

## **Applicant's Amended Exhibits**

Amended to identify those documents which were exhibits to Applicant's 2012 Compliance Plan

## EXHIBIT A

### Proposed Service Offering Including Description of Services, Lifeline Eligibility Requirements, Rates and Charges for Lifeline Service Offerings

The FCC's rules require a common carrier seeking ETC designation for Lifeline support to submit information describing the terms and conditions of the voice telephony plans offered to Lifeline subscribers, including details on the number of minutes provided as part of the plan, additional charges for toll calls (if any), and rates for each such plan.<sup>1</sup> At this time, SafetyNet Wireless plans to offer the following prepaid wireless Lifeline options.

<b>Plan Description:</b>	1000 voice minutes, unlimited SMS text messages, and 25MB data per month.
<b>Local Calling Area:</b>	National with no roaming fees
<b>Undiscounted Monthly Charge:</b>	\$15.25
<b>Amount of Lifeline Discount:</b>	\$9.25/month
<b>Discounted Monthly Charge:</b>	\$0.00
<b>Activation Fee:</b>	\$25

<b>Plan Description:</b>	350 voice minutes, unlimited SMS text messages, and 4.5 GB data per month.
<b>Local Calling Area:</b>	National with no roaming fees
<b>Undiscounted Monthly Charge:</b>	\$30.25
<b>Amount of Lifeline Discount:</b>	\$9.25/month
<b>Discounted Monthly Charge:</b>	\$15.00
<b>Activation Fee:</b>	\$25

#### Combination Affordable Connectivity Program and Lifeline Plan

<b>Plan Description:</b>	Unlimited voice minutes, unlimited SMS text messages, and 8 GB data per month.
<b>Local Calling Area:</b>	National with no roaming fees
<b>Undiscounted Monthly Charge:</b>	\$60
<b>Amount of Lifeline Discount:</b>	\$9.25/month
<b>Discounted Monthly Charge:</b>	\$0.00
<b>Activation Fee:</b>	\$25

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<sup>1</sup> 47 C.F.R. § 54.202(a)(5).

All plans feature the following features: Voice Mail, Call Waiting, Caller ID, Call Forwarding, and Three-Way Calling.

These plans are available exclusively to Lifeline customers meeting all required eligibility requirements. Service will not be available to a potential Lifeline customer until all eligibility requirements are satisfied as explained herein and in SafetyNet Wireless's FCC-approved Compliance Plan.

All available minutes are nationwide, and there are no additional charges for toll calling. With the exception of 911 and 611 calls, all calls utilize available minutes. Additional minutes are available for purchase at SafetyNet Wireless's third-party dealer retail locations, via customer service, and on its website. Customers will receive a text message warning that their monthly plan is nearing its end. Once the monthly airtime has expired, the customer will be able to finish its current call, but the next call attempted will be transferred to SafetyNet Wireless customer service for assistance. SafetyNet Wireless plans to implement additional balance expiration warnings in the upcoming months.

SafetyNet Wireless customers will be able to reach a live customer service representative by phone between the hours of 8:00am to 7:00pm Central, Monday through Friday. After these hours, the customer will receive a message informing it of SafetyNet Wireless's normal business hours and offering the customer the ability to utilize an automated payment system to add additional minutes, etc. If the customer does not choose to use the automated payment system, a recorded message will inform the customer to call back during normal business hours.

A Lifeline customer may gain access to a Spanish speaking representative through an automatic "press-off" (i.e., press 1 for Spanish). At this time, Spanish is the only alternative

language available for customer service. Calls to customer service may be made by dialing “611” or customers may use the toll-free customer service number from any phone. Customers may also use “611” to make airtime balance inquiries, in addition to using SafetyNet Wireless’s website ([www.SafetyNet Wirelesswireless.com](http://www.SafetyNetWirelesswireless.com)) and the toll-free customer service number from any phone.

If Lifeline service is terminated for any reason (including non-usage), a reactivation fee of \$25.00 will apply if the Lifeline customer wants to reactivate and obtain the same telephone number it previously was assigned. The customer will have 30 days to reactivate under the same telephone number. If the Lifeline customer seeks to reactivate with a different telephone number, no reactivation fee will apply.

SafetyNet Wireless’s planned prepaid wireless Lifeline service offerings are consistent with the federal Act’s requirement that consumers have access to quality services at “just, reasonable, and affordable rates,”<sup>2</sup> and are consistent with the FCC’s findings that Lifeline consumers should have the option to purchase bundled packages, additional calling features, and optional voice services.<sup>3</sup>

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<sup>2</sup> 47 U.S.C. § 254(b)(1).

