In fact, the FCC has determined that “[d]esignation of competitive ETCs promotes competition and benefits consumers in rural and high-cost areas by increasing customer choice, innovative services, and new technologies.”²⁰ While federal rules (47 U.S.C. §§ 160, 214(e)(5) and 47 C.F.R. § 54.207(b)) require that the service area of an ETC conform to the service area of any rural telephone company serving the same area (the “service area conformance” requirement), the FCC’s *Lifeline and Link Up Reform Memorandum Opinion and Order* (FCC 13-44 released April 15, 2013) authorized forbearance from the service area conformance requirements with

¹⁹ TruConnect is providing a copy of this Petition to the affected Tribal governments and Tribal regulatory authorities.

²⁰ See *Western Wireless Corporation Petition for Designation as an Eligible Telecommunications Carrier in the State of Wyoming*, Memorandum Opinion and Order, 16 FCC Rcd 48, 55 ¶ 7 (2000).

respect to carriers seeking to provide Lifeline-only service.²¹ In light of this forbearance, the Commission has the authority to designate ETCs such as TruConnect in rural areas without concern for the service area conformance requirement.²²

E. TruConnect Will Advertise the Availability of Supported Services

TruConnect will advertise the availability and rates for the services described above using media of general distribution as required by 47 C.F.R. § 54.201(d)(2) and Fla. Admin. Code Ann. R. 25-4.0665(4). TruConnect will comply with the FCC's rules regarding information to be included in marketing materials, including rule section 54.405(c). Specifically, TruConnect's marketing materials will state, in easily understood language, that: (i) the service is a Lifeline service; (ii) Lifeline is a government assistance program; (iii) the service may not be transferred to someone else; (iv) consumers must meet certain eligibility requirements before enrolling in the Lifeline program; (v) the Lifeline program permits only one Lifeline discount per household; (vi) documentation is necessary for enrollment; and (vii) TruConnect is the provider of the services. The materials will either list any applicable charges or direct consumers to TruConnect's toll free customer service number and website for this information.²³ Moreover, the Lifeline application/certification form will state that Lifeline is a federal benefit and that consumers who willfully make a false statement in order to obtain the Lifeline benefit can be punished by fine or imprisonment or can be barred from the program. Additionally, TruConnect will disclose the company name under which it does business and the details of its Lifeline

²¹ See *Telecommunications Carriers Eligible for Support, Lifeline and Link Up Reform*, WC Docket No. 09-197, WC Docket No. 11-42, Memorandum Opinion and Order, FCC 13-44 (rel. Apr. 15, 2013).

²² See 47 C.F.R. § 54.207(c).

²³ Fla. Admin. Code Ann. R. 25-4.0665(4).

service offerings in any Lifeline-related marketing and advertising. Sample advertisements that will be used in Florida are attached hereto as Exhibit 4.

TruConnect will engage in advertising campaigns specifically targeted to reach those likely to qualify for Lifeline service, promoting the availability of cost-effective wireless services to this neglected consumer segment. TruConnect may also promote the availability of its Lifeline offering by distributing brochures at various state and local social service agencies and may partner with nonprofit assistance organizations to inform customers of the availability of its Lifeline service. In addition, TruConnect intends to utilize its network of retail partners (once established) to help promote the availability of its Lifeline plans, especially retail outlets that are frequented by low-income consumers. TruConnect will provide retail vendors with signage to be displayed where Company products are sold, and with printed materials describing the Company's Lifeline program.

TruConnect will provide to each state and federal agency providing benefits to persons eligible for Lifeline service applications, brochures, pamphlets, or other materials that inform the persons of their eligibility for Lifeline.²⁴ If designated an ETC, TruConnect will also participate in the Lifeline Promotion Process and comply with the related obligations described under Rule 25-4.0665(3) of the Florida Administrative Code. Finally, TruConnect will provide current Lifeline program company information to USAC so that the information can be posted on USAC's consumer website.²⁵

²⁴ Fla. Stat. § 364.10(2)(a).

²⁵ Fla. Admin. Code Ann. R. 25-4.0665(6).

V. TRUCONNECT SATISFIES THE ADDITIONAL REQUIREMENTS FOR ETC DESIGNATION UNDER 47 C.F.R. § 54.202(a)

TruConnect hereby provides the additional information and certifications required for carriers seeking ETC designation as set forth in 47 C.F.R. § 54.202(a).

A. Service Commitment Throughout the Proposed Designated Service Area

TruConnect will provide service in Florida by reselling service which it obtains from its Underlying Carriers. Both the T-Mobile and Verizon networks are operational and largely built out. Thus, TruConnect will be able to commence offering its Lifeline service to all locations served by T-Mobile and Verizon very soon after receiving approval from the Commission.

In accordance with 47 C.F.R. § 54.202(a)(1)(i), and by the certification attached in Exhibit 1, TruConnect commits to comply with the service requirements applicable to the low-income support that it receives, including the rules set forth in the FCC's *Fifth Report and Order*. Pursuant to 47 C.F.R. § 54.202(a)(1)(ii), a common carrier seeking designation as a Lifeline-only ETC is not required to submit a five-year network improvement plan as part of its application for designation as an ETC.

B. Ability to Remain Functional in Emergency Situations

In accordance with 47 C.F.R. § 54.202(a)(2), TruConnect has the ability to remain functional in emergency situations. As discussed, TruConnect will utilize the extensive and well-established network and facilities of T-Mobile and Verizon to provide its Lifeline services. The Company understands that the networks of its Underlying Carriers have access to a reasonable amount of back-up power to ensure functionality without an external power source, can reroute traffic around damaged facilities, and are capable of managing traffic spikes resulting from emergency situations. Indeed, the Underlying Carriers have certified to the FCC that their

networks function in emergency situations.²⁶ The Underlying Carriers provide the same functionality to TruConnect and its customers as they provide to themselves and their own customers.

C. Commitment to Consumer Protection and Service Quality

In accordance with 47 C.F.R. § 54.202(a)(3), an ETC applicant must demonstrate that it will satisfy applicable consumer protection and service quality standards, and wireless applicants may satisfy this requirement with a commitment to comply with the Cellular Telecommunications and Internet Association's ("CTIA") Consumer Code for Wireless Service. TruConnect hereby commits to comply with the CTIA Consumer Code for Wireless Service.

D. TruConnect is Financially and Technically Capable

In accordance with 47 C.F.R. § 54.202(a)(4), TruConnect is financially and technically capable of providing Lifeline-supported services. The Company has been offering telecommunications service since 1998 and began providing non-Lifeline wireless service in October 2012, and Lifeline-supported wireless service in May 2013. TruConnect, in combination with its affiliate Sage d/b/a TruConnect, already successfully provides wireless services nationwide, including Lifeline services in thirty-nine (39) jurisdictions. TruConnect has not been subject to ETC revocation proceedings. The Company has operated as a telecommunications carrier for twenty-five years and has never had to file for bankruptcy protection, and is supported by the resources of its parent, TSC. TruConnect does not, and does not intend to, offer exclusively Lifeline-supported services and is therefore not exclusively

²⁶ See, e.g., *Sprint Nextel Corporation Verified Filing in Compliance with 47 C.F.R. § 54.209*, CC Docket No. 96-45, at 6 (filed Sept. 30, 2011); *Telecommunications Carriers Eligible for Universal Service Support, Petition of T-Mobile USA, Inc. for Designation as a Low-Income Eligible Telecommunications Carrier, et al.*, Order, 27 FCC Rcd 9495, ¶ 20 (rel. Aug. 16, 2012).

dependent on USAC for its revenue. The result of TruConnect's efforts is that it is fully capable of honoring all its service obligations to customers and regulatory obligations to state and federal regulators. Furthermore, the senior management of TruConnect has great depth in the telecommunications industry and offers extensive telecommunications business, technical and managerial expertise to the Company.²⁷ TruConnect will be providing resold wireless service, and therefore will also rely upon the managerial and technical expertise of its Underlying Carriers.

E. Terms and Conditions of Proposed Lifeline Offering

TruConnect can provide all services supported by the universal service program, as detailed in 47 C.F.R. § 54.101(a), throughout Florida. TruConnect intends to be a leader in the prepaid marketplace by offering consumers exceptional value, unlimited voice and competitive broadband usage. TruConnect commits that its Lifeline-supported voice services will meet or exceed the minimum service standards set forth in 47 C.F.R. § 54.408, including as such standards are updated going forward. TruConnect's Lifeline-supported broadband services will also meet the minimum service standards set forth in 47 C.F.R. § 54.408 for mobile broadband internet access services, including for service speed and data usage allowance, as such standards are updated going forward. To the extent TruConnect provides devices for use with Lifeline-supported broadband service, such devices will meet the equipment requirements set forth in 47 C.F.R. § 54.408(f), and TruConnect will not impose an additional or separate tethering charge for mobile data usage below the minimum standard.

Attached hereto as Exhibit 6 is a summary table of the Company's proposed Lifeline service offering, showing that Lifeline customers will receive unlimited voice minutes, unlimited

²⁷ See Exhibit 5 for key management bios.

text messages, and 4.5 gigabytes (GB) of data per month with full access to the T-Mobile and Verizon networks at a net cost of \$0.00 after application of Lifeline support.²⁸ All plans will include nationwide domestic long-distance at no extra per-minute charge and free international calling to Canada, Mexico, China, Vietnam, and South Korea. TruConnect will not assess any usage for access to its free customer services (611). Emergency (911) calls will be free, regardless of service activation or availability of minutes, and will not count against the customer's airtime. The Company's Lifeline offering will provide feature-rich mobile connectivity for qualifying subscribers without the burden of credit checks or service contracts. TruConnect's prepaid offering will be an attractive alternative for consumers who need the mobility, security, and convenience of a wireless phone, but who are concerned about usage charges or long-term contracts.

