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Colorado PUC E-Filings System

EXHIBIT 4
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Exhibit 4 Decision No. R15-1308 Proceeding No. 15A-0066T Page 2 of 38 Stipulation and Settlement Agreement Exhibit 4 August 11, 2015 (also Exhibit 4 to Application)



Federal Communications Commission 445 12th St., S.W. Washington, D.C. 20554

News Media Information 202 / 418-0500 Internet: http://www.fcc.gov TTY: 1-888-835-5322

DA 12-2063

Release Date: December 26, 2012

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 and 11-42

The Wireline Competition Bureau (Bureau) approves the compliance plans of nine carriers: AirVoice Wireless, LLC (AirVoice); AmeriMex Communications Corp. (AmeriMex); Blue Jay Wireless, LLC (Blue Jay); Millennium 2000, Inc. (Millennium 2000); Nexus Communications, Inc. (Nexus); PlatinumTel Communications, LLC (PlatinumTel); Sage Telecom, Inc. (Sage); Telrite Corporation (Telrite); and Telscape Communications, Inc. d/b/a Telscape Wireless (Telscape). The compliance plans were filed pursuant to the *Lifeline Reform Order* as a condition of obtaining forbearance from the facilities requirement of the Communications Act of 1934, as amended (the Act), for the provision of Lifeline service. I

The Act provides that in order to be designated as an eligible telecommunications carrier (ETC) for the purpose of universal service support, a carrier must "offer the services that are supported by Federal universal service support mechanisms . . . either using its own facilities or a combination of its own facilities and resale of another carrier's services" The Commission amended its rules to define voice telephony as the supported service and removed directory assistance and operator services, among other things, from the list of supported services. As a result of these amendments, many Lifeline-only ETCs that previously met the facilities requirement by providing operator services, directory assistance or other previously supported services no longer meet the facilities requirement of the Act. In the *Lifeline Reform Order*, the Commission found that a grant of blanket forbearance of the facilities requirement,

¹ See Lifeline and Link Up Reform and Modernization et al, WC Docket No.11-42 et al., Report and Order and Further Notice of Proposed Rulemaking, 27 FCC Rcd 6656, 6816-17, paras. 379-380 (2012) (*Lifeline Reform Order*). A list of the compliance plans approved through this Public Notice can be found in the Appendix to this Public Notice.

² 47 U.S.C. § 214(e)(1)(A).

³ See Lifeline Reform Order, 27 FCC Rcd at 6678, para. 47; see also 47 C.F.R. § 54.101(a).

⁴ See Lifeline Reform Order, 27 FCC Rcd at 6812, para. 366, App. A; Connect America Fund et al, WC Docket 10-90, Order on Reconsideration, 26 FCC Rcd 17633, 17634-35, para. 4 (2011) (USF/ICC Transformation Order on Reconsideration). Some ETCs have included language in their compliance plans indicating that they have facilities or plan to acquire facilities in the future. See, e.g., Blanket Forbearance Compliance Plan, WC Docket Nos. 09-197 and 11-42, Q Link Wireless, LLC's Third Amended Compliance Plan at 4 n. 2 (filed July 30, 2012). To the extent ETCs seek to avail themselves of the conditional forbearance relief established in the Lifeline Reform Order, we presume they lack facilities to provide the supported service under sections 54.101 and 54.401 of the Commission's rules. See 47 C.F.R. §§ 54.101 and 54.401. Such ETCs must comply with the compliance plan approved herein in each state or territory where they are designated as an ETC, regardless of their claim of facilities for other purposes, such as eligibility for state universal service funding.

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subject to certain public safety and compliance obligations, is appropriate for carriers seeking to provide Lifeline-only service. Therefore, in the *Lifeline Reform Order*, the Commission conditionally granted forbearance from the Act's facilities requirement to all telecommunications carriers seeking Lifeline-only ETC designation, subject to the following conditions: (1) compliance with certain 911 and enhanced 911 public safety requirements; and (2) Bureau approval of a compliance plan providing specific information regarding the carrier and its service offerings and outlining the measures the carrier will take to implement the obligations contained in the Order.⁶

Exhibit 4

August 11, 2015

The Bureau has reviewed the nine plans listed in the Appendix for compliance with the conditions of the *Lifeline Reform Order* and now approves those nine compliance plans.

Filings, including the Compliance Plans identified in the Appendix, and comments are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, S.W., Room CY-A257, Washington, D.C. 20554. They may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc., Portals II, 445 12th Street, S.W., Room CY-B402, Washington, D.C. 20554, telephone: (202) 488-5300, fax: (202) 448-5563, or via email www.bcpiweb.com.

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For further information, please contact Michelle Schaefer, Telecommunications Access Policy Division, Wireline Competition Bureau at (202) 418-7400 or TTY (202) 418-0484.

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⁵ See Lifeline Reform Order, 27 FCC Rcd at 6813-6817, paras. 368-381.

⁶ See id., 27 FCC Rcd at 6814, 6819, paras. 373, 389. Subsequently, the Bureau provided guidance for carriers submitting compliance plans pursuant to the Lifeline Reform Order. Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order, WC Docket Nos. 09-197 and 11-42, Public Notice, 27 FCC Rcd 2186 (Wireline Comp. Bur. 2012).

⁷ The Commission has not acted on any pending ETC petitions filed by these carriers, and this Public Notice only approves the compliance plans of the carriers listed above. While these compliance plans contain information on each carrier's Lifeline offering, we leave it to the designating authority to determine whether or not the carrier's Lifeline offerings are sufficient to serve consumers. See Lifeline Reform Order, 27 FCC Rcd at 6679-80, 6818-19, paras. 50, 387.

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APPENDIX

Petitioner	Petitioner Compliance Plans		Docket
	As Captioned by Petitioner		Numbers
AirVoice Wireless, LLC	AirVoice Wireless, LLC AirVoice Wireless, LLC's Amended		09-197; 11-42
	Compliance Plan	2012	
AmeriMex	AmeriMex Communications Corp.	December 6,	09-197; 11-42
Communications Corp.	Revised Compliance Plan	2012	
Blue Jay Wireless, LLC	Blue Jay Wireless, LLC Compliance	December 19,	09-197; 11-42
	Plan	2012	
Millennium 2000 Inc.	Amended Compliance Plan of	December 18,	09-197; 11-42
	Millennium 2000 Inc.	2012	
Nexus Communications,	Third Amended Compliance Plan of	December 6,	09-197; 11-42
Inc.	Nexus Communications, Inc.	2012	
PlatinumTel	PlatinumTel Communications LLC's	December 19,	09-197; 11-42
Communications, LLC	Revised Compliance Plan	2012	
Sage Telecom, Inc.	Sage Telecom, Inc. Revised Compliance Plan of Sage		09-197; 11-42
	Telecom, Inc.	2012	
Telrite Corporation Telrite Corporation Compliance Plan		December 19,	09-197; 11-42
		2012	
Telscape Revised Compliance Plan of Telscape		December 19,	09-197; 11-42
Communications Inc.	Communications, Inc.	2012	
d/b/a Telscape Wireless			

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

In the Matter of the)	
Telecommunications Carriers Eligible for Universal Service Support))	WC Docket No. 09-197
AmeriMex Communications Corp. Petition for Forbearance from 47 U.S.C. 8 214(e)(1)(A))	WC Docket No. 11-42

AMERIMEX COMMUNICATIONS CORP. REVISED COMPLIANCE PLAN

AmeriMex Communications Corp. ("AmeriMex" or "Company"), by its attorney, hereby files its compliance plan outlining the measures it will take to implement the conditions imposed by the Federal Communications Commission ("Commission") in its *Order* released February 6, 2012.¹ AmeriMex respectfully requests expeditious approval of this plan so that it may continue to provide critical Lifeline services to qualified low income customers.²

BACKGROUND

The Commission's *Order* grants non-facilities-based carriers blanket forbearance from Section 214(e)(1)(A), which requires an ETC to provide supported services, at least in part, over its own facilities, in order to receive federal Lifeline support.³ Those ETCs that were providing

In the Matter of Lifeline and Link Up Reform and Modernization; Lifeline and Link Up; Federal-State Joint Board on Universal Service; Advancing Broadband Availability Through Digital Literacy Training, Report and Order and Further Notice of Proposed Rulemaking (February 6, 2012) ("Order") at ¶ 522-523.