<sup>3</sup> Lifeline Reform Order ¶ 317.

## **EXHIBIT B**

### **Complete Breakdown of Lifeline Customer Discount Components**

Pursuant to the FCC's Lifeline Reform Order released February 6, 2012, SafetyNet Wireless's Lifeline offerings will reflect the FCC's rates of \$5.25/month for voice-only plans, and \$9.25/month for plans that provide voice and data. To the extent the FCC modifies these rates in the future, SafetyNet Wireless will adjust the discount accordingly. Additionally, please note that SafetyNet provides an additional company discount on the Lifeline-only plans as indicated below:

Lifeline 1000 Talk & Unlimited Text with 25MB Data	
Retail	\$15.25
Federal Lifeline Subsidy	\$5.25
Company Lifeline discount	\$10.00
Customer Pays	\$0.00

Lifeline 350 Talk & Unlimited Text with 4.5GB Data	
Retail	\$30.25
Federal Lifeline Subsidy	\$9.25
Company Lifeline discount	\$6.00
Customer Pays	\$15.00

## EXHIBIT C

### **Public Interest: Explain customer benefits or unique advantages of service offering**

SafetyNet Wireless's designation as prepaid wireless Lifeline-only ETC will bring increased competitive choice and unique advantages to qualifying Ohio consumers. The goals of universal service mandated by Congress will be served by designation of SafetyNet Wireless as a prepaid wireless Lifeline-only ETC.<sup>1</sup>

The designation of SafetyNet Wireless as an ETC in Ohio can be expected to increase competition within the Lifeline marketplace. SafetyNet Wireless will offer Lifeline-eligible consumers access to service options that may not be available to them today. Further, the wireless service provided by SafetyNet Wireless to Lifeline-eligible customers will give customers access to a phone service option they could use inside and outside of the home, increasingly a requirement for individuals to acquire and maintain employment, communicate with family members, and participate in day-to-day activities. SafetyNet Wireless's presence in the market will increase the variety of options available to Lifeline-eligible consumers, and will allow Lifeline-eligible consumers to choose both the type and provider of voice service they would like to use. Existing providers will likely improve their own service quality and offerings to remain competitive.

Furthermore, in addition to offering new Lifeline service options, SafetyNet Wireless will offer service plans that combine Lifeline and Affordable Connectivity Program benefits, granting subscribers additional options in the marketplace and access to other methods of communication.

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<sup>1</sup> 47 U.S.C. § 254.

SafetyNet Wireless's ETC designation will bring another competitive alternative to low-income consumers in Ohio, and will exert further competitive pressures on existing wireless Lifeline providers operating in Ohio. This furthers the federal Act's goal of ensuring that quality communication services are available at "just, reasonable, and affordable rates."<sup>2</sup> As the FCC has observed, "an important goal of the [federal] Act is to open local telecommunications markets to competition. Designation of competitive ETCs promotes competition and benefits consumers in rural and high-cost areas by increasing customer choice, innovative services, and new technologies."<sup>3</sup>

In seeking ETC designation in Ohio, SafetyNet Wireless seeks to make it easier for low-income consumers located within Ohio to receive affordable telecommunications services that are comparable to those enjoyed by other consumers. Further, the impact of SafetyNet Wireless's designation as an ETC on the USF will be negligible, in light of the fact that SafetyNet Wireless is not seeking high-cost support. The Lifeline program, unlike high-cost support, is predicated on per-customer reimbursement.<sup>4</sup> The overall size of the program is thus capped by the number of qualified consumers in a state, and further limited by eligibility, utilization, and de-enrollment standards.<sup>5</sup> SafetyNet Wireless intends to strictly adhere to such standards, as demonstrated by its FCC-approved Compliance Plan, set forth in Exhibit J.

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<sup>2</sup> 47 U.S.C. § 254(b)(1).

<sup>3</sup> *Federal-State Joint Board on Universal Service*, 16 FCC Rcd 48, ¶ 17 (2000).

<sup>4</sup> See, e.g., WC Docket No. 09-197, *Telecommunications Carriers Eligible for Universal Service Support*, Order, DA 12-1339, ¶ 9 (Aug. 16, 2012).

<sup>5</sup> See WC Docket Nos. 11-42, 03-109, 12-23 and CC Docket No. 96-45, *Wireline Competition Bureau Issues Progress Report on the Lifeline Program Savings*, Public Notice, DA 12-1232 (July 31, 2012).