F. TruConnect Will Comply with the Lifeline Certification and Verification Requirements

Customers interested in obtaining information on the Lifeline program will be directed to a toll-free telephone number and to the Company's website, which will contain information regarding the Company's Lifeline service plans, including a description of the Lifeline program and eligibility criteria. Customers must then apply directly through the National Lifeline Eligibility Verifier ("National Verifier"), which they may do online or by submitting all required documentation to the National Verifier by mail. Customers may download a copy of the application form from the Internet (from the National Verifier's website) or request that a copy be mailed to them. TruConnect utilizes the standard Lifeline application forms as required by FCC rules, and thus complies with the disclosure and information collection requirements in 47

²⁸ The current rate plan is based upon the current FCC minimum service standards ("MSS") and will change based on the future MSS.

C.F.R. § 54.410(d).²⁹ TruConnect will comply with 47 C.F.R. § 54.410(b) through (g), to the extent such rules apply to the Company. The Company will notify the subscriber that they must use their service every thirty (30) days. TruConnect further confirms that it will not activate a Lifeline service unless or until it has received confirmation from the National Verifier that the consumer is a qualifying low-income household pursuant to 47 C.F.R. § 54.409, and the consumer has completed the required eligibility determination and certification requirements of 47 C.F.R. §§ 54.410, 54.404-54.405. Processing of consumers' applications and determination of eligibility will be performed by the National Verifier.

G. Prevention of Waste, Fraud and Abuse

The FCC has taken steps to further curb abuse in the Lifeline program by establishing the National Verifier, which transfers the responsibility of eligibility determination away from Lifeline providers. TruConnect will rely on the National Verifier to determine initial and ongoing eligibility of Florida Lifeline subscribers. The National Verifier queries the National Lifeline Accountability Database (“NLAD”) for every enrollment to determine whether a prospective subscriber is currently receiving a Lifeline service from TruConnect or any other ETC, and whether anyone else living at the prospective subscriber's residential address is currently receiving Lifeline service. TruConnect thus complies with the requirements of section 54.404 of the FCC's rules. In addition, Company personnel emphasize the “one Lifeline service per household” restriction in their direct sales contacts with potential customers.

²⁹ *Wireline Competition Bureau Provides Guidance on Universal Forms for the Lifeline Program*, WC Docket No. 11-42, Public Notice, DA 18-161 (rel. Feb. 20, 2018). The standard Lifeline Application and Recertification Form are available on USAC's website. See USAC, Lifeline Forms, <http://www.usac.org/li/tools/forms/default.aspx>.

Consistent with federal regulations, to the extent the Company offers a Lifeline service that does not require it to assess and collect a monthly fee from its subscribers, the Company will not seek USF reimbursement for a subscriber until they have activated the service, by a means specified by the Company in its terms and conditions, and will de-enroll any subscriber that has not used the Company's Lifeline service as set forth in 47 C.F.R. § 54.407(c)(2). An account will be considered active if the authorized subscriber establishes usage, as "usage" is defined by 47 C.F.R. § 54.407(c)(2), during the specified timeframe, currently a period of thirty (30) days, or during the notice period set forth in 47 C.F.R. § 54.405(e)(3), currently a period of fifteen (15) days. In accordance with 47 C.F.R. § 54.405(e)(3), TruConnect will provide the subscriber advanced notice, using clear, easily understood language, that the subscriber's failure to use the Lifeline service within the notice period will result in service termination for non-usage. Customers that have been deactivated may participate in the Company's Lifeline service in the future by reapplying and re-establishing eligibility.

H. TruConnect Will Comply with Annual Certification Requirements

TruConnect will rely on the National Verifier for annual recertification of Lifeline eligibility in accordance with Section 54.410 of the FCC's Rules.

I. TruConnect Will Comply With Reporting Requirements

TruConnect will provide the Commission a copy of its annual certifications and Lifeline recertification results pursuant to 47 C.F.R. § 54.416 (i.e., FCC Form 555), as well as a copy of its annual report filed pursuant to 47 C.F.R. § 54.422 (i.e., FCC Form 481), and will comply with applicable Commission reporting requirements for Lifeline ETCs.³⁰

³⁰ See Fla. Admin. Code Ann. R. 25-4.0665(7).

J. TruConnect Will Comply With Regulations Imposed By The Commission

By this Petition, TruConnect hereby asserts its willingness and ability to comply with the rules and regulations that the Commission may lawfully impose upon the Company's provision of service contemplated by this Petition. Upon Commission request, TruConnect is prepared to answer questions or present additional testimony or other evidence about its services within the state. TruConnect commits that 100% of federal universal service funds will flow through directly to Lifeline customers.

VI. DESIGNATION OF TRUCONNECT AS AN ETC WOULD PROMOTE THE PUBLIC INTEREST

One of the principal goals of the Act, as amended by the Telecommunications Act of 1996, is "to secure lower prices and higher quality services for American telecommunications consumers and encourage the rapid deployment of new telecommunications technologies" to all citizens, regardless of geographic location or income.³¹ Designation of TruConnect as an ETC in Florida will further that public interest. Whether because of financial constraints, poor credit history, or intermittent employment, many low-income consumers often lack the countless choices available to most consumers and thus have yet to reap the full benefits of the intensely competitive wireless market.

The instant request for ETC designation must be examined in light of the Act's goal of providing low-income consumers with access to telecommunications services. The primary purpose of universal service is to ensure that consumers -- particularly low-income consumers -- receive affordable and comparable telecommunications services. The FCC has in recent years expanded the Lifeline program to cover broadband services, noting that "Only half of all

³¹ *Telecommunications Act of 1996*, Pub. L. No. 104-104, 110 Stat. 56.

households in the lowest income tier subscribe to a broadband service and 43 percent say the biggest reason for not subscribing is the cost of the service,” and “Of the low income consumers who have subscribed to mobile broadband, over 40 percent have to cancel or suspend their service due to financial constraints.”³² Given this context, designating TruConnect as an ETC would significantly benefit low-income consumers eligible for Lifeline services in Florida -- the intended beneficiaries of universal service.

A. Advantages of TruConnect’s Service Offering

TruConnect offers a unique, easy to use, competitive, and highly affordable wireless telecommunications service, which benefits qualified consumers who either have no other service alternatives or who choose a wireless prepaid solution in lieu of more traditional service. The public interest benefits of TruConnect’s wireless service include larger calling areas (as compared to traditional wireline carriers), the convenience and security afforded by mobile service, and a unlimited amount of voice and generous amount of broadband access included without cost (after application of the Lifeline support), as well as free access to caller ID, call waiting, and Voicemail features, and access to 911 services regardless of the number of voice minutes remaining on the Lifeline consumer’s plan. These no cost to consumer services are an invaluable resource for cash-strapped consumers, and the prepaid nature of the service also provides an alternative for “unbanked” consumers.

TruConnect’s Lifeline offerings compare favorably with those of other competitive ETCs, and provide Lifeline customers with unlimited voice minutes, unlimited text messages, and a data allotment (meeting the voice and broadband minimum service standards), at no net cost to the customer after application of Lifeline support. TruConnect’s Lifeline offering will be

³² See *Lifeline Modernization Order*, ¶ 2.

provided either over T-Mobile's 4G LTE network or the Verizon network. TruConnect's prepaid wireless service is likely to be an especially attractive option for low-income consumers because it alleviates customer concerns regarding hidden costs, varying monthly charges and long-term contract issues.

In today's market, consumers, including qualified Lifeline customers, view the portability and convenience of wireless service not as a luxury, but as a necessity. Mobile service allows children to reach their parents wherever they may be, allows a person seeking employment greater ability to be contacted by potential employers, and provides end users with the ability to contact emergency service providers regardless of location. Mobile service often also serves as a key bridge in closing the homework gap for students who live in rural areas with limited access to broadband.

With the comprehensive strength and experience of TruConnect's management team, the Company's proven technology-based business model, and TruConnect's solid history as a Lifeline provider, TruConnect is uniquely positioned to meet the needs of Lifeline customers. Utilizing the Company's innovative outreach and high integrity enrollment process, and TruConnect remains committed to careful stewardship of the Lifeline program. Without question, prepaid wireless services have become essential for low-income customers, providing them with value for their money, access to emergency services on wireless devices, and a reliable means of contact for prospective employers, social service agencies or dependents. Providing TruConnect with the authority necessary to offer discounted Lifeline service to those without wireless service—or most in danger of losing service altogether—undoubtedly promotes the public interest.

B. The Benefits of Competitive Choice

The FCC has acknowledged the benefits to consumers of being able to choose from among a variety of telecommunications service providers for more than three decades.³³ Increasing customer choice promotes competition and innovation, thus spurring other carriers to target low-income consumers with service offerings tailored to their needs, ultimately resulting in improved services to consumers. Designation of TruConnect as an ETC will help ensure that quality services are available at “just, reasonable, and affordable rates” as envisioned in the Act.³⁴ Introducing TruConnect into the market as an additional wireless ETC provider will afford low-income Florida residents a wider choice of providers and available services while creating a competitive marketplace as ETCs compete for a finite number of Lifeline-eligible customers. Increasing the competitive marketplace of providers has the potential to effectively increase the penetration rate and reduce the number of individuals not connected to the PSTN.