AmeriMex provides Lifeline services in Georgia pursuant to its designation as an Eligible Telecommunications Carrier ("ETC") by the Georgia Public Service Commission. Georgia Public Service Commission, *Order on Application For Designation as Eligible Telecommunications Carrier*, Document Filing No. 139089, Docket No. 32948 (Nov. 21, 2011). The wireless service is provided by AmeriMex Wireless, a division of AmeriMex. The company may expand its Lifeline offerings to eligible customers in additional states following approval of this compliance plan.

 $^{^3}$ Order at ¶1.

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Lifeline services prior to the effective date of the *Order*, were required to meet certain obligations set forth in the *Order*. Those obligations, created to guard public safety and prevent ongoing waste, fraud and abuse of the Lifeline program, are:⁴

1) Compliance with certain 911 and enhanced 911 public safety requirements, and

2) Submission before July 1, 2012 of the carrier's compliance plan; which must be

approved by the FCC before the carrier could seek additional ETC designations.

As required by the *Order*, the compliance plan must include details pertaining to the carrier's 1) financial, operational and technical capabilities, 2) rates, terms and conditions of service, 3) procedures for determining initial eligibility of its Lifeline services, as described in Appendix C of the *Order*, 4) procedures for enrollment and annual recertification, 5) policies for compliance with public safety and 911/E911 access, 6) policies for compliance with marketing disclosure requirements and 7) intended efforts to prevent waste, fraud and abuse of the Lifeline program.

A. COMPLIANCE PLAN

AmeriMex commits to comply with conditions that the Commission has set forth in the *Order*, the requirements described in this Compliance Plan, and any and all laws and regulations that govern the Lifeline-supported prepaid wireless service.

I. Financial, Operational and Technical Information

AmeriMex does not operate under any other names, nor does it have any holding company, operating company or affiliates.⁵ AmeriMex, a privately held Georgia corporation, began offering telecommunications services in 1998. Over the course of six years, AmeriMex

⁴ *Id*. at ¶368.

⁵ *Id.* at ¶390.

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expanded from a long distance calling card distributor to a competitive local exchange carrier ("CLEC"), providing residential wireline service to more than 20,000 customers. As a CLEC, AmeriMex's operations spanned 10 states and included a distribution network of approximately 800 Hispanic merchants. In 2006, AmeriMex became a full facilities based carrier. The Company has a MetaSwitch VP3510 which supports TDM and IP interfaces. Currently, AmeriMex offers domestic and international calling services, and since December 2011, the Company has begun offering wireless ETC service. AmeriMex provides wireless ETC services to approximately 70,000 customers by reselling the services of Ready Mobile, a reseller of Sprint and Verizon Wireless services. The wireless ETC service represents less than 30 percent of AmeriMex's total revenues.

The Company's key management, including its founder and Chief Executive Officer,

Don Aldridge, and the Vice President of Technology, Alejandro Caipa, has significant technical and managerial experience providing prepaid, wireline and wireless services to consumers. Mr. Aldridge is a Certified Public Accountant and holds a Masters of Business Administration from Virginia Tech. Mr. Caipa, employed by AmeriMex for more than 10 years, has a degree in electrical engineering and a Masters degree in Technology Management from Georgia Tech. Mr. Caipa previously worked for ETB, a telephone company in Bogota, Columbia. The Company increased revenues by approximately 21% between 2010 and 2011 and reported profits for both years. In addition to its financial and technical qualifications, AmeriMex has the operational capabilities to provide quality service, including providing 911/E911.8

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^{6 &}lt;u>http://www.amerimex.biz/index.php?option=com_content&view=article&id=89&Itemid=65</u> (retrieved Mar. 26, 2012).

⁷ *Order* at ¶¶387-388.

⁸ 47 C.F.R. §54.202(a)(2).

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II. Lifeline Rate Plans

AmeriMex offers the following rate plans, which are available to eligible Lifeline

subscribers. Each rate plan is subject to a one-time \$25 activation fee. 10

250 Free Minutes and a Free Phone: This plan includes a phone plus 250 free voice minutes.

Unused minutes expire at the end of the last day of their cycle. The account is then

automatically replenished with the next month's 250 free voice minutes. If a subscriber runs out

of minutes, they have the option to purchase additional voice minutes in increments of \$5, \$10,

\$20, \$30 and \$50 denominations, with the price ranging from \$.10 to \$.03 per minute. This plan

includes nationwide coverage, voice mail, call waiting, Caller ID and text-messaging (one text

equates to one minute of airtime).

125 Free Minutes and a Free Phone: This plan includes a phone plus 125 free minutes. Unused

minutes may be carried over to the next month for up to three months. Each month, the account

is automatically replenished with the next month's 125 free voice minutes. If a subscriber runs

out of minutes, they have the option to purchase additional voice minutes in increments of \$5,

\$10, \$20, \$30 and \$50 denominations, with the price ranging from \$.10 to \$.03 per minute. This

plan includes nationwide coverage, voice mail, call waiting, Caller ID and text-messaging (one

text equates to one minute of airtime).

68 Free Minutes and a Free Phone: This plan includes a phone plus 68 free minutes. Unused

minutes may be carried over to the next month for up to 12 months. Each month, the account is

automatically replenished with the next month's 68 free voice minutes. If a subscriber runs out

of minutes, they have the option to purchase additional voice minutes in increments of \$5, \$10,

⁹ Order at ¶390, see Exhibit B. At this time, AmeriMex is only offering Lifeline services in Georgia.

¹⁰ This fee helps to offset the cost of the handsets provided to Lifeline subscribers.

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\$20, \$30 and \$50 denominations, with the price ranging from \$.10 to \$.03 per minute. This plan includes nationwide coverage, voice mail, call waiting, Caller ID and text-messaging (three texts equate to one minute of airtime).

There is no additional charge for toll calls. Calls to 911 are free.

III. Certification of Lifeline Customers' Eligibility

A. Policy

AmeriMex will comply with all certification and verification requirements for Lifeline eligibility in accordance with the *Order*, and supplement its efforts, as necessary, in states where it is designated as an ETC. For any states which do not mandate Lifeline support and/or which do not have established rules of procedure in place, AmeriMex will certify at the outset and will verify annually consumers' Lifeline eligibility in accordance with the Commission's requirements.

B. Eligibility and Enrollment

AmeriMex will implement procedures to determine a consumer's Lifeline eligibility. The baseline eligibility, developed to counter the "patchwork" of state by state criteria, to streamline the enrollment process and to facilitate the completion of the National Database by the end of the 2013, is participation in one of several federal subsidy programs, including, but not limited to, Food Stamps, Medicaid and WIC programs, or evidence that the consumer's income is at or below 135% of the Federal Poverty Guidelines ("FPG"). States may elect to "adopt participation in certain federal or state assistance programs not included in the Commission's list of eligible programs...provided the program is based on income or factors directly related to income." Participation in qualifying programs may be determined through

¹¹ Order at ¶65, FN 168.

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the use of state or national data sources (where available) or provided directly from the consumer in the form of supporting documentation. AmeriMex will not retain copies of the consumer's supporting documentation, but will retain details regarding the type of documentation presented and the date such documentation was presented.