SafetyNet Wireless's ETC designation provides accessible, technologically advanced services to a portion of the public that may not otherwise be able to obtain telecommunications services due to insufficient credit, immigrant status, or living situation. Prepaid wireless services like those offered by SafetyNet Wireless also offer consumers convenience, control over their telecommunications spending without the imposition of high monthly fees, and the ability to pay for only those services needed. Such advantages directly fulfill the goals of universal service promulgated by Congress and the FCC.<sup>6</sup> In addition to new Lifeline service options, SafetyNet Wireless will offer service plans that combine Lifeline and Affordable Connectivity Program benefits.

Finally, SafetyNet Wireless is fully capable of providing the proposed services to Lifeline-eligible consumers in the state of Ohio within a reasonable time frame. Once a consumer's Lifeline eligibility is verified and all verification and certification requirements met, SafetyNet Wireless will be able to begin providing services to that consumer.

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<sup>6</sup> 47 U.S.C. § 254.



## **EXHIBIT D**

### **Detailed enrollment process for eligible Lifeline customer including verification process and timelines**

SafetyNet Wireless will comply with the uniform eligibility criteria established in § 54.409 of the FCC Rules. Therefore, all subscribers will be required to demonstrate eligibility based at least on the relevant federal requirements or meeting eligibility criteria established by Ohio for its residents, provided such criteria are based solely on income or factors directly related to income per § 54.409(a)(3) of the FCC Rules. In addition, SafetyNet Wireless will confirm that the subscriber is not already receiving a Lifeline service and no one else in the subscriber's household is subscribed to a Lifeline service.

SafetyNet Wireless will implement certification policies and procedures that enable consumers to demonstrate their eligibility for Lifeline assistance to Company personnel as detailed in the Lifeline Reform Order, together with any additional state certification requirements. Consistent with federal requirements, SafetyNet Wireless requires customers to certify at the time of service activation and annually thereafter that they: 1) are the head of household; 2) participate in one of the state-approved means tested programs; 3) will be receiving Lifeline-supported services only from SafetyNet Wireless; 4) do not currently receive Lifeline support; and 5) will notify SafetyNet Wireless in the event that they no longer participate in the qualifying program.

If SafetyNet Wireless has a reasonable basis to believe that one of its Lifeline subscribers no longer meets the eligibility criteria, SafetyNet Wireless will notify the subscriber of impending termination in writing and in compliance with any state dispute resolution procedures applicable to Lifeline termination, and give the subscriber 30 days to demonstrate continued eligibility. A demonstration of eligibility must comply with the annual verification procedures found in Section

54.410(f), including the submission of a certification form. Furthermore, SafetyNet Wireless commits to comply with the FCC's non-usage policy.

## EXHIBIT E

### **All information that a new Lifeline subscriber receives after enrollment including terms and conditions**

Upon activation of their service, the customer gets a text message stating:

Welcome to SafetyNet Wireless! Manage your account online at <https://portal.safetynetwireless.com>. For customer service, dial 611 or call 888-224-3213.

Additionally, the customer receives the Welcome Card depicted below, with relevant information entered:

A welcome card for SafetyNet Wireless. On the left, a woman in a black blazer and white shirt is smiling and looking at a smartphone. The background is blue. On the right, the text 'SafetyNet Account Info' is in white. Below it are three white input fields with black borders, labeled 'Name', 'My Phone Number', and 'Start Date'. At the bottom right is the 'SafetyNet Wireless' logo, which includes three curved lines representing signal waves. Below the logo, a small white text box contains the following text: 'You must use your Lifeline supported service at least once every 30 days or your service will be deactivated.'

**SafetyNet Account Info**

Name

My Phone Number

Start Date

**SafetyNet** Wireless

You must use your Lifeline supported service at least once every 30 days or your service will be deactivated.

# Customer Service

# 888-224-3213

*Need more Talk, Text or Data?*

Refill online TODAY at  
*portal.safetynetwireless.com*

\$ 8	=	250 Talk
\$ 11	=	400 Talk
\$ 19	=	1000 Talk
\$ 9.99	=	1 GB
\$ 18.99	=	2 GB



**Warranty Exchange:** SafetyNet Wireless customers shall have up to 60 days from the activation date of their phone to return any defective phone to SafetyNet Wireless. SafetyNet will exchange a defective phone for a new or refurbished phone, at SafetyNet's discretion. This limited warranty does not cover damage caused by misuse or abuse. For more information regarding our warranty policy, go to [SafetyNetWireless.com](http://SafetyNetWireless.com).