C. Impact on the Universal Service Fund

With Lifeline, ETCs only receive support for customers they obtain. The amount of support available to an eligible subscriber is the same whether the support is given through a company such as TruConnect or the Incumbent LEC operating in the same service area. The number of persons eligible for Lifeline support is the same regardless of the number of ETCs; thus, TruConnect will only increase the amount of USF Lifeline funding in situations where it obtains Lifeline customers not already enrolled in another ETC’s Lifeline program. By implementing the safeguards set forth in the *Lifeline and Link Up Reform Order* and utilizing the NLAD and National Verifier, the likelihood that TruConnect’s customers are not eligible or are

³³ See, e.g., *Specialized Common Carrier Services*, 29 FCC 2d 870 (1971).

³⁴ See 47 U.S.C. § 254(b)(1).

receiving duplicative support either individually or within their household is greatly minimized. TruConnect's ability to increase the Lifeline participation rate of qualified low-income individuals will further the goal of Congress to provide all individuals with affordable access to telecommunications service, and thus any incremental increases in Lifeline expenditures are far outweighed by the significant public interest benefits of expanding the availability of affordable wireless services to low-income consumers.

VII. CONCLUSION

Based on the foregoing, designation of TruConnect as an ETC in the State of Florida satisfies the requirements of Section 214(e)(2) of the Act and is in the public interest.

WHEREFORE, TruConnect respectfully requests that the Commission promptly designate TruConnect as an ETC in the State of Florida for the purpose of participating in the Lifeline program.

Respectfully submitted,

/s/ Debra McGuire Mercer

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Counsel for TruConnect Communications, Inc.

April 16, 2024

* Admitted to the D.C. Bar under D.C. App. R. 46-A (Emergency Examination Waiver) and supervised by active D.C. Bar Members.

EXHIBIT 1

Certification of Nathan Johnson

CERTIFICATION

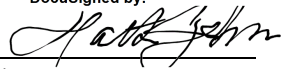
STATE OF CALIFORNIA)

)

COUNTY OF LOS ANGELES)

I, Nathan Johnson, the Co-Chief Executive Officer of TruConnect Communications, Inc. (“TruConnect”) hereby state upon oath and affirmation of belief and personal knowledge that the matters, facts and statements set forth in the foregoing document are true to the best of my knowledge and belief; and that TruConnect meets all the statutory and regulatory requirements for designation as an Eligible Telecommunications Carrier.

Date: 3/6/2024

DocuSigned by:


Nathan Johnson, Co-CEO
TruConnect Communications, Inc.

EXHIBIT 2

**FCC-Approved Compliance Plan
and Revised Compliance Plan**

Therefore, Telscape respectfully submits this Plan in accordance with the Lifeline Reform Order and instructions set forth in the Wireline Competition Bureau *Public Notice* issued on February 29, 2012.² Telscape seeks approval of this compliance plan only for the provision of Lifeline support to provide wireless services nationwide, as the company offers wireline service as a facilities-based carrier under the approval of state commissions. This Plan sets forth Telscape's service offerings and the procedures and measures it will use to safeguard against waste, fraud and abuse. In support of this request, Telscape provides the following information:

(1) Information about the carrier and the Lifeline plans it intends to offer:

(a) names and identifiers used by the carrier, its holding company, operating company and all affiliates;

Telscape is a competitive local exchange carrier ("CLEC") based in Los Angeles, California. The company has provided traditional wireline service since 1996 and wireless service in California as a non-ETC carrier since 2007. Telscape is also a provider of broadband Internet services. Telscape's service primarily focuses on offering specialized services to meet the needs of the Spanish-speaking market, as well as low-income consumers. Telscape is also an ETC in California, having provided wireline service to low income consumers under California's state low income support program. Telscape has authority to operate as a wireless ETC from the California PUC as well.

Telscape is a Delaware corporation with offices located at 355 South Grand Avenue, Ste. 3100, Los Angeles, CA 90071. Telscape has authority to provide local exchange and interstate

² Public Notice, Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order, DA 12-314, (Rel. Feb. 29. 2012).

telecommunications services in California and seven other states.³ On October 6, 2011, the California Public Utilities Commission designated Telscape as an ETC for both wireless and wireline services in the state of California for purposes of participating in the Lifeline program. Telscape provides its wireless service under the name “Telscape Wireless” and does not offer wireless services under any other brand or company names.

Telscape is wholly-owned by TSC Acquisition Corporation (“TSC”). On July 2, 2012, TSC completed its acquisition of Sage Telecom, Inc. (“Sage”), a CLEC that provides service in numerous states including Arkansas, California, Connecticut, Illinois, Kansas, Michigan, Missouri, Ohio, Oklahoma, Nevada, Texas and Wisconsin. Sage’s service to customers in these 12 states complements, in part, Telscape’s focus on the southwestern United States. As a result of the acquisition, Telscape, through its common ownership with Sage, has gained collective access to a broader market and combined subscriber growth. The majority of Sage’s current customers are non-Lifeline customer, but Sage currently has wireline Lifeline customers in five states for which it is reimbursed through both state and federal programs, depending upon the state and the customer.⁴ In addition, through this combined ownership, Telscape has also gained access to the expertise of Sage’s managers and operations.⁵

Telscape is also affiliated with TruConnect Mobile, LLC (“TruConnect”), through partial common ownership. TruConnect is 40% owned by TSC, Telscape’s parent company as described above. TruConnect provides mobile broadband data services and does not provide any services supported by the low income program.

³ These states are Arizona, Florida, Illinois, Nevada, New York, New Jersey and Texas.

⁴ In California, Sage receives support only from the CPUC’s Low Income Programs. Sage also receives support from state programs in Kansas, Texas and Wisconsin. Sage receives support on a federal level for service in these three states and Oklahoma.

⁵ Additional information concerning TSC ownership structure and qualifications is set forth in its application to acquire Sage Telecom, Inc. filed in WC Docket No. 12-119.

(b) detailed information demonstrating the carrier is financially and technically capable of providing the supported Lifeline services in compliance with the Commission's rules;

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 allows it to operate at lower costs and pass those savings on to its subscribers. Throughout the years, Telscape has invested substantial revenue to develop, integrate and maintain its systems.

As a carrier who has provided service in California for over 15 years, 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 maintain its compliance with all applicable 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, the payment for service by Lifeline customers,⁶ as well as high-speed Internet services. In addition, Telscape is a fully audited corporation and has not been subject to any type of enforcement action or ETC revocation proceeding by the FCC or California.

Telscape is already working with Sprint Spectrum and resells Sprint's wireless services to its non-Lifeline customers in California. As a Lifeline service provider, Telscape will continue to work with Sprint, who provides the necessary network infrastructure and wireless facilities necessary for the operation of Telscape's services as a Mobile Virtual Network Operator ("MVNO"). As the Commission is aware, Sprint is a large, nationwide carrier who provides

⁶ All of Telscape's Lifeline wireline customers currently pay a monthly fee for the discounted service.

similar service to other wireless Lifeline providers operating as MVNOs. Telscape's agreement and partnership with Sprint further demonstrates its financial and technical capability to provide these services.

(c) detailed information, including geographic locations, of the carrier's current service offerings if the carrier currently offers service;

As detailed in response to Question 1(a) above, Telscape currently provides local and interstate wireline and wireless services in California as well as broadband Internet services in that state.

(d) the terms and conditions of each Lifeline service plan offering, including rates, the number of minutes provided and additional charges, if any, for toll calls;

At this time, Telscape plans to offer the following Lifeline plans and services to customers in California and eventually similar plans nationwide. The California service plans are listed below and were approved by the CPUC as part of the ETC application process. The basic plan provides 300 minutes a month to Lifeline customers for \$2.50 a month. A similar plan is marketed to non-lifeline customers at \$15.00, but would be discounted to \$2.50 for Lifeline eligible customers (after reimbursement). All plans require a monthly payment by the customer.

Plan 1 – 300 Minutes \$2.50 a month	
Call Waiting	Included
3 Way Calling	Included
Caller ID	Included
Voicemail	Included
911	Free
611 (Customer Service)	Free
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
911	Free
611 (Customer Service)	Free
Directory Assistance	\$1.50 per call

Additional Minutes. For both Plans above, if the subscriber wishes 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. In other words, each text message is the equivalent of one minute of calling.

Other. Telscape's plans will 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.

Outside of California, Telscape will offer plans similar to the following, subject to state specific requirements or requests from state PUCs. As with California, these plans are offered to both Lifeline and non-Lifeline subscribers, with a discount applied to the Lifeline customer. Services will be offered on a prepaid basis, and potentially also on a postpaid basis, as is done in California. All services will normally have an activation fee and will likely require a monthly payment from the customer. The prices listed below show the basic, non-Lifeline price and the price to the consumer with the \$9.25 Lifeline credit applied. All plans will likely require a monthly payment by the customer. Telscape commits to providing a minimum of 250 minutes per month for the \$9.25 subsidy.