AmeriMex will not provide wireless ETC service to any individual that does not have a valid government issued identification. AmeriMex also conducts real time address verification and those addresses are crosschecked against any other providers serviced by CGM, LLC.¹²

C. Certification Procedures

AmeriMex will implement certification procedures that enable consumers to demonstrate their eligibility for Lifeline assistance by contacting AmeriMex, or one of its merchant distributors, in person or via telephone, facsimile, or the Internet. AmeriMex will have direct contact with all customers applying for Lifeline service, either in person through its employees, agents or representatives, via the Company's website, via the telephone (including facsimile) or mail. AmeriMex will provide Lifeline-specific training to all personnel, whether employees, agents or representatives at authorized locations, that interacts with actual or prospective consumers with respect to obtaining, changing or terminating its Lifeline services. AmeriMex understands and acknowledges its responsibility for the acts and omissions of its employees, agents and representatives.¹³

Consumers may be signed up in person or directed, via company literature, collateral or advertising, to a toll-free telephone number and to AmeriMex's website, which will contain a

¹² CGM's program allows AmeriMex to crosscheck for duplicates within AmeriMex's existing customer database and to establish customer accounts in real time.

¹³ *Order* at ¶110.

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link to information regarding its Lifeline service plans, including a detailed description of the program and state-specific eligibility criteria. Consumers will be provided with printed information describing AmeriMex's Lifeline program, including eligibility and usage requirements and disclosures that clearly indicate that consumers are required to certify the documentation presented, under the penalty of perjury, which may result in disqualification from the program, a penalty or imprisonment. Consumers opting to contact AmeriMex using the toll-free telephone number will be provided verbal details regarding the available Lifeline services, as well as the rates, conditions or terms of service, including the ongoing requirement to regularly update certain information and to re-certify eligibility, and the requisite acknowledgements and certifications. ¹⁴ Details regarding the separate points of contact (retail, telephone or internet) are provided below.

AmeriMex's application form for its wireless service will identify that it is a "Lifeline" application. The AmeriMex application form, attached hereto as Exhibit A, will include two sections to be completed by the applicant. The first section requires applicants to provide 1) personal information such as name, address, date of birth, last four digits of their social security number ("SSN") and 2) identify, with a check mark, and certify, using their initials, which qualifying program(s) they are currently participating in or if they have a household income which is at or below the 135% of the FPG and the number of household members and total income. The second section of the application form will require applicants to identify, with a check mark, and certify, with a complete signature and date, under penalty of perjury, certain statements, including, but not limited to, the following:

¹⁴ See Call Center Script at Exhibit C.

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The information contained within this application is true and correct to the best of his or her knowledge. I acknowledge that providing false or fraudulent documentation in order to receive Lifeline benefits is punishable by law and may result in being barred from the program.

I understand that Lifeline is a government benefit program and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment.

I have provided documentation of eligibility.

I understand that I and my household can only have one Lifeline-supported telephone service. AmeriMex has explained the one-per household requirement. I understand that violation of the one-per-household requirement constitutes a violation of the FCC's rules and will result in my de-enrollment from the Lifeline program, and could result in criminal prosecution by the United States Government.

I attest to the best of my knowledge that I and no one else in my household is receiving a Lifeline supported service from any other land or wireless company such as Safelink, Assurance, or Reachout Wireless.

I understand my AmeriMex Wireless Lifeline service is non-transferrable. I may not transfer my service to any individual, including another eligible low-income consumer.

I will notify AmeriMex Wireless within thirty (30) days of moving.

I will notify AmeriMex Wireless within thirty (30) days if I no longer qualify for Lifeline. I understand this requirement and may be subject to penalties if I fail to notify my phone company. Specifically, I will notify my company if:

- 1. My annual household exceeds 135% FPG.
- 2. If any member of my household, including myself, is receiving more than one Lifeline supported service.
- 3. I no longer satisfy the criteria for receiving Lifeline support.

AmeriMex Wireless has explained to me that I am required each year to re-certify my continued eligibility for Lifeline. If I fail to do so within thirty (30) days, it

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will result in de-enrollment and termination of my AmeriMex Wireless Lifeline service.

Moreover, the application form will require applicants to provide, in addition to any change in eligibility status referenced above, any changes in personal information to the ETC within 30 days. Finally, the application form will also include an acknowledgement and consent section, written in clear, easily understandable language that indicates that in order to prevent the provision of duplicate services and ensure the proper administration of the Lifeline program certain subscriber information, including a subscriber's full name, residential address, date of birth, the last four digits of the social security number, the telephone number associated with the Lifeline service, dates of Lifeline service initiation and termination (if applicable), and the subscriber's basis for qualification for participation in the Lifeline program (i.e., the name of the state or federal program or an indication that the subscriber's income is at or below 135% FPG), will be transmitted to the Lifeline program administrator (currently the Universal Service Administrative Company (USAC)), and that failure to provide such consent will result in the denial of Lifeline benefits. AmeriMex will update its customer records and all associated state and national databases within 10 business days of notification that the customer has changed addresses.

As disclosed below, and as part of submitting its FCC Form 497 request for Lifeline reimbursement, AmeriMex, will process and validate its subscribers regularly and confirm usage (either monthly or quarterly) in order to prevent: (1) Duplicate Same-Month Lifeline Subsidies ("Double Dip," i.e., any household that is already receiving a Lifeline subsidy from AmeriMex will be automatically prevented from receiving a second lifeline subsidy in that same month); and (2) Inactive lines receiving subsidy (i.e., since AmeriMex does not issue monthly bills, it

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will have systems in place to determine of lines have been inactive for more than 60 days to avoid seeking and receiving subsidies for active lines).

As mentioned above, AmeriMex provides several points of contact for consumer interaction. In retail settings, consumers will interact with one or more of AmeriMex's Lifeline trained agents or representatives (collectively the "AAR"). The AAR will provide the applicant with printed information describing AmeriMex's Lifeline program, including eligibility requirements and enrollment instructions. The AAR will also verbally explain the Lifeline benefit (i.e. a non-transferable government benefit, limited to one-per-household) and the qualification (income or program based), documentation (i.e. government issued identification, address, pay stubs, tax returns, benefit statements etc.) and certification and recertification requirements (i.e. penalty of perjury, head of household etc.) of the Lifeline program. Once the AAR has determined that the applicant is a candidate for Lifeline service, the applicant will be asked to complete the Lifeline application. The AAR will review the application and all supporting documentation. The AAR will confirm (via review of AmeriMex's existing customer database) if the applicant or any other individual at the stated address is currently receiving Lifeline service from AmeriMex. 15 The AAR will also review all available federal or state databases to determine if the applicant is receiving a Lifeline benefit from another provider. If the applicant is not currently receiving a Lifeline benefit, the application will be approved, sent to AmeriMex's customer service department for inclusion in all internal and external (federal and state) databases within 10 days, if applicable, and the applicant will be provided with a

¹⁵ As indicated above, AmeriMex will also crosscheck addresses against any other providers serviced by CGM, LLC. If the AAR determines that another individual is receiving Lifeline benefits at the applicant's address, he or she will be provided with an opportunity to certify that more than one household resides at that address and that those individuals are part of a separate household. *Order* at ¶77. Pursuant to the *Order*, USAC will provide the requisite document on which the applicant will attest to multiple households.

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handset. The AAR will, using the provided handset, connect the applicant to an AmeriMex customer service representative ("ACSR") who will review the customer account information with the applicant, verifying their personal information, basis for qualification and presentation of proper documentation, and then guide the customer through the activation of the handset and completion of the initial outgoing call. ¹⁶ To guarantee accuracy in storing primary addresses associated with customers receiving Lifeline service, AmeriMex will record in its information database (or a national database, when available) the subscriber's address as recognized by the United States Postal Service.