The terms and conditions for SafetyNet Wireless's Lifeline service are posted on SafetyNet Wireless's website at [www.safetynetwirelesswireless.com](http://www.safetynetwirelesswireless.com).

**Exhibit F**

**Lifeline Enrollment Form**

## **Exhibit G**

**Copy of proposed advertising language and materials to advertise Lifeline**

ENROLL IN LIFELINE - FAST AND EASY!

**FREE PHONE**  
**TALK + TEXT + DATA**

[www.safetynetwireless.com](http://www.safetynetwireless.com)

This is a Lifeline service provided by SafetyNet Wireless. Lifeline is a federally funded government assistance program. Only qualified consumers with documentation proving eligibility may enroll. Lifeline services are non-transferable and limited to one benefit per household, consisting of either wireline or wireless. Willingly making false statements to obtain the benefit or receiving multiple Lifeline benefits can result in fines, imprisonment, de-enrollment or being barred from the program. You must use your phone to continue to receive service. After 30 days of non-usage you will be de-enrolled in the program. \$0 Plan Offering: 1,000 Talk / Unlimited Text / 25 MB of Data. Pricing includes domestic calls only. Activation fees may apply. Please visit [www.safetynetwireless.com/lifeline-plans-other-states/](http://www.safetynetwireless.com/lifeline-plans-other-states/) for the most up-to-date plan offering.



Notice to EBB Subscribers: The FCC is changing the name of the EBB Program to the Affordable Connectivity Program. Click Here for more information.

1-888-224-3213

My Account | Renew My LifeLine



Home Plans How To Qualify Refills COVID-19 About Contact Us



# FREE Phone + FREE Talk, Text, & Data\* **EVERY** Month!

Please select your location to view  
plans available in your area.

VIEW PLANS:

California

Other States

\*Free phone dependent on Qualifying California LifeLine service.  
Cost of phone and service varies by state.

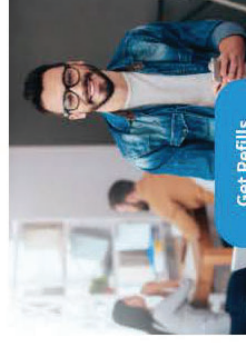
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See How To Qualify



About SafetyNet



Get Refills



## **EXHIBIT H**

### **Detailed process used to ensure only one Lifeline benefit/phone per household**

By implementing the safeguards established in the Lifeline Reform Order, SafetyNet Wireless will minimize the likelihood that its customers are not eligible or are receiving duplicative support either individually or within their household. Prior to enrolling a Lifeline customer, SafetyNet Wireless will take two steps to prevent duplicate Lifeline subsidies within its own subscriber base. First, SafetyNet Wireless will review its own service records to ensure the potential customer is not currently receiving a Lifeline service from SafetyNet Wireless. Second, SafetyNet Wireless will process and validate the Company's subsidy data against that of NLAD to prevent: (1) Duplicate Same-Month Lifeline Subsidies (Double Dip): any name/address that is already receiving a lifeline subsidy from SafetyNet Wireless or another company will be automatically prevented from receiving a second lifeline subsidy in that same month; and (2) Inactive lines receiving subsidy: SafetyNet Wireless will compare all subsidy requests to underlying network status to ensure that subsidies are requested only for active lines.

SafetyNet Wireless will promptly investigate any notification it receives from a state, the FCC, or USAC that one of its Lifeline customers is improperly receiving service. SafetyNet Wireless will also update any required databases within one (1) business day of de-enrolling a consumer.<sup>1</sup>

SafetyNet Wireless understands that duplicative claims are wasteful and burden the Universal Service Fund, and will take all necessary steps to swiftly de-enroll consumers found to be receiving duplicative federal Lifeline discounts. Upon its own review or notification from the

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<sup>1</sup> Lifeline Reform Order ¶ 257.

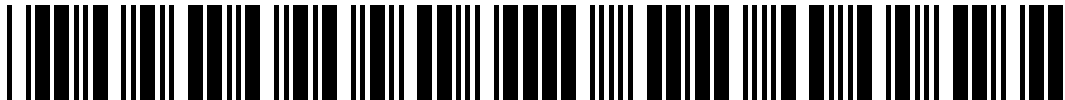
FCC, a state, or USAC that a subscriber is receiving Lifeline service from another carrier, or more than one member of a household is receiving Lifeline service, SafetyNet Wireless will de-enroll the subscriber within five business days.<sup>2</sup> To the extent de-enrollment is necessary due to duplicative support, SafetyNet Wireless will immediately remove the Lifeline designation for the end user from the billing system and have a company policy in place that the Lifeline designation may only be reapplied if the customer goes through the certification and eligibility process again. If the customer requests, SafetyNet Wireless will continue to offer wireless service to the customer under its retail, non-Lifeline plans. SafetyNet Wireless will not seek reimbursement for any de-enrolled subscriber following the date of that subscriber's de-enrollment from the Lifeline program.