Telscape is still determining the exact plans it will offer (reiterating the condition that plans will provide a minimum of 250 minutes for the \$9.25 subsidy), but a sample plan would be as follows:

ValuMobile Plus Price: \$24.25 per month/Lifeline Price: \$15.00

Features	Cost
500 minutes Voice/Text	Included
Call Waiting	Included
3 Way Calling	Included
Caller ID	Included
VoiceMail	Included
911	Free
611 (Customer Service)	Free
Directory Assistance	\$1.50

Activation Fee: \$25.00

Additional Minutes: For all service plans the customer can purchase additional voice, data, MMS, text minutes for \$0.05 per minute with a minimum purchase of \$5.00. For example, 100 additional minutes will cost \$5.00. The customer will have the ability to purchase 100 minutes (\$5.00); 200 minutes (\$10.00); 300 minutes (\$15.00) and 500 minutes (\$25.00). For Unlimited service plans the customer will not need additional voice or text but will need to purchase additional minutes for data and MMS. MMS is priced at \$0.15 per minute and Data is \$0.05 per MB.

Text Messages: The service plans include text messaging; text messaging rates are assessed at 1 minute per text message sent and 1 minute per text message received.

Other: Plans do not permit rollover minutes. Top Ups are available for a 30 day period as long as the customer renews the service at the normal plan rate. Plans do not allow roaming. The \$25.00 Activation Fee includes selection of a basic handset which is activated and provided ready for use. Customers are allowed to call internationally but will be assessed the international rates. International text rates are \$0.20 per minute for messages sent or received. Special Promotional offer: 10 MB data FREE for 3 months with the selection of a data capable phone. .

(e) all other certifications required under newly amended section 54.202 of the Commission's rules.

Section 54.202 requires ETCs to (1) certify that it will comply with the applicable service requirements; (2) file a five-year plan detailing proposed improvements or upgrades in the

network unless the ETC is receiving only Lifeline support; (3) demonstrate that it will continue to function in emergency situations including reasonable back-up backup power and emergency traffic management; (4) demonstrate that the carrier will comply with applicable consumer protection and service quality standards; (5) demonstrate that it is financially and technical qualified to provide Lifeline services that comply with the applicable rules; and (6) provide information concerning the terms and conditions of the service plans offered to Lifeline customers.

In response to item (1), Telscape certifies that it will comply with applicable service requirements and regulations for Lifeline support.

In response to item (2), Telscape is not required to submit a five year plan since it is seeking to obtain only Lifeline support for its eligible customers.

In response to item (3), as a CLEC provider in California for over 15 years, Telscape has significant experience with emergency preparedness. Telscape has detailed Emergency Action and Disaster Recovery Plans in place to respond to emergencies.. In addition, Telscape's agreement with Sprint provides for the continuation of services during emergencies and sets forth obligations for the service to remain functioning during disasters and similar emergency situations. In addition, as a nationwide carrier and provider of wireless service, Sprint also remains subject to the Commission's authority and must, and does, comply with federal outage reporting requirements.

In response to item (4), Telscape certifies that it will comply with the applicable consumer protection and service quality standards. As a CLEC operating in California, Telscape is already subject to that state's consumer protection and service quality requirements. Telscape's Lifeline customers will also receive the same quality service and protections.

Telscape's response to items (5) and (6) are provided above and in the provided exhibits

(2) A detailed explanation of how the carrier will comply with the Commission's new rules relating to determinations of subscriber eligibility for Lifeline services, including all consumer eligibility, consumer enrollment and re-certification procedures as required by Section VI and Appendix C of the Lifeline Reform Order, and a copy of the carrier's certification form;

Under the *Lifeline Reform Order*, ETCs must comply with eligibility rules for Lifeline services, including initial eligibility, certification, and annual re-certification procedures. In addition to the Commission's rules, Telscape must also 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, Telscape certifies it will comply with the Commission's certification and verification requirements and will follow the procedures outlined below until such time as the Commission implements its planned National Lifeline Accountability Database.

Procedures for Initial Eligibility Determination and Certification of Lifeline Subscribers.

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 eligibility verification.

In states where there is a third party entity acting as the Lifeline administrator (also referred to as the "Certifying Agent" in California) who is responsible for determining the eligibility of consumers seeking to subscribe to Lifeline service, sending out certification forms, reviewing documentation and providing ETCs with the appropriate approval of a potential

subscriber's eligibility for Lifeline, Telscape will comply with the program rules established in those states and will cooperate fully with any state Lifeline administrator.

Based on Telscape's history of providing Lifeline and non-Lifeline customers in wireline products, Telscape's primary source of signing up Lifeline customers will be via telephone, although some customers (entirely in California at this point) will be signed up in person at the retail locations staffed by Telscape employees. Visitors to Telscape's website will be given information about the program but are required to contact Telscape directly via telephone to complete the sign-up process. These callers speak to Telscape employees who are specially trained on the Lifeline programs. Telscape's customer services representatives will review income- and program-based requirements with applicants via telephone contact or point of sale contact at one of Telscape's retail locations.⁷ During the initial sign up for service, Telscape will (a) require the applicant to confirm that he or she is not already receiving a Lifeline service and that no one else in the applicant's household is subscribed to a Lifeline service in order to avoid providing duplicate services; and (b) inform the applicant of both the income- and program-based eligibility requirements to determine initial eligibility and any state-specific requirements.

Customers are offered the choice to either sign up for service as a non-Lifeline customer pending confirmation of eligibility, or to have their application for service held pending confirmation of eligibility. In the event the customer chooses to proceed, they are processed as a new non-Lifeline customer and the verification process continues as described below. If, after the verification process is completed, the customer is deemed eligible, they are credited with the

⁷ 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.

Lifeline discount back to the date service was initiated. If the customer is eventually deemed ineligible, they receive no credit. Where the customer chooses to wait for confirmation of eligibility before starting service, the employee will take down the relevant information from the consumer, including payment information, but the order is then held pending verification of eligibility. Only if the customer is determined to be eligible is the order processed.

The Verification process varies by state, in states with a Lifeline administrator, if a new applicant indicates that he or she is eligible for Lifeline service, Telscape will provide the applicant's relevant information to the administrator in conformance with any state or Lifeline administrator specific rules. The Lifeline administrator will provide the requisite forms and will be responsible for processing those forms when returned and ensuring the documentation is satisfactory as set forth in state regulations. Telscape will not provide Lifeline service or seek reimbursement for providing services to such applicant until it receives a certification of eligibility from the Lifeline administrator.

In states where there is no Lifeline administrator or state agency responsible for determining initial eligibility and certifying Lifeline applicants, Telscape will require all applicants to demonstrate either: (1) the applicant's household income is at or below 135% of the Federal Poverty Guidelines based on the income-eligibility criteria set forth in Sections 54.409(a)(1) or (a)(3) or (2) the applicant participates in Medicaid, Food Stamps, Supplemental Security Income, Federal Public Housing Assistance, Low-Income Home Energy Assistance Program, National School Lunch Program or Temporary Assistance for Needy Families. As required to prevent suspected duplications, Telscape will also require the customer to complete the Lifeline Household Worksheet issued by USAC to ensure that duplicate support is not provided to any household. Telscape will inform the applicant that any information provided

will be submitted to USAC as necessary under the Commission's rules to verify the household is not receiving duplicate Lifeline support.

After confirming initial eligibility either in person or over the phone, Telscape will provide the individual with an application via mail requiring him or her 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's Lifeline application form will collect the following information from the potential Lifeline customers: (i) the subscriber's full name; (ii) the subscriber's full residential street address (P.O. Boxes will not be acceptable); (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.

In addition, as part of the Lifeline application, Telscape will require all Lifeline applicants to certify, under penalty of perjury, that:

- the applicant meets the income-based or program-based eligibility criteria for receiving Lifeline either because the household receives benefits from a state or federal assistance program (and list the name of the program) or has income at or below 135% of the Federal Poverty Guidelines;
- the applicant has provided documentation to Telscape that correctly and accurately confirms the subscriber's household income or participation in the above-listed

program(s);

- the applicant will notify its carrier within thirty (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 applicant is receiving more than one Lifeline benefit, or another member of the subscriber's household is receiving a Lifeline benefit. The applicant will also certify that they understand this requirement and may be subject to penalties if they fail to notify Telscape;
- if the applicant moves to a new address, he or she will provide that new address to the eligible telecommunications carrier within thirty (30) days;
- if the applicant 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 ninety (90) days;
- the applicant acknowledges that the subscriber will be required to re-certify his or her continued eligibility for Lifeline at any time, and the applicant's failure to re-certify as to his or her continued eligibility will result in de-enrollment and the termination of the applicant's Lifeline benefits;
- the applicant'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 applicant's certification form is true and correct to the best of his or her knowledge, that providing false or fraudulent documentation or information in order to receive assistance is punishable by fines, imprisonment, de-enrollment or being barred from the program;
- That a violation of the one-per-household rule constitutes a violation of FCC rules and will result in their de-enrollment from the Lifeline program
- the applicant understands that Lifeline is a non-transferable benefit and the service may not be transfers to anyone else; and
- the applicant understands their information, including name, telephone number and address, will be given to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying the applicant and the applicant's household do not receive more than one Lifeline benefit and consenting to the inclusion of that information into a Lifeline database.

A sample Telscape application is attached hereto as Exhibit A.