Customers who do not complete the application process in person must return the signed application and supporting documentation to the Company by mail, fax, email or other electronic transmission in order to qualify and initiate service. The Company intends to accept electronic signatures that meet the requirements of the Electronic Signatures in Global and National Commerce Act, 15 USC 7001-7006, and any applicable state laws and may verify signatures via interactive voice response systems ("IVR"). Processing of consumers' applications, including review of all application forms and relevant documentation, will be performed under AmeriMex's supervision by personnel experienced in the administration of the Lifeline program. AmeriMex will ensure that all required documentation is taken care of properly by using state-specific compliance checklists.

The customer contact between the ACSR and the applicant at the activation phase also satisfies the "deal directly" obligation established by the Commission in the Tracfone Order. *See Federal-State Joint Board on Universal Service, Petition of Tracfone Wireless, Inc. for Forbearance from 47 U.S.C. Section 214(e)(1)(A) and 47 C.F.R. Section 54.201(i)*, 20 FCC Rcd 15095, 15104 (2005). Additionally, this contact also provides AmeriMex with an opportunity to reaffirm the applicant's qualification *prior to* seeking reimbursement for Lifeline funds on its FCC Forms 497.

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Notwithstanding the foregoing with respect to program or income eligibility, for states that require AmeriMex to enroll subscribers identified by the state or as eligible in a state or federal database, AmeriMex may continue to rely on the state or federal identification or database, if applicable. As mentioned above, when possible, AmeriMex will access a state or federal database to make determinations about customer eligibility. As part of the process, the Company will note in its records the date of review and what data was relied upon to confirm the customer's eligibility for Lifeline. Where a state agency of third-party administrator is responsible for the initial determination of eligibility, AmeriMex will rely on the state identification or database and maintain a record of the date of review.

Alternatively, the application process for applying for a Lifeline benefit via telephone is similar to the retail setting described above. Applicants will be verbally informed by an ACSR of the qualification, documentation and certification requirements for the Lifeline benefit. Applicants may also be directed to the Company's website for additional information. The ACSR will employ a script similar to that provided hereto as Attachment C. The ACSR will determine, based on the applicant's responses, if they qualify for the Lifeline benefit. The conversation between the ACSR and the applicant, specifically the applicant's responses to the certification statements, may, in some instances, be recorded, through the use of an IVR system. If the applicant qualifies for the Lifeline benefit, they will be obligated, as necessary, to provide (via facsimile or U.S. mail) the supporting documentation prior to final approval for Lifeline service. Upon final approval, a handset will be mailed to the applicant's residential address on record and will require signature at delivery. The applicant's service will be activated upon the completion of the initial outbound call to AmeriMex's customer service department. AmeriMex

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will not seek reimbursement until a phone has been activated. In the event the applicant does not qualify, the ACSR will explain the reason for denial of service.

Finally, the online application process requires an applicant to review the qualification, documentation and certification requirements as they move through progressive screens on the Company's website. The website will provide in clearly written and easily distinguishable language all the qualification and documentation requirements and mandatory certifications outlined in the Order, including but not limited to, that Lifeline is a non-transferable government benefit, limited to one-per-household, with household clearly defined, requires supporting documentation and ongoing recertification obligations and is subject to penalties and imprisonment for fraud. Similar to the telephone application process, the online applicant will be required to separately submit supporting documentation to the Company prior to final approval of Lifeline service and the receipt of a handset.

D. **Annual Verification Procedures**

As required by the Commission's *Order*, AmeriMex will require every consumer enrolled in the Lifeline program to verify on an annual basis that they are the head of their household and only receive Lifeline service from AmeriMex, and to the best of his or her knowledge, no one else at the subscriber's household is receiving a Lifeline supported service. Pursuant to the *Order*, AmeriMex will re-certify the eligibility of its Lifeline subscriber base as of June 1, 2012 by the end of 2012 and report those results to USAC by January 31, 2013.

Participating Lifeline consumers will be notified prior to their service anniversary date that they *must* confirm their continued eligibility in accordance with the applicable requirements. This notification will be mailed via the U.S. Postal Service to the address the subscriber has on

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record with AmeriMex. The Company may also elect to notify customers in advance of their anniversary date via a free text message.

The notification will explain the actions the customer must take to retain Lifeline benefits, when Lifeline benefits may be terminated, and how to contact AmeriMex to complete verification. The text message notice will include a brief description, including a statement that additional action is required by the customer. Customers will have 30 days to complete the form, certify under penalty of perjury that they are the head of household and receive Lifeline service only from AmeriMex, and return the form to AmeriMex by mail. Failure to respond to the notice and its obligation to certify the consumers continued eligibility will result in termination of their Lifeline service. The Company will notify subscribers in writing of service termination for not responding to the annual certification within 30 days. Anyone who does not respond within 30 days, demonstrating that his or her Lifeline service should not be terminated, will otherwise be de-enrolled within five business days after the expiration of the 30-day period. Consumers that wish to de-enroll from the Lifeline program can visit a retail location or contact AmeriMex's customer service department via telephone.

In the future, certification may also be obtained through an IVR system or a text message. In states where a state agency or third party has implemented a database that carriers may query to re-certify eligibility, the Company will query the database and maintain a record of what data was used to re-certify eligibility and the date of re-certification. At this time, AmeriMex's customers may complete the verification process by mail only. The Company may offer additional options, such as IVR and web-based methods, in the future.

IV. 911 and E/911 Access

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AmeriMex will provide all of its Lifeline subscribers with access to emergency calling services at the time the Lifeline service is initiated. Such 911 and E911 access will be available from AmeriMex handsets regardless of the status of the subscriber account or the airtime balance associated with the handset. Under current practice, access to such emergency services is still made available to subscribers whether their account is active, suspended, terminated, or has reached the minimum required airtime balance.

V. E911-Compliant Handsets

AmeriMex will ensure that all handsets shipped to Lifeline service subscribers will be E911-compliant. All of the Company's mobile devices are 911 and E911-compliant. In the event that an existing subscriber has a noncompliant handset, the Company will immediately replace such device with an E911-compliant handset at no additional charge to the subscriber.

VI. Uniform Marketing Materials

AmeriMex will ensure that all of its marketing materials, including "email, web, and social networking media and outdoor signage", consistently disclose or display, "in clear, easily understood language in all such marketing materials that the offering is a Lifeline-supported service; that only eligible consumers may enroll in the program; what documentation is necessary for enrollment; and that the program is limited to one benefit per household, consisting of either wireline or wireless service." Additionally, all marketing materials, as well as the Lifeline application form, will indicate that the Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

¹⁷ See Exhibit D.

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VII. Measures to Prevent Waste, Fraud, and Abuse

AmeriMex will implement certain procedures in order to deter, identify and remove customers that may be attempting to abuse of the Lifeline program, inadvertently or intentionally.

A. Non-usage Policy

AmeriMex will implement a non-usage policy in which it monitors usage (only, not content) to identify Lifeline customers that have not used their Lifeline service for a period of 60 consecutive days. Upon determination of non-usage, AmeriMex will immediately cease to claim Lifeline reimbursements for such customers if they do not use their service within a 30-day grace period following the initial 60-day non-usage period. Once AmeriMex determines that a Lifeline customer has been inactive for 60 days, it will promptly notify the customer that the customer is no longer eligible for AmeriMex's Lifeline service subject to a 30-day grace period during which the customer's account will remain active. If the customer does not respond to AmeriMex's efforts, and the customer remains inactive (fails to send or receive voice calls or text messages, makes a payment or adds minutes to the account), AmeriMex will deactivate the Lifeline services for that customer. In addition, AmeriMex will not seek to recover a Federal Universal Service Fund subsidy for the minutes provided to the customer during the grace period or thereafter report that customer on its USAC Form 497 unless the customer reinitiates service.

B. Customer Education with Respect to Duplicates

As indicated above, AmeriMex will implement measures and procedures to prevent duplicate Lifeline benefits being awarded to the same household. These measures entail additional emphasis in written disclosures as well as the monthly or quarterly subscriber review undertaken during the preparation of the FCC Form 497. In addition to this ongoing due

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diligence, AmeriMex will also review subscriber records in preparation for the Company's annual recertification to USAC.