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<sup>2</sup> 47 C.F.R. § 54.405(e)(2); *see also Lifeline and Link Up Reform and Modernization*, 26 FCC Rcd 9022, ¶ 15 (2011).

## **Exhibit I**

### **Authorization to do Business in Ohio**



DATE	DOCUMENT ID	DESCRIPTION	FILING	EXPED	CERT	COPY
03/31/2022	202207303690	FOREIGN FOR PROFIT CORPORATION - LICENSE (FLF)	99.00	0.00	0.00	0.00

### Receipt

This is not a bill. Please do not remit payment.

LAW FIRM  
904 WEST AVENUE, SUITE 107  
AUSTIN, TX 78701

## STATE OF OHIO CERTIFICATE

**Ohio Secretary of State, Frank LaRose**  
**4844401**

It is hereby certified that the Secretary of State of Ohio has custody of the business records for

**AMERIMEX COMMUNICATIONS CORP.**

and, that said business records show the filing and recording of:

Document(s)

**FOREIGN FOR PROFIT CORPORATION - LICENSE**

**Effective Date: 03/30/2022**

Document No(s):

**202207303690**

Authorization to transact business in Ohio is hereby given, until surrender, expiration or cancellation of this license.



United States of America  
State of Ohio  
Office of the Secretary of State

Witness my hand and the seal of the  
Secretary of State at Columbus, Ohio this  
31st day of March, A.D. 2022.

**Ohio Secretary of State**



DATE	DOCUMENT ID	DESCRIPTION	FILING	EXPED	CERT	COPY
03/31/2022	202209001400	TRADE NAME REGISTRATION (RNO)	39.00	0.00	0.00	0.00

Receipt

This is not a bill. Please do not remit payment.

LAW FIRM  
904 WEST AVENUE, SUITE 107  
AUSTIN, TX 78701

# STATE OF OHIO CERTIFICATE

Ohio Secretary of State, Frank LaRose  
4845064

It is hereby certified that the Secretary of State of Ohio has custody of the business records for  
SAFETYNET WIRELESS

and, that said business records show the filing and recording of:

Document(s)

TRADE NAME REGISTRATION

Effective Date: 03/31/2022

Document No(s):

202209001400

Date of First Use: 03/30/2022

Expiration Date: 03/31/2027

AMERIMEX COMMUNICATIONS CORP.  
100 MAIN STREET, SUITE 304  
SAFETY HARBOR, FL 34695



United States of America  
State of Ohio  
Office of the Secretary of State

Witness my hand and the seal of the  
Secretary of State at Columbus, Ohio this  
31st day of March, A.D. 2022.

Ohio Secretary of State

**Exhibit J**

**FCC-Approved Compliance Plan**

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

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

**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.<sup>1</sup> AmeriMex respectfully requests expeditious approval of this plan so that it may continue to provide critical Lifeline services to qualified low income customers.<sup>2</sup>

**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.<sup>3</sup> Those ETCs that were providing

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<sup>1</sup> *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.

<sup>2</sup> 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.

<sup>3</sup> *Order* at ¶1.

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:<sup>4</sup>

- 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.<sup>5</sup> AmeriMex, a privately held Georgia corporation, began offering telecommunications services in 1998. Over the course of six years, AmeriMex

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<sup>4</sup> *Id.* at ¶368.

<sup>5</sup> *Id.* at ¶390.



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.<sup>6</sup> 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.<sup>7</sup> 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.<sup>8</sup>

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<sup>6</sup> [http://www.amerimex.biz/index.php?option=com\\_content&view=article&id=89&Itemid=65](http://www.amerimex.biz/index.php?option=com_content&view=article&id=89&Itemid=65) (retrieved Mar. 26, 2012).

<sup>7</sup> Order at ¶¶387-388.

<sup>8</sup> 47 C.F.R. §54.202(a)(2).

## **II. Lifeline Rate Plans**

AmeriMex offers the following rate plans, which are available to eligible Lifeline subscribers.<sup>9</sup> Each rate plan is subject to a one-time \$25 activation fee.<sup>10</sup>

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,

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

<sup>10</sup> This fee helps to offset the cost of the handsets provided to Lifeline subscribers.