This application is mailed by Telscape to the customer for completion and is returned to Telscape for review and certification. All applications are reviewed by Telscape employees or

by employees of their affiliate Sage. Should Telscape engage sales agents to assist in signing up customers, those applications will also be reviewed by employees to ensure the applicant's eligibility.⁸ This review includes a review to determine eligibility as well as a duplicate review process described below. Telscape will make itself available as a direct point of contact with all Lifeline applicants, either in person through its employees, or by telephone. In addition, all Telscape employees who have contact with potential Lifeline customers will be fully trained on the state and Commission Lifeline eligibility rules.

If Telscape cannot determine a prospective subscriber's eligibility through a review of an appropriate federal or state database, Telscape personnel will require the submission of appropriate documentation required to establish income-based and program-based eligibility and will review each subscriber's documentation for compliance with the eligibility criteria. If documentation is not sufficient or if the application is incomplete, then Telscape will deny the application and inform the applicant of the reason for such rejection. For applicants 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.⁹ In addition, 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.

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

⁸ In states with a Lifeline Administrator, this process would be handled pursuant to the procedures of the Administrator.

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

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 the de-enrollment requirements required by the FCC'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 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.¹⁰ Alternatively, beginning in 2013, Telscape may elect to have the USAC administer the annual self-certification process.¹¹

As part of the re-certification process, Telscape will inform its Lifeline subscribers that they must confirm eligibility to retain Lifeline benefits, when Lifeline benefits will be terminated if confirmation of eligibility is not provided and how to contact Telscape for more information or assistance. If a Lifeline subscriber does not respond to the notice within 30 days, Telscape will

¹⁰ *Lifeline Reform Order*, ¶ 130.

¹¹ *Id.*, ¶ 133.

send a notice of impending termination. Subscribers who do not respond to the impending termination notice will be de-enrolled from the Lifeline program within five business days.¹²

(3) A detailed explanation of how the carrier will comply with the forbearance conditions relating to public safety and 911/E-911 access;

The Commission conditioned its grant of forbearance on an ETC (a) providing its Lifeline subscribers with 911 and E911 access, 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.¹³ Telscape's wireless service currently complies with these requirements and will continue to comply with these conditions.

Specifically, Telscape provides its wireless subscribers 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. It is the company's practice to provide access to 911/E911 to the extent these services are available from the underlying carrier, Sprint. Telscape also enables 911 emergency calling from all properly activated handsets regardless of whether the account associated with the handset is active, suspended to terminated. Telscape will transmit all 911 calls initiated from any of its handsets even if the associated account has no remaining minutes.

In addition, all phones provided by Telscape are 911/E911 compliant. Telscape uses phones from Sprint that, based on representations made to Telscape by Sprint, have been through the applicable certification process in the company's labs. In the event that a customer does not have an E911-complaint handset, Telscape will replace it with a compliant handset at no charge.

¹² 47 C.F.R. § 54.405(e)(4).

¹³ *Lifeline Reform Order*, ¶ 373.

All new customers who qualify for Lifeline services with Telscape will receive a 911/E911-compliant handset free of charge.

(4) A detailed explanation of how the carrier will comply with the Commission's marketing and disclosure requirements for participation in the Lifeline program;

Telscape has experience in providing clear, concise and consistent marketing and disclosure information to its wireline Lifeline to its customers. Given the make-up of its customer base, primarily limited English speaking consumers, some of whom are of lower income, Telscape strives to use language that is easily understandable so as to avoid customer confusion. With respect to its wireless services, Telscape will emphasize in clear, easily understood language: (a) that the service is a Lifeline-supported service; (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 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. A sample advertisement that was approved for use in California by the California PUC is attached hereto as Exhibit B. Marketing outside of California will contain similar disclosures.

(5) A detailed explanation of the carrier's procedures and efforts to prevent waste, fraud and abuse in connection with Lifeline funds, including but not limited to, procedures the carrier has in place to prevent duplicate Lifeline subsidies within its own subscriber base, procedures the carrier undertakes to de-enroll subscribers receiving more than one Lifeline subsidy per household, information regarding the carrier's toll limitation service, if applicable, and the carrier's non-usage policy, if applicable.

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. 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 before launching its service nationwide at some time in the future.

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 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 understands 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.

In addition, while it is anticipated that Telscape and its affiliate, Sage will only operate in different states, to the extent that they have Lifeline customers in the same state, customers can be checked against each company's records to further avoid duplication.

Activation and Non-Usage Policy. In California, Telscape does not consider a wireless subscriber activated until the customer has chosen a *non-Lifeline* service plan, activates their service by paying the activation fee, and then applies for and is approved for a Lifeline service plan. Adhering to this “prequalification guideline” prevents waste, fraud and abuse by requiring customers to first sign up for service at regular rates and then only provide discounted service once the customer’s eligibility has been confirmed and 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 by Telscape, in states without a third party Lifeline administrator. Customers who wish to be confirmed as an eligible Lifeline subscriber prior to commencing service can place a non-Lifeline order and have the order held pending verification of eligibility as described above. Because customers do not receive their handset and service until they have an order processed and the activation fee is paid, customers receive activated handsets. Thus, there is no possibility of Telscape receiving reimbursement for a customer who does not have an active handset. After the order is processed, Telscape personnel activate, configure and test the handsets before they are sent to the consumer. Thus all customers receive an activated handset.

As required by the *Lifeline Reform Order*, Telscape has implemented 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 or an additional month of service 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 as described above, 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. 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.

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

¹⁵ 47 C.F.R. § 54.405(e)(3).

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 can provide essential Lifeline wireless service to eligible low-income customers nationwide.

Respectfully submitted,

/s/ electronically signed

Douglas D. Orvis II
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Date: December 19, 2012

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April 10, 2023

Via ECFS

Jodie Griffin, Division Chief
Telecommunications Access Policy Division
Wireline Competition Bureau
Federal Communications Commission
45 L Street NE
Washington, DC 20554

RE: TruConnect Communications, Inc. Lifeline Compliance Plan;
Federal-State Joint Board on Universal Service, *et al.*, WC Docket Nos.
09-197, 11-42

Dear Ms. Griffin:

On December 26, 2012, Telscape Communications, Inc. (Telscape) received approval from the Wireline Competition Bureau (Bureau) of its Compliance Plan for its wireless Lifeline services.¹ The Company recently became aware that its approved Compliance Plan did not reflect its current name TruConnect Communications, Inc. (TruConnect or the Company). In addition, TruConnect has changed certain of its practices and procedures so that it does not needlessly duplicate tasks now handled by the National Verifier, National Lifeline Accountability Database (NLAD) or state administrators, and to reflect current Lifeline rules. As a courtesy, the Company hereby notifies the Bureau of the following changes.

First, Telscape advises the Bureau that it changed its name to TruConnect through an amendment to its Certificate of Incorporation. On September 28, 2015, the Secretary of State of the State of Delaware recognized the amended Certificate of Incorporation and the name change.

¹ See generally *Wireline Competition Bureau Approves the Compliance Plans of AirVoice Wireless, AmeriMex Communications, Blue Jay Wireless, Millennium 2000, Nexus Communications, PlatinumTel Communications, Sage Telecom, Telrite and Telscape Communications*, WC Docket Nos. 09-197, 11-42, Public Notice, DA 12-2063 (rel. Dec. 26, 2012).

Since the Company formally changed its name in 2015, the Company's filings with the Commission have indicated that it does business as TruConnect. However, by this letter, the Company clarifies that its official corporate name for all purposes, including its provision of Lifelines services, is TruConnect Communications, Inc. The Company requests that the Bureau update its name in all relevant records.

Second, the Company notifies the Bureau that it has changed certain of its practices and procedures so that it does not needlessly duplicate tasks now handled by the National Verifier, NLAD or state administrators, and to reflect current Lifeline rules. Because performing a practice that is duplicative of those functions now performed by Universal Service Administrative Company (USAC) and its National Verifier and NLAD database, or state administrators, is not necessary to achieve compliance, the Company does not view any of these changes as being "material" changes warranting filing and approval of a revised compliance plan.² Processes must evolve to keep pace with changing rules and, when appropriate, to remove unnecessary burdens from service providers and Lifeline applicants and subscribers.

The Company uses this opportunity to notify the Bureau of changes to its processes so that compliance functions that were once done by TruConnect, but no longer are necessary, are no longer part of any perceived compliance plan obligations. The Company also advises that its processes have been updated to reflect the current regulatory landscape.

Specifically, the following process changes have been made to ensure the Company's continued compliance with the Commission's Lifeline rules:

- (a) The Company³ no longer undertakes functions that are performed or are rendered unnecessary by the National Verifier, NLAD or state administrators. Those functions include dipping of state databases and collection and review of proof of eligibility for purposes of (1) determining whether an applicant is currently receiving Lifeline benefits from another Lifeline service provider; (2) initially certifying Lifeline applicants' eligibility; or (3) annually recertifying Lifeline subscribers' continued eligibility.
- (b) The Company does not make any determinations regarding whether an applicant meets income-based or program-based eligibility criteria, nor does it make any determinations regarding whether a Lifeline subscriber has completed the annual re-certification of eligibility.

² See *Wireline Competition Bureau Reminds Carriers of Eligible Telecommunications Carrier Designation and Compliance Plan Approval Requirements for Receipt of Federal Lifeline Universal Service Support*, WC Docket Nos. 09-197, 11-42, Public Notice, DA 14-1052 (rel. July 24, 2014).

³ Reference to the Company encompasses employees, customer service representatives, and agents.