AmeriMex will ensure that each of its sources presenting Lifeline information, including the call center, customer application form, and website will emphasize the limitation of the "one Lifeline phone per household" restriction (see Exhibit A).

C. Cooperation with State and Federal Regulators

AmeriMex has and will continue to cooperate with federal and state regulators to prevent waste, fraud and abuse, including:

- Getting customer consent to provide, and providing state commissions (PUC), the FCC or USAC upon request with, data that will enable that state, the FCC or USAC to determine whether some consumers are enrolled in more than one Lifeline program. Specifically, AmeriMex agrees to make available state-specific customer data, including name and address, upon request to each state PUC where it operates, the FCC or USAC for the purpose of permitting the PUC, FCC or USAC to determine whether an existing Lifeline customer receives Lifeline service from another carrier, and will participate in such a duplicate resolution process, provided that costs for participation are reasonable or defrayed through the universal service contribution mechanisms;
- Promptly investigate any notification that it receives from a state PUC, the FCC or USAC
 that one of its customers already receives Lifeline service from another carrier;
- Immediately deactivate a customer's Lifeline service and no longer report that customer
 on USAC Form 497 if AmeriMex's investigation, a state, the FCC or USAC concludes
 that the customer receives Lifeline services from another carrier in violation of the
 Commission's regulations and that AmeriMex's Lifeline service should be discontinued

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such as a de-enrollment notification pursuant to the FCC's June 17, 2011 Report and Order (Section III, B.).

 AmeriMex agrees to comply with all certification requirements annually and when submitting for reimbursements from USAC.¹⁸

 $^{^{18}}$ See, for example, *Order* at \P 125-28, 398.

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CONCLUSION

AmeriMex submits that this Compliance Plan fully satisfies the conditions set forth in the Commission's *Order* granting forbearance to the Company. The aforementioned policies and procedures are in place to safeguard against misuse of the Company's Lifeline services, as well as to prevent waste, fraud, and abuse of the Lifeline program. AmeriMex procedures also ensure public safety by ensuring access to 911 and E911 services. Consequently, AmeriMex respectfully requests that the Commission expeditiously approve this Compliance Plan so that AmeriMex may continue providing the benefits of much-needed Lifeline service to qualifying low-income consumers in Georgia and possibly expand to additional states.

Respectfully submitted,

AMERIMEX COMMUNICATIONS CORP.

's/

Glenn S. Richards
Pillsbury Winthrop Shaw Pittman LLP
2300 N Street NW
Washington D.C. 20037
(202) 663-8215

Its Counsel

December 6, 2012

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VERIFICATION

I hereby verify that I have read the foregoing AmeriMex Communications Corp. Compliance Plan; and that to the best of my knowledge, information and belief the information stated therein is true and accurate.

AmeriMex Communications Corp.

Title: Chief Executive Officer

Date: December 6, 2012

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Exhibit A

LIFELINE APPLICATIONS USAC MULTI-HOUSEHOLD CERTIFICATION ANNUAL CERTIFICATION

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Stipulation and Settlement Agreement Exhibit 4 August 11, 2015 **Georgis**ol**Eifelintet Applipatioo**n)

Questions? Please call 1-800-704-6169.

Agent Name

Things to know about the Lifeline program: (1) Lifeline is a federal benefit. (2) Lifeline service is available for only one line per household. A household cannot receive benefits from multiple providers; and (3) A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and

Ishare income and expenses. Fill Out Your Information							
First Name:	Midd	le Initial:	Las	st Name:			
Birth Date:	Alternative phone:		Las	st 4 of SSN:			
Residential Address :	Apt:	City:			State: GA	Zip:	
(No P.O. Box for residential Address) This is m	ov (check one): Pern	nanent \Box	Temporary	,			
This address is a Multi-household:	Yes				mploto LICAC	Cort)	
Billing Address (if different from above):	Apt:	City:	INO (II	Yes' please co	State: GA	Zip:	
5 (- 7					
I hereby certify that my household in	come is at or below 135%	of the Federal P	overty Gui	delines as inc	dicated belov	w:	
	ersons in Annual Income	Monthly Income	Check	Persons in	Annual Inco	ome Monthl	ly Income
One H Eligibility for Lifeline may apply if your household is	ousehold	\$ 1,257	One	Household 5		1,643 \$	3,039
at or below 135% of the Federal Poverty Guidelines for a household of that size. Indicate	2 \$ 20,425	\$ 1,702		6	\$ 41	1,809 \$	3,484
which income range applies to you in the chart.	3 \$ 25,771 4 \$ 31,117	\$ 2,148 \$ 2,593		8		7,155 \$ 2,501 \$	3,930 5,378
	. , , , , , , , , , , , , , , , , , , ,	_,-,		or each add'l	·	5,346 \$	445
IF YOU WISH TO QUALIFY BASED ON PI	ROGRAM. A DIFFERENT	FORM IS REQUIF	RED	person, add			
I certify, under penalty of perjury: (Check by	,						
☐ The information contained in my application		best of my knowled	ge and I acki	nowledge that w	illfully providing	false or fraud	ulent
information to receive Lifeline benefits is pun	ishable by law and may result	in me being barred f	rom the prog	ram.			
As indicated above, I have an annual househ	old income at or below 135 pe	ercent of the Federal	Poverty Guid	delines ("FPG").			
☐ I have provided documentation of eligibility.							
☐ I understand that I and my household can on understand that violation of the one-per-hous and could result in criminal prosecution by th	sehold requirement constitutes	•					
☐ I attest to the best of my knowledge, that I an Safelink, Assurance, or Reachout Wireless.		eceiving a Lifeline su	pported serv	rice from any oth	ner land line or v	wireless compa	any such as
☐ I understand my AmeriMex Wireless Lifeline	service is non-transferable. I	may not transfer my	service to an	y individual, incl	uding another e	eligible low-inco	ome consumer
☐ I understand that if my service goes unused that if my service goes unused the AmeriMex Wireless to confirm that I want to the AmeriMex Wireless to the Amer			ubject to a th	iirty (30) day per	iod which I may	use the service	ce or contact
☐ I will notify AmeriMex Wireless within thirty (3 phone company. Specifically, I will notify my 1. My annual household income exceeds 2	company if: 135% FPG.				be subject to p	enalties if I fail	to notify my
If any member of my household, including In no longer satisfy the criteria for receiving		an one lifeline suppo	orted service.				
☐ I will notify AmeriMex Wireless within thirty (3	(0) days of moving.						
AmeriMex Wireless has explained to me that the termination of my AmeriMex Wireless Life		-certify my continued	eligibility for	Lifeline. If I fail t	to do so within t	thirty (30) days	, it will result in
☐ I consent to the transmission of certain subso understand the provision of this information, security number, the telephone number asso for qualification for participation in the Lifeline FPG), is necessary to prevent the provision of consent will result in denial of Lifeline services	which includes a subscriber's ciated with the Lifeline service program (i.e., the name of the fuplicate services and ensur	full name, residentia , dates of Lifeline se e state or federal pro	address, da rvice initiation gram or an in	te of birth, the land termination that the	est four digits of n (if applicable) e subscriber's i	the subscriber), and the subs ncome is at or	r's social scriber's basis below 135%
☐ I understand that if USAC identifies I am rece enrolled from the other.	eiving more than one Lifeline s	ubsidy, all carriers in	volved may b	oe notified so tha	at I may select o	one service an	d be de-
			Please Fax				
Applicant's Signature	Date		Mail:		x Communica nsell Rd, Suite	•	GA 30076
Complaints concerning Lifeline/Link Up service of	an be directed to the Georgia	Public Service Com	nission's Cor	nsumer Affairs U	Init at 404-656-	4501 or 1-800-	-282-5813.
For Agent use only (check only one box below		locumentation):				Re	evised Sept 5, 2012
Documents acceptable proof for Income-elegit Last year's federal or state tax return.		nemployment/Worke	rs' compens	ation statement	of henefits		
A social security statement of benefits. A retirement/pension statement of benefits. Current income statement from an amployer	Fede	ral notice letter of parce decree, child sup	rticipation in	General Assista	ince.	ning income in	formation.
Description of specific documentation presented		Company Represer	itative:				
Applicant Account #	#	R	epresentative	e Signature		Date	

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Stipulation and Settlement Agreement Exhibit 4 August 11, 2015

Georgia(Lifellixeil/Application)

Questions? Please call 1-800-704-6169.