\$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."<sup>11</sup> Participation in qualifying programs may be determined through

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<sup>11</sup> *Order* at ¶65, FN 168.

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.<sup>12</sup>

### **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.<sup>13</sup>

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

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

<sup>13</sup> *Order* at ¶110.

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.<sup>14</sup> 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:

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<sup>14</sup> See Call Center Script at Exhibit C.

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

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

will have systems in place to determine if 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.<sup>15</sup> 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

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<sup>15</sup> 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.



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.<sup>16</sup> 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.

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<sup>16</sup> 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.

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 or 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

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

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**

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."<sup>17</sup> 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.

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<sup>17</sup> See Exhibit D.

## **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

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

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.<sup>18</sup>

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<sup>18</sup> See, for example, *Order* at ¶¶125-28, 398.



## **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

### 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.

By: Don Aldridge

Title: Chief Executive Officer

Date: December 6, 2012

**Exhibit A [of Applicant's 2012 Compliance Plan]**

**LIFELINE APPLICATIONS  
USAC MULTI-HOUSEHOLD CERTIFICATION  
ANNUAL CERTIFICATION**

**Georgia Lifeline 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.

**Fill Out Your Information**

First Name:		Middle Initial:	Last Name:	
Birth Date:	Alternative phone:		Last 4 of SSN:	
Residential Address :	Apt:	City:	State: GA	Zip:
(No P.O. Box for residential Address) This is my (check one): <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary				
This address is a Multi-household: <input type="checkbox"/> Yes <input type="checkbox"/> No (If 'Yes' please complete USAC Cert.)				
Billing Address (if different from above):	Apt:	City:	State: GA	Zip:

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

Initial	Check One	Persons in Household	Annual Income	Monthly Income	Check One	Persons in Household	Annual Income	Monthly Income
Eligibility for Lifeline may apply if your household is at or below 135% of the Federal Poverty Guidelines for a household of that size. Indicate which income range applies to you in the chart.	<input type="checkbox"/>	1	\$ 15,079	\$ 1,257	<input type="checkbox"/>	5	\$ 34,643	\$ 3,039
	<input type="checkbox"/>	2	\$ 20,425	\$ 1,702	<input type="checkbox"/>	6	\$ 41,809	\$ 3,484
	<input type="checkbox"/>	3	\$ 25,771	\$ 2,148	<input type="checkbox"/>	7	\$ 47,155	\$ 3,930
	<input type="checkbox"/>	4	\$ 31,117	\$ 2,593	<input type="checkbox"/>	8	\$ 52,501	\$ 5,378
	<input type="checkbox"/>				<input type="checkbox"/>	For each add'l person, add	\$ 5,346	\$ 445

IF YOU WISH TO QUALIFY BASED ON PROGRAM, A DIFFERENT FORM IS REQUIRED

**I certify, under penalty of perjury: (Check by Each Certification)**

- ☐ The information contained in my application remains true and correct to the best of my knowledge and I acknowledge that willfully providing false or fraudulent information to receive Lifeline benefits is punishable by law and may result in me being barred from the program.
- ☐ As indicated above, I have an annual household income at or below 135 percent of the Federal Poverty Guidelines ~~APPLICABLE~~ **APPLICABLE**
- ☐ I have provided documentation of eligibility.
- ☐ I understand that I and my household can only have one Lifeline-supported telephone service. AmeriMex Wireless 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 in my household is receiving a Lifeline supported service from any other land line or wireless company such as Safelink, Assurance, or Reachout Wireless.
- ☐ I understand my AmeriMex Wireless Lifeline service is non-transferable. I may not transfer my service to any individual, including another eligible low-income consumer.
- ☐ I understand that if my service goes unused for sixty (60) days, my service will be suspended, subject to a thirty (30) day period which I may use the service or contact AmeriMex Wireless to confirm that I want to continue receiving their service.
- ☐ 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 income 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.
- ☐ I will notify AmeriMex Wireless within thirty (30) days of moving.
- ☐ 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 will result in the termination of my AmeriMex Wireless Lifeline service.
- ☐ 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.
- ☐ I understand that if USAC identifies I am receiving more than one Lifeline subsidy, all carriers involved may be notified so that I may select one service and be de-enrolled from the other.

Please Fax : 1-800-954-1951

Mail: AmeriMex Communications Corp.  
1007 Mansell Rd, Suite A. Roswell, GA 30076

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

Complaints concerning Lifeline/Link Up service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813.