- (c) To the extent that the Company offers a Lifeline service that does not require it to assess and collect a monthly fee from its subscribers, the Company will not seek Lifeline support for a subscriber until the subscriber activates the service by a means specified by the Company in its terms and conditions.⁴
- (d) The Company conducts the enrollment and de-enrollment process consistent with the requirements of NLAD.⁵ To the extent that the Company provides Lifeline service in California, an NLAD opt-out state, it conducts the enrollment and de-enrollment process consistent with the requirements of the California Third Party Administrator's requirements.
- (e) The Company provides de-enrollment notices to subscribers after 30 days of non-usage indicating that failure to use the service within the 15-day notice period will result in service termination for non-usage.⁶
- (f) The Company has updated its Lifeline service offerings and marketing materials to reflect current minimum service standards and market realities.⁷
- (g) The Company has replaced its application and certification form and its income eligibility worksheet with the universal forms as required by the Commission.⁸
- (h) The Company uses the Lifeline Claims System in the NLAD for reimbursement.⁹
- (i) The Company's underlying carrier has shifted from Sprint to T-Mobile, because of a merger between those two carriers. The Company's wireless coverage continues to

⁴ See 47 CFR § 54.407(c)(1). The Company no longer charges an activation fee to Lifeline subscribers in all states where it offers Lifeline service, except for California. In California, a one-time activation fee of \$39 is charged to all new or transferred accounts. If a California LifeLine household is not eligible to receive the \$39 activation fee from the California Lifeline Fund, TruConnect will use its own funds to credit the activation fee.

⁵ See 47 CFR § 54.404.

⁶ See 47 CFR § 54.405(e)(3).

⁷ See 47 CFR § 54.408. The Company's current Lifeline service offerings are available at <https://www.truconnect.com/lifeline>.

⁸ 47 CFR § 54.410(d); *Wireline Competition Bureau Provides Guidance on Universal Forms for the Lifeline Program*, WC Docket No. 11-42, Public Notice, DA 18-161 (rel. Feb. 20, 2018).

⁹ See USAC, *Lifeline Claims System (LCS)*, <https://www.usac.org/lifeline/lifeline-claims-system-lcs/> (last visited June 8, 2022).

TruConnect Communications, Inc. Lifeline Compliance Plan
April 10, 2023
Page 4

include 911/E911 access and 911/E911 compliant handsets compatible with its underlying carrier's network.

Pursuant to Section 1.1206(b) of the Commission's rules, this letter is being filed electronically. Please feel free to contact me if you have any questions.

Respectfully submitted,

A handwritten signature in cursive script that reads "Joshua Guyan".

Joshua Guyan
John J. Heitmann
Debra McGuire Mercer

Counsel to TruConnect Communications, Inc.

cc: Nicholas Page

EXHIBIT 3
Coverage Area

TRUCONNECT COMMUNICATIONS, INC.

FLORIDA

SERVICE AREA ZIP CODES

32003	32083	32142	32212	32302	32355	32445	32539
32004	32084	32143	32214	32303	32356	32446	32540
32006	32085	32145	32215	32304	32357	32447	32541
32007	32086	32147	32216	32305	32358	32448	32542
32008	32087	32148	32217	32306	32359	32449	32544
32009	32091	32149	32218	32307	32360	32452	32547
32011	32092	32157	32219	32308	32361	32454	32548
32013	32094	32158	32220	32309	32362	32455	32549
32024	32095	32159	32221	32310	32395	32456	32550
32025	32096	32160	32222	32311	32399	32457	32559
32026	32097	32162	32223	32312	32401	32459	32560
32030	32099	32163	32224	32313	32402	32460	32561
32033	32102	32164	32225	32314	32403	32461	32562
32034	32105	32168	32226	32315	32404	32462	32563
32035	32110	32169	32227	32316	32405	32463	32564
32038	32111	32170	32228	32317	32406	32464	32565
32040	32112	32173	32229	32318	32407	32465	32566
32041	32113	32174	32230	32320	32408	32466	32567
32042	32114	32175	32231	32321	32409	32501	32568
32043	32115	32176	32232	32322	32410	32502	32569
32044	32116	32177	32233	32323	32411	32503	32570
32046	32117	32178	32234	32324	32412	32504	32571
32050	32118	32179	32235	32326	32413	32505	32572
32052	32119	32180	32236	32327	32417	32506	32577
32053	32120	32181	32237	32328	32420	32507	32578
32054	32121	32182	32238	32329	32421	32508	32579
32055	32122	32183	32239	32330	32422	32509	32580
32056	32123	32185	32240	32331	32423	32511	32583
32058	32124	32187	32241	32332	32424	32512	32588
32059	32125	32189	32244	32333	32425	32513	32590
32060	32126	32190	32245	32334	32426	32514	32591
32061	32127	32192	32246	32335	32427	32516	32592
32062	32128	32193	32247	32336	32428	32520	32601
32063	32129	32195	32250	32337	32430	32521	32602
32064	32130	32198	32254	32340	32431	32522	32603
32065	32131	32201	32255	32341	32432	32523	32604
32066	32132	32202	32256	32343	32433	32524	32605
32067	32133	32203	32257	32344	32434	32526	32606
32068	32134	32204	32258	32345	32435	32530	32607
32071	32135	32205	32259	32346	32437	32531	32608
32072	32136	32206	32260	32347	32438	32533	32609
32073	32137	32207	32266	32348	32439	32534	32610
32079	32138	32208	32267	32350	32440	32535	32611
32080	32139	32209	32277	32351	32442	32536	32612
32081	32140	32210	32290	32352	32443	32537	32613
32082	32141	32211	32301	32353	32444	32538	32614

TRUCONNECT COMMUNICATIONS, INC.

FLORIDA

SERVICE AREA ZIP CODES

32615	32706	32768	32824	32906	32971	33055	33129
32616	32707	32771	32825	32907	32976	33056	33130
32617	32708	32772	32826	32908	32978	33060	33131
32618	32709	32773	32827	32909	33001	33061	33132
32619	32710	32774	32828	32910	33002	33062	33133
32621	32712	32775	32829	32911	33004	33063	33134
32622	32713	32776	32830	32912	33008	33064	33135
32625	32714	32777	32831	32919	33009	33065	33136
32626	32715	32778	32832	32920	33010	33066	33137
32627	32716	32779	32833	32922	33011	33067	33138
32628	32718	32780	32834	32923	33012	33068	33139
32631	32719	32781	32835	32924	33013	33069	33140
32633	32720	32782	32836	32925	33014	33070	33141
32634	32721	32783	32837	32926	33015	33071	33142
32635	32722	32784	32839	32927	33016	33072	33143
32639	32723	32789	32853	32931	33017	33073	33144
32640	32724	32790	32854	32932	33018	33074	33145
32641	32725	32791	32855	32934	33019	33075	33146
32643	32726	32792	32856	32935	33020	33076	33147
32644	32727	32793	32857	32936	33021	33077	33148
32648	32728	32794	32858	32937	33022	33081	33149
32653	32730	32795	32859	32940	33023	33082	33150
32654	32732	32796	32860	32941	33024	33083	33151
32655	32733	32798	32861	32948	33025	33084	33152
32656	32735	32799	32862	32949	33026	33090	33153
32658	32736	32801	32867	32950	33027	33092	33154
32662	32738	32802	32868	32951	33028	33093	33155
32663	32739	32803	32869	32952	33029	33097	33156
32664	32744	32804	32872	32953	33030	33101	33157
32666	32745	32805	32877	32954	33031	33102	33158
32667	32746	32806	32878	32955	33032	33106	33159
32668	32747	32807	32885	32956	33033	33107	33160
32669	32750	32808	32886	32957	33034	33109	33161
32680	32751	32809	32887	32958	33035	33110	33162
32681	32752	32810	32890	32959	33036	33111	33163
32683	32753	32811	32891	32960	33037	33112	33164
32686	32754	32812	32893	32961	33039	33114	33165
32692	32756	32814	32896	32962	33040	33116	33166
32693	32757	32815	32897	32963	33041	33119	33167
32694	32759	32816	32898	32964	33042	33121	33168
32696	32762	32817	32899	32965	33043	33122	33169
32697	32763	32818	32901	32966	33045	33124	33170
32701	32764	32819	32902	32967	33050	33125	33172
32702	32765	32820	32903	32968	33051	33126	33173
32703	32766	32821	32904	32969	33052	33127	33174
32704	32767	32822	32905	32970	33054	33128	33175

TRUCONNECT COMMUNICATIONS, INC.