Agent Name

Things to know about the Lifeline program: (1) Lifeline is a federal benefit. (2) Lifeline service is available for only one line per household. A household cannot receive benefits from multiple providers; and (3) A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

	I Out Your Information							
	st Name:	1	Middle Initial:		Last Name:			
Birt	th Date:	Alternative phone:			Last 4 of SSN:			
Re	sidential Address :	, 	Apt:	City:	•	State: GA	Zip:	
(No	P.O. Box for residential Address) This	s is my (check one):	Permanent	т	emporary			
Thi	is address is a Multi-household:	Γ	Yes	□ N	lo (If 'Yes' pl	ease comp	lete USAC Cert.)	
Bill	ing Address (if different from above):	-	Apt:	City:		State: GA	Zip:	
	I hereby certify that I participate	in at least one of the	following progran	ns: (Check	one)	1		
	itial		0. 0	·	•			
	Medicaid	. A:-(D /	ONIAD)	· <u></u>		•	amilies (Work First)	
	Food Stamps - Supplemental Nutrition	Assistance Program (SNAP)		olemental Security	•	•	
	Federal Public Housing (SECTION 8)	Dian offered by lead a			Income Home End		ance (LIHEAP)	
	Senior Citizens Low Income Discount or power company	Plan, offered by local g	as		onal School Lunch	Program		
	IF YOU WISH TO QUALIFY BASE	ED ON INCOME, A I	DIFFERENT FOR	RM IS REC	QUIRED			
	ertify, under penalty of perjury: (Che	·						
	☐ The information contained in my application	ation remains true and cor	rrect to the best of my	•	•	at willfully pr	oviding false or fraudulent	t
	information to receive Lifeline benefits i	•	nay result in me being	barred from	the program.			
	☐ I am a current recipient of the program							
	☐ I have provided documentation of eligib	•						
	I understand that I and my household c I understand that violation of the one-per and could result in criminal prosecution	er-household requirement	constitutes a violatio					
	☐ I attest to the best of my knowledge, the Safelink, Assurance, or Reachout Wire		sehold is receiving a L	ifeline suppo	orted service from an	y other land	line or wireless company s	such as
	☐ I understand my AmeriMex Wireless Lit consumer. ☐ I understand that if my service goes unit		·	•	•	•	· ·	
	AmeriMex Wireless to confirm that I wa	· ·		understand t	his requirement and	may be subje	ect to penalties if I fail to n	otify my
	phone company. Specifically, I will notif 1. I cease to participate in the above 2. If any member of my household, ir 3. I no longer satisfy the criteria for re	federal or state program; ncluding myself, is receivir	ng more than one lifeli	ine supported	d service.			
	☐ I will notify AmeriMex Wireless within the							
	☐ AmeriMex Wireless has explained to m	ne that I am required each	year to re-certify my c	continued elig	gibility for Lifeline. If I	fail to do so	within thirty (30) days, it w	rill result
	in the termination of my AmeriMex Wire		the Lifeline program a	administrator	currently the Univer	sal Service 4	Administrative Company (I	ISAC) I
	☐ I consent to the transmission of certain subscriber information to the Lifeline program administrator, currently the Universal Service Administrative Company (USAC). I understand the provision of this information, which includes a subscriber's full name, residential address, date of birth, the last four digits of the subscriber's social security number, the telephone number associated with the Lifeline service, dates of Lifeline service initiation and termination (if applicable), and the subscriber's basis for qualification for participation in the Lifeline program (i.e., the name of the state or federal program or an indication that the subscriber's income is at or below 135% FPG), is necessary to prevent the provision of duplicate services and ensure the proper administration of the Lifeline program. I understand that failure to provide my consent will result in denial of Lifeline service.							ocial er's basis ow 135%
	☐ I understand that if USAC identifies I an	n receiving more than one	Lifeline subsidy, all o	arriers involv	ved may be notified s	o that I may	select one service and be	de-
	enrolled from the other.			Plea	se Fax : 1-800-954	1-1951		
	Applicant's Signature	Date		Mail:	AmeriMex	Communic	cations Corp.	76
	Complaints concerning Lifeline/Link Up ser			ice Commiss		•	ite A. Roswell, GA 300	
					sion a consumer And	113 Offic at 40		Sept 5, 2012
	r Agent use only (check only one box b		or retain documenta	ition):			Revised	Sept 5, 2012
Do	cuments acceptable proof for program-	consumer's suplemental				ment of bene	efits from a qualifying state	or
	nutrition assistance program card, Med A notice letter of participation in a quality				ical document evider	-	sumer's participation in a	
	program; Description of specific documentation presented	d by customer and examined	by Company Represent		tate or federal progra	aiii.		1
		at #		Da 1	ativa Cierrati		D-4-	-
	Applicant Accou	II #		Representa	ative Signature		Date	

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Stipulation and Settlement Agreement Exhibit 4 August 11, 2015 (also Exhibit 4 to Application)

USAC Certification Lifeline Household Worksheet

Name	
Address	
Telephone Number	

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your household is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The adults you live with are part of your economic unit if they contribute to and share in the income and expenses of the household. An adult is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household expenses include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat in

nd electricity). Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, heritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.	•
pouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial substitute that adult, both people are considered part of the same household.	
ou have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. Thi ther person may or may not be a part of your household. Answer the questions below to determine whether there is more than one house esiding at your address.	
 Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-disco phone? (check no if you do not have a spouse or partner)YESNO 	unted
> If you checked YES , you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.	
If you checked NO , please answer question #2.	
2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?	
A. A parentYESNO D. An adult roommateYESNO	
B. An adult son or daughterYESNO E. OtherYESNO	
C. Another adult relative (such as aYESNO sibling, aunt, cousin, grandparent, grandchild, etc.)	
> If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and s and date the worksheet.	gn
If you checked YES , please answer question #3.	
3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2?YESNO	
> If you checked NO , then your address includes more than one household . Please initial lines A and B below, and sign and date the worksheet.	
If you checked YES, then your address includes only one household. You may not sign up for Lifeline because someone in your hous already receives Lifeline.	ehold
ERTIFICATION	
lease initial the certifications below and sign and date this worksheet. Submit this worksheet to AmeriMex Communications Corp. along with legline application or Lifeline annual certification form.	your
 AI certify that I live at an address occupied by multiple households. BI understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules an may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government. 	d
innatura.	

	may result in the losing my Lijeline benefits, and potentially, prosecution by the Office States government.				
Sigr	ature	Date			
			$\overline{}$		

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Stipulation and Settlement Agreement Exhibit 4 August 11, 2015 (also Exhibit 4 to Application)

LIFELINE ANNUAL CERTIFICATION FORM Questions? Please call 1-800-704-6169

Each year, the FCC requires every Lifeline subscriber to re-certify that he or she continues to qualify for the Lifeline program. In order to continue receiving your Lifeline benefits, you must return this completed and signed Lifeline Annual Certification Form to Amerimex Communication Corp within 30 days. The sole purpose of this certification is to verify your continued eligibility for the Lifeline program.