For Agent use only (check only one box below and do not copy or retain documentation):

Revised Sept 5, 2012

Documents acceptable proof for Income-eligibility:

- |  |  |
|--|--|
| <input type="checkbox"/> Last year's federal or state tax return.                    | <input type="checkbox"/> An unemployment/Workers' compensation statement of benefits.                                  |
| <input type="checkbox"/> A social security statement of benefits.                    | <input type="checkbox"/> Federal notice letter of participation in General Assistance.                                 |
| <input type="checkbox"/> A retirement/pension statement of benefits.                 | <input type="checkbox"/> Divorce decree, child support award or other official document containing income information. |
| <input type="checkbox"/> Current income statement from an employer or paycheck stub. |  |

Description of specific documentation presented by customer and examined by Company Representative:

Applicant Account #	Representative Signature	Date
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**Georgia Lifeline 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.

**Fill Out Your Information**

First Name:		Middle Initial:	Last Name:	
Birth Date:	Alternative phone:		Last 4 of SSN:	
Residential Address :	Apt:	City:	State: GA	Zip:
(No P.O. Box for residential Address) This is my (check one): <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary				
This address is a Multi-household: <input type="checkbox"/> Yes <input type="checkbox"/> No (If 'Yes' please complete USAC Cert.)				
Billing Address (if different from above):	Apt:	City:	State: GA	Zip:

☐ I hereby certify that I participate in at least one of the following programs: (Check one)

Initial

- |  |   |
|--|---|
| <input type="checkbox"/> Medicaid  | <input type="checkbox"/> Temporary Assistance for Needy Families (Work First) |
| <input type="checkbox"/> Food Stamps - Supplemental Nutrition Assistance Program (SNAP)                  | <input type="checkbox"/> Supplemental Security Income (SSI)                   |
| <input type="checkbox"/> Federal Public Housing (SECTION 8)  | <input type="checkbox"/> Low Income Home Energy Assistance (LIHEAP)           |
| <input type="checkbox"/> Senior Citizens Low Income Discount Plan, offered by local gas or power company | <input type="checkbox"/> National School Lunch Program                        |

IF YOU WISH TO QUALIFY BASED ON INCOME, A DIFFERENT FORM IS REQUIRED

**I certify, under penalty of perjury: (Check by Each Certification)**

- ☐ The information contained in my application remains true and correct to the best of my knowledge and I acknowledge that willfully providing false or fraudulent information to receive Lifeline benefits is punishable by law and may result in me being barred from the program.
- ☐ I am a current recipient of the program checked above.
- ☐ I have provided documentation of eligibility.
- ☐ I understand that I and my household can only have one Lifeline-supported telephone service. AmeriMex Wireless 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 in my household is receiving a Lifeline supported service from any other land line or wireless company such as Safelink, Assurance, or Reachout Wireless.
- ☐ I understand my AmeriMex Wireless Lifeline service is non-transferable. I may not transfer my service to any individual, including another eligible low-income consumer.
- ☐ I understand that if my service goes unused for sixty (60) days, my service will be suspended, subject to a thirty (30) day period which I may use the service or contact AmeriMex Wireless to confirm that I want to continue receiving their service.
- ☐ 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. I cease to participate in the above federal or state program;
  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.
- ☐ I will notify AmeriMex Wireless within thirty (30) days of moving.
- ☐ 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 will result in the termination of my AmeriMex Wireless Lifeline service.
- ☐ 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.
- ☐ I understand that if USAC identifies I am receiving more than one Lifeline subsidy, all carriers involved may be notified so that I may select one service and be de-enrolled from the other.

Please Fax : 1-800-954-1951

Mail: AmeriMex Communications Corp.  
1007 Mansell Rd, Suite A. Roswell, GA 30076

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

Complaints concerning Lifeline/Link Up service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813.

For Agent use only (check only one box below and do not copy or retain documentation):

Revised Sept 5, 2012

Documents acceptable proof for program-eligibility:

- |   |  |
|---|--|
| <input type="checkbox"/> Program participation documents (i.e. consumer's supplemental nutrition assistance program card, Medicaid participation card). | <input type="checkbox"/> The current or prior year's statement of benefits from a qualifying state or federal program.               |
| <input type="checkbox"/> A notice letter of participation in a qualifying state or federal program;   | <input type="checkbox"/> Another official document evidencing the consumer's participation in a qualifying state or federal program. |

Description of specific documentation presented by customer and examined by Company Representative:

Applicant Account #	Representative Signature	Date
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**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 and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses 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 support to that adult, both people are considered part of the same household.