FLORIDA

SERVICE AREA ZIP CODES

33176	33301	33388	33446	33514	33592	33661	33740
33177	33302	33394	33447	33521	33593	33662	33741
33178	33303	33401	33448	33523	33594	33663	33742
33179	33304	33402	33449	33524	33595	33664	33743
33180	33305	33403	33454	33525	33596	33672	33744
33181	33306	33404	33455	33526	33597	33673	33747
33182	33307	33405	33458	33527	33598	33674	33755
33183	33308	33406	33459	33530	33601	33675	33756
33184	33309	33407	33460	33534	33602	33677	33757
33185	33310	33408	33461	33537	33603	33679	33758
33186	33311	33409	33462	33538	33604	33680	33759
33187	33312	33410	33463	33539	33605	33681	33760
33188	33313	33411	33464	33540	33606	33682	33761
33189	33314	33412	33465	33541	33607	33684	33762
33190	33315	33413	33466	33542	33608	33685	33763
33191	33316	33414	33467	33543	33609	33686	33764
33192	33317	33415	33468	33544	33610	33687	33765
33193	33318	33416	33469	33545	33611	33688	33766
33194	33319	33417	33470	33547	33612	33689	33767
33195	33320	33418	33471	33548	33613	33690	33769
33196	33321	33419	33472	33549	33614	33694	33770
33197	33322	33420	33473	33550	33615	33701	33771
33198	33323	33421	33474	33556	33616	33702	33772
33199	33324	33422	33475	33558	33617	33703	33773
33206	33325	33424	33476	33559	33618	33704	33774
33222	33326	33425	33477	33563	33619	33705	33775
33231	33327	33426	33478	33564	33620	33706	33776
33233	33328	33427	33480	33565	33621	33707	33777
33234	33329	33428	33481	33566	33622	33708	33778
33238	33330	33429	33482	33567	33623	33709	33779
33239	33331	33430	33483	33568	33624	33710	33780
33242	33332	33431	33484	33569	33625	33711	33781
33243	33334	33432	33486	33570	33626	33712	33782
33245	33335	33433	33487	33571	33629	33713	33784
33247	33336	33434	33488	33572	33630	33714	33785
33255	33337	33435	33493	33573	33631	33715	33786
33256	33338	33436	33496	33574	33633	33716	33801
33257	33339	33437	33497	33575	33634	33729	33802
33261	33340	33438	33498	33576	33635	33730	33803
33265	33345	33439	33499	33578	33637	33731	33804
33266	33346	33440	33503	33579	33646	33732	33805
33269	33348	33441	33508	33583	33647	33733	33806
33280	33349	33442	33509	33584	33650	33734	33807
33283	33351	33443	33510	33585	33651	33736	33809
33296	33355	33444	33511	33586	33655	33737	33810
33299	33359	33445	33513	33587	33660	33738	33811

TRUCONNECT COMMUNICATIONS, INC.

FLORIDA

SERVICE AREA ZIP CODES

33812	33876	33944	34024	34098	34218	34287	34482
33813	33877	33945	34025	34099	34219	34288	34483
33815	33880	33946	34030	34101	34220	34289	34484
33820	33881	33947	34031	34102	34221	34290	34487
33823	33882	33948	34032	34103	34222	34291	34488
33825	33883	33949	34033	34104	34223	34292	34489
33826	33884	33950	34034	34105	34224	34293	34491
33827	33885	33951	34035	34106	34228	34295	34492
33830	33888	33952	34036	34107	34229	34420	34498
33831	33890	33953	34037	34108	34230	34421	34601
33834	33896	33954	34038	34109	34231	34423	34602
33835	33897	33955	34039	34110	34232	34428	34603
33836	33898	33956	34041	34112	34233	34429	34604
33837	33900	33957	34042	34113	34234	34430	34605
33838	33901	33960	34044	34114	34235	34431	34606
33839	33902	33965	34050	34116	34236	34432	34607
33840	33903	33966	34051	34117	34237	34433	34608
33841	33904	33967	34052	34119	34238	34434	34609
33843	33905	33970	34053	34120	34239	34436	34610
33844	33906	33971	34054	34133	34240	34441	34611
33845	33907	33972	34055	34134	34241	34442	34613
33846	33908	33973	34058	34135	34242	34445	34614
33847	33909	33974	34060	34136	34243	34446	34636
33848	33910	33975	34066	34137	34249	34447	34637
33849	33911	33976	34067	34139	34250	34448	34638
33850	33912	33980	34068	34140	34251	34449	34639
33851	33913	33981	34069	34141	34260	34450	34652
33852	33914	33982	34076	34142	34264	34451	34653
33853	33915	33983	34078	34143	34265	34452	34654
33854	33916	33990	34080	34145	34266	34453	34655
33855	33917	33991	34081	34146	34267	34460	34656
33856	33918	33993	34082	34201	34268	34461	34660
33857	33919	33994	34083	34202	34269	34464	34661
33858	33920	34001	34084	34203	34270	34465	34667
33859	33921	34002	34085	34204	34272	34470	34668
33860	33922	34004	34086	34205	34274	34471	34669
33862	33924	34006	34087	34206	34275	34472	34673
33863	33927	34007	34088	34207	34276	34473	34674
33865	33928	34008	34089	34208	34277	34474	34677
33867	33929	34009	34090	34209	34278	34475	34679
33868	33930	34010	34091	34210	34280	34476	34680
33870	33931	34011	34092	34211	34281	34477	34681
33871	33932	34020	34093	34212	34282	34478	34682
33872	33935	34021	34094	34215	34284	34479	34683
33873	33936	34022	34095	34216	34285	34480	34684
33875	33938	34023	34096	34217	34286	34481	34685

TRUCONNECT COMMUNICATIONS, INC.
FLORIDA
SERVICE AREA ZIP CODES

34688	34786
34689	34787
34690	34788
34691	34789
34692	34797
34695	34945
34697	34946
34698	34947
34705	34948
34711	34949
34712	34950
34713	34951
34714	34952
34715	34953
34729	34954
34731	34956
34734	34957
34736	34958
34737	34972
34739	34973
34740	34974
34741	34979
34742	34981
34743	34982
34744	34983
34745	34984
34746	34985
34747	34986
34748	34987
34749	34988
34753	34990
34755	34991
34756	34992
34758	34994
34759	34995
34760	34996
34761	34997
34762	34138
34769	
34770	
34771	
34772	
34773	
34777	
34778	
34785	

EXHIBIT 4

Sample Advertisements

In-Person Marketing Collateral

FREE PHONE SERVICE


for households eligible for the Lifeline Program



PROGRAM OVERVIEW

 **FREE**
Unlimited
Talk

 **FREE**
Unlimited
Text

 Up to
4.5 GB
of Data

 **FREE**
International
Calling*

TWO WAYS TO QUALIFY

You can get Lifeline if you or your child/dependent participates in any of the programs listed below**

QUALIFYING PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP/Food Stamps)
- Federal Public Housing Assistance (FPHA) or Section 8
- Supplemental Security Income (SSI)
- Veterans and Survivors Pension Benefit
- Tribal Bureau of Indian Affairs General Assistance
- Tribal Head Start
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Tribal Food Distribution Program on Indian Reservations (FDPIR)



INCOME

135% below Federal Poverty Level

Household Size	Household Income
1	\$19,683
2	\$26,622
3	\$33,561
4	\$40,500

For each additional person, add **\$6,939**

To sign up for TruConnect's Lifeline Program, visit www.truconnect.com or call **1.800.430.0443**.
For terms and conditions, visit www.truconnect.com/termsandconditions.

*Select countries include Mexico, Canada, China, Vietnam, and South Korea

**Lifeline is a government assistance program. The service is non-transferable and only eligible consumers may enroll in the program. Limited to one discount per household.

CO-LI-18-01-003-003

In-Person Marketing Collateral



FREE SMARTPHONE AND SERVICE

for households eligible for the Lifeline and Affordable Connectivity Program

PROGRAM OVERVIEW



FREE Android™ Smartphone



FREE Unlimited Talk & Text



FREE Unlimited Data



FREE International Calling*

You can get Lifeline or ACP if you or your child/dependent participates in any of the programs listed below. If you qualify for Federal Lifeline, you are also qualified for ACP.**

TWO WAYS TO QUALIFY		LIFELINE PROGRAM		AFFORDABLE CONNECTIVITY PROGRAM		
1.	Household Income	135% below Federal Poverty Level	Annual Income Limits	200% below Federal Poverty Level	Annual Income Limits	
			Household Size		Household Size	
OR	Medicaid	✓		✓		
	Supplemental Nutrition Assistance Program (SNAP/Food Stamps)	✓		✓		
	Women, Infants, and Children Program (WIC)	✓		✓		
	Federal Public Housing Assistance or Section 8	✓		✓		
2.	Supplemental Security Income (SSI)	✓		✓		
	Tribal Bureau of Indian Affairs General Assistance	✓		✓		
	Tribal Head Start	✓		✓		
	Tribal Temporary Assistance for Needy Families (Tribal TANF)	✓		✓		
	Tribal Food Distribution Program on Indian Reservations (FDP/IR)	✓		✓		
	Veterans and Survivors Pension Benefit	✓		✓		
	Federal Pell Grant (current award year)	✓		✓		
	National School Lunch Program	✓		✓		
			For each additional person, add \$6,939		For each additional person, add \$10,280	

To sign up for TruConnect's Truly Unlimited Plan, visit www.truconnect.com or call 1.800.430.0443.

For terms and conditions, visit www.truconnect.com/termsandconditions.

*Select countries include Mexico, Canada, China, Vietnam, and South Korea
 **Lifeline is a government assistance program. The service is non-transferable and only eligible consumers may enroll in the program. Limited to one discount per household. Only one ACP benefit and one device discount are allowed per household.

CG-ACPL-RLAD-ENR5-0423

Online Advertisement | Social Media

TruConnect Sponsored

Get a **FREE** Android smartphone + **FREE** premium wireless services with TruConnect!

- ✔ Unlimited data
- ✔ Unlimited Talk & Text
- ✔ Free International Calling
- ✔ Signing up is quick and easy
- ★ **BONUS:** Get a tablet for only \$10.01



Do you qualify for a **FREE phone?**


SNAP Medicaid TruConnect

truconnect.com
Get **FREE** Wireless **TODAY!** **Sign up**
UNLIMITED Talk & Text Data ...