Things to know about the Lifeline Program:

(1) Lifeline is a federal benefit. (2) Lifeline Service is available for only one line per household. A household cannot receive benefits from multiple providers; and (3) A household is defined, for purposes of the Lifeline Program, as any individual or group of individuals who live together at the same address and share income and expenses.

Custon	ner Inf	formation:			
Acct #:	:	First Name:	MI:	Last Name:	
Date o	f Birth	n: Social Security Number (last four digits):		(XXXX) Lifeline Telephone	Number:
Reside	nce Ad	ddress (No P.O. Boxes, Must be your principal address): This add	ress is Pe	rmanent Temporary	
		APT/ Floor/ Other	City:	State:	ZIP Code:
This ac	ddress	is a Multi-household: Yes No (If Yes, ple	ase complete	the enclosed USAC Certificat	ion Form)
Billing	Addre	ess, if different from Residential Address (May Contain a P.O. Box	·):		
		APT/ Floor/ Other	City:	State:	ZIP Code:
I certif	y, und	er penalty of perjury: (Please certify by checking each checkbox f	^f or each Certi <u>j</u>	<u>ication)</u>	
	(1)	The information contained in my application remains true and			
	(2)	false or fraudulent information to receive Lifeline benefits is pull am, or one of my dependents is, a current recipient of (indica	•	•	
	` '	is below 135% of the Federal Poverty Guidelines ("FPG") and			
	(3)	I understand that my household and I can have only one Lifelin		•	
		household requirement. I understand that violation of the one	•	•	
	(4)	result in my de-enrollment from the Lifeline program, and coul I attest to the best of my knowledge, that I and no one in my h		·	
	(-)	wireless company such as Safelink, Assurance, or Reachout W			
	(5)	I understand that my Amerimex Wireless Lifeline service is a no	on-transferab	le. I may not transfer my Life	line service to any individual,
	(6)	including another eligible low-income consumer. I will notify Amerimex Wireless within thirty (30) days if I no lo	nger qualify fo	or Lifeline. I understand this re	equirement and may be subject to
	(-)	penalties if I fail to notify my phone company. Specifically, I wil			· , · · · · · · · · · · · · · · · · · ·
		(1) I cease to participate in the above federal or state p		•	
		(2) If any member of my household, including myself, i(3) I no longer satisfy the criteria for receiving Lifeline	-	ore than one Lifeline support	ed service;
	(7)	I will notify Amerimex Wireless within thirty (30) days of movin			
	(8)	Amerimex Wireless has explained to me that the subscriber ma			nued eligibility at any time. If I fail to
	(0)	do so within thirty (30) days, it will result in the termination of	•		thinty (20) day paried which I may
	(9)	I understand that if my service goes unused for sixty (60) days, use the service or contact AmeriMex Wireless to confirm that I	•		thirty (30) day period which I may
	(10)	I consent to the transmission of certain subscriber information		•	ently the Universal Service
		Administrative Company (USAC). I understand the provision of		•	· · · · · · · · · · · · · · · · · · ·
		date of birth, the last four digits of the subscriber's social secur	•	-	
		of Lifeline service initiation and termination (if applicable), and (i.e., the name of the state or federal program or an indication		•	
		the provision of duplicate services and ensure the proper admi			
		consent will result in de-enrollment from the Lifeline program.			
		I understand that if USAC identifies I am receiving more than on		• • • • • • • • • • • • • • • • • • • •	•
		service and be de-enrolled from the other. I further understand barring me from re-enrolling in the program.	that some sta	ites may impose more stringe	nt rules including but not limited to
		I authorize the company to access any records required to verify	/ my statemei	nts on this form and to confire	n my eligibility for the Lifeline
		program.	•		
	SI	JBSCRIBER'S SIGNATURE:		DATE:	

Mail: Amerimex Communications Corp. - 1007 Manswell RD, STE A, Roswell, GA 30076

Fax: ATTN: AMERIMEX - LIFELINE SUPPORT 1-800-954-1951

Exhibit 4 Decision No. R15-1308 Proceeding No. 15A-0066T Page 30 of 38 Stipulation and Settlement Agreement Exhibit 4 August 11, 2015 (also Exhibit 4 to Application)

Exhibit B

LIFELINE SERVICE PLANS

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AmeriMex Lifeline Rate Plans¹

250 Free Minutes and a Free Phone: This plan includes a phone plus 250 free voice minutes. Unused minutes expire at the end of the last day of their cycle. The account is then automatically replenished with the next month's 250 free voice minutes. If a subscriber runs out of minutes, they have the option to purchase additional voice minutes in increments of \$5, \$10, \$20, \$30 and \$50 denominations, with the price ranging from \$.10 to \$.03 per minute. This plan includes nationwide coverage, voice mail, call waiting, Caller ID and text-messaging (one text equates to one minute of airtime).

125 Free Minutes and a Free Phone: This plan includes a phone plus 125 free minutes. Unused minutes may be carried over to the next month for up to three months. Each month, the account is automatically replenished with the next month's 125 free voice minutes. If a subscriber runs out of minutes, they have the option to purchase additional voice minutes in increments of \$5, \$10, \$20, \$30 and \$50 denominations, with the price ranging from \$.10 to \$.03 per minute. This plan includes nationwide coverage, voice mail, call waiting, Caller ID and text-messaging (one text equates to one minute of airtime).

68 Free Minutes and a Free Phone: This plan includes a phone plus 68 free minutes. Unused minutes may be carried over to the next month for up to 12 months. Each month, the account is automatically replenished with the next month's 68 free voice minutes. If a subscriber runs out of minutes, they have the option to purchase additional voice minutes in increments of \$5, \$10, \$20, \$30 and \$50 denominations, with the price ranging from \$.10 to \$.03 per minute. This plan includes nationwide coverage, voice mail, call waiting, Caller ID and text-messaging (three texts equate to one minute of airtime).

There is no additional charge for toll calls. Calls to 911 are free.

Each rate plan is subject to a one-time \$25 activation fee.

Exhibit 4

August 11, 2015

The AmeriMex Wireless Project provides you the mobile service, at a very affordable rate!

Plan	Free Monthly Minutes Included in Plan	Text Messaging Charge	Unused Minutes Carryover to the next Month	Voice Mail Caller ID Call Waiting
A	68 minutes	3 text / 1 min	Yes - 12 months	Yes
В	125 minutes	1 text / 1 min	Yes - 3 months	Yes
С	250 minutes	1 text / 1 min	No	Yes

Non Lifeline Plan

Price	Free Monthly Minutes Included in Plan	Text Messaging Charge	Unused Minutes Carryover to the next Month	Voice Mail Caller ID Call Waiting
\$9.95	250 minutes	1 text / 1 min	No	Yes

Pricing for domestic calls and text messaging only. All domestic text prices are to send and receive.



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Exhibit C

CALL CENTER SCRIPT - LIFELINE SERVICE

- 1. Thank you for calling AmeriMex Wireless, how may we assist you today?
- 2. I will be able to assist you in the enrollment process. First, please note that Lifeline is 1) a federal benefit, 2) limited to one-per-household (a household is defined as any individual or group of individuals who live together at the same address and share income and expenses) and 3) a household may not receive Lifeline benefits from multiple providers. I will need to ask you some questions to get started. Is that ok?
- 3. Is there anyone currently residing at your address that is receiving Lifeline benefits for wireless or home phone service?
 - a. If yes, Lifeline service is only available to one person per household. If the individual is part of your household, and you would like to receive Lifeline service from AmeriMex, please contact your current Lifeline provider and cancel the service. Once you cancel that service, please contact us to set up your AmeriMex service. If the individual receiving Lifeline benefits is not part of your household, you will be required to complete the USAC Certification Lifeline Household Worksheet certifying, among other things, that that individual is part of a separate household.
- 4. Now sir/ma'am in order to receive the AmeriMex Lifeline service, you must be enrolled in select government assistance programs. Are you currently participating in any government assistance programs? If, so, which one?
- 5. CSR: Participating in the **[insert program here]** program enables you to receive the AmeriMex Lifeline service. The AmeriMex Lifeline service will provide you with a free wireless phone and [min.] monthly voice minutes.
- 6. (Enrollment Representative takes customer's information and checks against database, prior to entering the enrollment process)
 - a. May I please have your first name?
 - b. Middle Initial (optional)
 - c. May I please have your last name?
 - d. May I please have your mailing address and billing address (if different)? (no P.O. Boxes)
 - e. May I please have your contact phone number, if available?
 - f. May I please have your email address, if available?
 - g. Please provide the last 4 digits of your social security? This is required to check the status on your application and for security verification purposes.
 - h. What is your date of birth? This is also required for verification purposes.

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- i. What is the government assistance program from which you receive assistance? Or is your income level at or below 135% of the Federal Poverty Guidelines ("FPG")?
- j. Are you the head of the household?
 - i. If no: In order to receive the Lifeline service you must be the head of household in your residence.
- 7. Now that we have verified all of your information, we can complete your enrollment. In order to do so:

(At this point the Enrollment Representative will ask self-certification questions in 4 parts to ensure the customer's understanding)

- 8. DO YOU CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION CONTAINED WITHIN THIS APPLICATION IS TRUE AND CORRECT AND THAT YOU UNDERSTAND THAT A HOUSEHOLD, AS PREVIOUSLY DEFINED, IS LIMITED TO ONE LIFELINE SUPPORTED TELEPHONE SERVICE AND VIOLATION OF THIS LIMITATION CONSTITUTES A VIOLATION OF THE FCC'S RULES AND WILL RESULT IN DE-ENROLLMENT FROM THE LIFELINE PROGRAM AND COULD RESULT IN CRIMINAL PROSECUTION BY THE UNITED STATES GOVERNMENT?
 - a. Customer must answer YES to continue.
- 9. DO YOU ATTEST TO THE BEST OF YOUR KNOWLEDGE THAT NEITHER YOU NOR ANY MEMBER OF YOUR HOUSEHOLD IS CURRENTLY RECEIVING A LIFELINE SUPPORTED SERVICE FROM ANY OTHER PROVIDERS SUCH AS SAFELINK, ASSURANCE OR REACHOUT?
 - a. Customer must answer YES to continue.
- 10. DO YOU UNDERSTAND THAT YOUR AMERIMEX LIFELINE SERVICE IS NON-TRANSFERRABLE AND THAT YOU MAY NOT TRANSFER YOUR SERVICE TO ANY INDIVIDUAL, INCLUDING ANOTHER ELIGBILE LOW-INCOME CONSUMER?
 - a. Customer must answer YES to continue.
- 11. DO YOU UNDERSTAND THAT IF YOUR AMERIMEX LIFELINE SERVICE GOES UNUSED FOR SIXTY (60) DAYS, THAT SERVICE WILL BE SUSPENDED, SUBJECT TO A THIRTY (30) DAY PERIOD IN WHICH YOU MAY USE THE SERVICE OR CONTACT AMERIMEX WIRELESS TO CONFIRM THAT YOU WANT TO CONTINUE RECEIVING LIFELINE SERVICE.
 - a. Customer must answer YES to continue.

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- 12. DO YOU UNDERSTAND THAT YOU MAY BE REQUIRED TO VERIFY YOUR CONTINUED ELIGIBILITY FOR AMERIMEX LIFELINE SERVICE AT ANY TIME AND FAILURE TO VERIFY ELIGIBILITY WILL RESULT IN TERMINATION OF YOUR AMERIMEX LIFELINE SERVICE? DO YOU AGREE TO NOTIFY AMERIMEX WIRELESS WITHIN 30 DAYS IF YOU NO LONGER QUALIFY FOR LIFELINE BENEFITS? SPECIFICALLY, DO YOU AGREE TO NOTIFY AMERIMEX WIRELESS WITHIN 30 DAYS IF YOU ARE NO LONGER ELIGIBLE TO RECEIVE BENEFITS FROM AT LEAST ONE OF THE QUALIFYING PUBLIC ASSISTANCE PROGRAMS, YOUR INCOME EXCEEDS 135% FPG, OR IF YOU NO LONGER SATISFY THE CRITERIA FOR RECEIVING LIFELINE BENEFITS?
 - a. Customer must answer YES to continue
- 13. DO YOU AGREE TO NOTIFY AMERIMEX WIRELESS WITHIN 30 DAYS OF MOVING?
 - a. Customer must answer YES to continue
- 14. IN ORDER TO PREVENT THE PROVISION OF DUPLICATE SERVICES AND ENSURE THE PROPER ADMINISTRATION OF THE LIFELINE PROGRAM, DO YOU ACKNOWLEDGE AND CONSENT TO THE TRANSMISSION OF CERTAIN SUBSCRIBER INFORMATION, INCLUDING A SUBSCRIBER'S FULL NAME, RESIDENTIAL ADDRESS, DATE OF BIRTH, THE LAST FOUR DIGITS OF THE SOCIAL SECURITY NUMBER, THE TELEPHONE NUMBER ASSOCIATED WITH THE LIFELINE SERVICE, DATES OF LIFELINE SERVICE INITIATION AND TERMINATION (IF APPLICABLE), AND THE SUBSCRIBER'S BASIS FOR QUALIFICATION FOR PARTICIPATION IN THE LIFELINE PROGRAM (I.E., THE NAME OF THE STATE OR FEDERAL PROGRAM OR AN INDICATION THAT THE SUBSCRIBER'S INCOME IS AT OR BELOW 135% FPG), TO THE LIFELINE PROGRAM ADMINISTRATOR (CURRENTLY THE UNIVERSAL SERVICE ADMINISTRATIVE COMPANY (USAC))? FAILURE TO PROVIDE SUCH CONSENT WILL RESULT IN THE DENIAL OF LIFELINE BENEFITS.
 - a. Customer must answer YES to continue
- 15. DO YOU ACKNOWLEDGE THAT PROVIDING FALSE OR FRAUDULENT DOCUMENTATION IN ORDER TO RECEIVE ASSISTANCE IS PUNISHABLE BY LAW AND THE PENALTIES OF PERJURY INCLUDE MONETARY FINES AND POTENTIAL IMPRISONMENT?
 - a. Customer must say YES to continue
- 16. DO YOU UNDERSTAND THAT IF THE LIFELINE PROGRAM ADIMINSTRATOR IDENTIFIES THAT YOU, OR ANOTHER MEMBER OF YOUR HOUSEHOLD, ARE RECEIVING MORE THAN ONE LIFELINE SERVICE, ALL CARRIERS WILL BE

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NOTIFIED SO THAT YOU MAY SELECT ONE SERVICE AND BE DE-ENROLLED FROM THE OTHER.

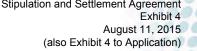
- a. Customer must answer YES to continue.
- 17. If at any point, the customer says "No" to the self-certification questions, the Enrollment representative will explain that the customer does not qualify for the AmeriMex Lifeline program.

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Exhibit D

Marketing Materials

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Amerinex wireless

Part of the National Lifeline Assistance Program

250 MINUTES PER MONTH FIRST SEE

APPLY HERE

Only if you are enrolled in certain government assistance programs like:

- **·Food Stamps**
- Medicaid
- **·Federal Public Housing**
- Temporary Assistance for needy families (Work First)
- Senior Citizens Low Income Discount Plan, offered by local gas or power company
- ·Supplemental Security Income (SSI)
- ·National School Lunch Program
- Low Income Home Energy Assistance (LIHEAP)
- ·Program is limited to 1 Lifeline Assistance phone per household
- •Must present proof of participation in the Eligible Government Assistance Programs
- \$25 Activation Fee required
- Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

Call and apply today!: **404-224-9915**