TruConnect Sponsored

Are you one of the 34 million Americans who qualify for TruConnect? Stay connected with **FREE** premium internet service + **FREE** Android smartphone (or a Tablet for Only \$10.01).

- ★ Unlimited Data Plan
- ★ Unlimited Talk & Text
- ★ Unlimited Global Texting
- ★ Free International Calling
- ★ Optional: Tablet for Only \$10.01




Don't even know it!

truconnect.com
Get **FREE** Wireless today!
Unlimited Data + Free Phone **Apply now**

TruConnect Sponsored

TruConnect helps connect you with the moments that matter! Over 34 million Americans qualify for a **FREE** Android smartphone and **FREE** premium internet service.



truconnect.com
TruConnect's FREE Service
★★★★★ **Apply now**

TruConnect Sponsored

TruConnect is a wireless service that offers high speed data, unlimited talk and text, plus a free Android™ smartphone at no cost to qualifying customers.



truconnect.com
Get **FREE** Wireless **TODAY!** **Sign up**
UNLIMITED Talk & Text Data Plan

TruConnect Sponsored

TruConnect offers a **FREE** device + **FREE** wireless internet service!

- ✔ Easy to Apply
- ✔ Unlimited Data Plan
- ✔ Unlimited Talk & Text
- ✔ Free International Calling

Get Started Today

Zip Code
Email Address

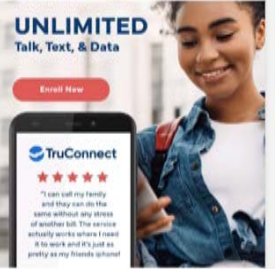
Apply Now

truconnect.com
Get **FREE** Wireless today!
Unlimited Data + Free Phone **Apply now**

TruConnect Sponsored

UNLIMITED
Talk, Text, & Data

Enroll Now



TruConnect
★★★★★
"I can call my family and they can do the same without any stress of weather bill. The service actually works where I need it to work and it's just as pretty as my friends phone!"

Apply now

truconnect! Do you need a **FREE** cell phone and **FREE** internet service? Are you one of the 48 million ... more

Online Advertisement | Display Ads | Search Engines

- ✓ Unlimited Talk & Text
- ✓ Free International Calling
- ✓ Free Android™ Smartphone
- ✓ Wi-Fi Hotspot Capability
- ✓ Unlimited Data
- ✓ 4G/LTE



APPLY NOW



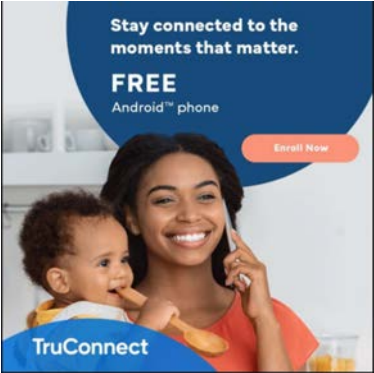
- Free Android™ phone
- 4G/LTE
- Unlimited Talk & Text
- Unlimited Data
- Wi-Fi Hotspot Capability
- Free International Calling



Stay connected to the moments that matter.

FREE
Android™ phone

Enroll Now



TruConnect

EXHIBIT 5

Management Bios

Nathan Johnson
Co-Chief Executive Officer

Nathan is an Owner and Chairman & Co-CEO of TruConnect, where he oversees the strategic vision and effective governance of the organization. He has co-managed the overall operations and growth of the business with his brother for the last 15 years. Mr. Johnson is also a Founder and Managing Partner of Drake Star Partners, a global M&A Advisory Firm with offices throughout the US and Europe, where he leads efforts on restructuring and bankruptcy advisory. Prior to Drake Star Partners, Mr. Johnson served as Director of Overseas Finance for GM's Treasury Office in NY where he oversaw all M&A, divestitures and investments in Latin America. Mr. Johnson received his MBA & MA from the Wharton School & Lauder Institute at the University of Pennsylvania with a concentration in Finance and Multinational Management. His focus at the Lauder Institute was a specialized international management program with concentration on fluency in Spanish and International Studies.

Matthew Johnson
Co-Chief Executive Officer

Matthew led TruConnect to prominence as the 4th largest wireless lifeline company and fastest growing in the United States with over 600,000 customers nationwide, in his role as Co-Founder, Board Member, and Co-CEO. With his brother Nathan Johnson, Matthew built the company with both internal growth and acquisitions including Telscape Communications, Sage Telecom, and TruConnect Mobile among others. Along with his focus on TruConnect, Mr. Johnson is also a Managing Partner and Board Member of Drake Star Partners, a global technology investment bank headquartered in New York with offices in eight countries. A member of Young Presidents Organization ("YPO") and a two time finalist for E&Y's Entrepreneur of the Year. Matthew also serves as Chairman for UCP Wheels for Humanity, a non-profit supplying wheelchairs to disabled children and young adults globally. Matthew holds an MBA from Northwestern University's Kellogg School of Management.

Scott Southron
Chief Financial Officer

Scott is a senior executive with over 35 years of experience in investment banking, financial planning, and strategic business growth. Through a purpose-driven lens, Scott's capital funding expertise fortifies TruConnect's customer acquisition and long-term fiscal stability goals to achieve profitability. Most recently, he spent nine years at CarrierX, supporting organizational efforts in serving millions of customers worldwide through a robust arsenal of connectivity applications. His talent comes from several senior finance and operations roles, most recognizably at The Walt Disney Company.

Danielle Perry
Chief Compliance Officer

Danielle is TruConnect's Chief Compliance Officer, where she is responsible for leading all compliance and regulatory related aspects of the organization. Danielle maintains over 20 years of experience in the telecommunications industry, with 15 of those years being focused on the Lifeline program. She held senior management positions on both operations and technology teams, in addition to working closely with state and federal agencies on numerous integration projects. Prior to her tenure at TruConnect, Danielle served as the Chief Information Officer at Blue Jay Wireless.

Andrew Magaña
Chief Operations Officer

Andrew leads TruConnect's operations including global PMO, sales operations, device strategy, supply chain, fulfillment, as well as offshore and onshore customer and sales agent support. Andrew brings over 20 years of experience in strategy, operations, and revenue management in the high-growth technology and commercial real estate industries. Prior to TruConnect, Andrew was Divisional President and Regional General Manager at Postmates, spearheading revenue growth from \$175M to \$700M and its subsequent sale/merger with Uber. He was also the General Manager for Uber Ridesharing in California and Hawaii, achieving 8x business growth in 4 years. Before his technology career, he worked as an investment professional at the Magellan Group, overseeing the development of over \$300M in commercial real estate. Andrew holds an MBA from Stanford University Graduate School of Business and a BS from the US Naval Academy.

Lucy Sung
Chief Administrative Officer

Lucy leads TruConnect's legal, customer care, and billing operations teams. She is a proven executive team leader, with over 30 years of experience in the wireless telecommunications industry and 15 years of experience managing the operations and expansion of wireless eligible telecommunications carriers (ETCs). She has held senior management positions in companies that include AT&T, among others. Lucy holds a BS in Business Administration.

Kevin Lucier
Chief Technology Officer

Kevin leads TruConnect's engineering, business intelligence (BI), product management and customer experience teams, coordinating the design and development of products from concept to reality. With over 25 years of technology leadership experience in ecommerce and SaaS platforms, Kevin has worked for industry-leading companies such as BeautyCounter, Sugarfina, Toyota, and Herbalife. He maintains deep knowledge in both B2B and B2C systems, MLM/Direct Selling, system integration, and is very active in the

Los Angeles start-up community as an advisor and investor. Kevin holds a degree in Electrical/Electronics Engineering from St. Clair College and University of Windsor.

Ashley Lewis
Chief Product Officer

Ashley is responsible for building TruConnect's product vision and strategy. With over 15 years of experience managing consumer technology products at LA-based startups, Ashley has led product management teams at Sidecar Health, NEXT Trucking, and Dollar Shave Club. She was also an early employee at Dog Vacay, where she oversaw the consumer experience and mobile app teams. Ashley holds two patents for her work in the early days of native mobile applications. She received an MBA from the UCLA Anderson School of Management and a BA in Global Studies from UC Santa Barbara.

EXHIBIT 6

Proposed Lifeline Offering

TRUCONNECT WIRELESS FLORIDA LIFELINE OFFERING

LIFELINE PLAN	VOICE	TEXT (SMS)	DATA (High Speed)	Free International Calling	Lifeline Price
Lifeline Only	Unlimited	Unlimited	4.5 GB	Canada, Mexico, China, Vietnam, South Korea	\$0.00
Tribal Lifeline Only	Unlimited	Unlimited	10 GB	Canada, Mexico, China, Vietnam, South Korea	\$0.00

“TOP-UPS”	Price
International Top Up (55 Countries)	\$5
500 MB High Speed Data	\$5
1 GB High Speed Data	\$10
3 GB	\$20
8 GB	\$30

All packages include:

- Free calls to TruConnect Customer Service
- Free calls to 611 services
- Free calls to 911 emergency services
- Free access to Voicemail, Caller-ID, and Call Waiting features
- Voice minutes may be used for Domestic Long Distance at no extra cost
- Free SIM Card