***You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.***

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) \_\_\_\_YES \_\_\_\_NO
  - 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 parent \_\_\_\_YES \_\_\_\_NO
  - B. An adult son or daughter \_\_\_\_YES \_\_\_\_NO
  - C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) \_\_\_\_YES \_\_\_\_NO
  - D. An adult roommate \_\_\_\_YES \_\_\_\_NO
  - E. Other \_\_\_\_YES \_\_\_\_NO
  - If you checked **NO** for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
  - 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? \_\_\_\_YES \_\_\_\_NO
  - 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 household already receives Lifeline.

**CERTIFICATION**

*Please initial the certifications below and sign and date this worksheet. Submit this worksheet to AmeriMex Communications Corp. along with your Lifeline application or Lifeline annual certification form.*

- A. \_\_\_\_ I certify that I live at an address occupied by multiple households.
- B. \_\_\_\_ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature\_\_\_\_\_ Date\_\_\_\_\_



## 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.

**Customer Information:**

Acct #: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number (last four digits): \_\_\_\_\_ (XXXX) Lifeline Telephone Number: \_\_\_\_\_

Residence Address (No P.O. Boxes, Must be your principal address): This address is ☐ Permanent ☐ Temporary

\_\_\_\_\_ APT/ Floor/ Other \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

This address is a Multi-household: ☐ Yes ☐ No (If Yes, please complete the enclosed USAC Certification Form)

Billing Address, if different from Residential Address (May Contain a P.O. Box):

\_\_\_\_\_ APT/ Floor/ Other \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

I certify, under penalty of perjury: *(Please certify by checking each checkbox for each Certification)*

- ☐ (1) The information contained in my application remains true and correct to the best of my knowledge and I acknowledge that willfully providing false or fraudulent information to receive Lifeline benefits is punishable by law and may result in me being barred from the program.
- ☐ (2) I am, or one of my dependents is, a current recipient of (indicate qualifying state or federal program) \_\_\_\_\_ or my household income is below 135% of the Federal Poverty Guidelines ("FPG") and there are (list the number) \_\_\_\_ of dependents in my household.
- ☐ (3) I understand that my household and I can have only one Lifeline-supported telephone service. Amerimex Wireless 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.
- ☐ (4) I attest to the best of my knowledge, that I and no one in my household is receiving a Lifeline supported service from any other land line or wireless company such as Safelink, Assurance, or Reachout Wireless.
- ☐ (5) I understand that my Amerimex Wireless Lifeline service is a non-transferable. I may not transfer my Lifeline service to any individual, including another eligible low-income consumer.
- ☐ (6) 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) I cease to participate in the above federal or state program, or my annual household income exceeds 135% of the 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.
- ☐ (7) I will notify Amerimex Wireless within thirty (30) days of moving.
- ☐ (8) Amerimex Wireless has explained to me that the subscriber may be required to re-certify his or her continued eligibility at any time. If I fail to do so within thirty (30) days, it will result in the termination of my Amerimex Wireless Lifeline service.
- ☐ (9) I understand that if my service goes unused for sixty (60) days, my service will be suspended, subject to a thirty (30) day period which I may use the service or contact AmeriMex Wireless to confirm that I want to continue receiving their service.
- ☐ (10) 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 de-enrollment from the Lifeline program.
- ☐ (11) I understand that if USAC identifies I am receiving more than one Lifeline subsidy, all carriers involved may be notified so that I may select one service and be de-enrolled from the other. I further understand that some states may impose more stringent rules including but not limited to barring me from re-enrolling in the program.
- ☐ (12) I authorize the company to access any records required to verify my statements on this form and to confirm my eligibility for the Lifeline program.

SUBSCRIBER'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 B [of Applicant's 2012 Compliance Plan]**

**LIFELINE SERVICE PLANS**



## **AmeriMex Lifeline Rate Plans<sup>1</sup>**

**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.

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<sup>1</sup> Each rate plan is subject to a one-time \$25 activation fee.

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
B	125 minutes	1 text / 1 min	Yes - 3 months	Yes
C	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.

**Need more minutes?**  
[Click Here](#) to view our additional refill options!

**Exhibit C [of Applicant's 2012 Compliance Plan]**

**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.

- 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 ELIGIBLE 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.

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 ADMINSTRATOR IDENTIFIES THAT YOU, OR ANOTHER MEMBER OF YOUR HOUSEHOLD, ARE RECEIVING MORE THAN ONE LIFELINE SERVICE, ALL CARRIERS WILL BE

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.

**Exhibit D [of Applicant's 2012 Compliance Plan]**

**Marketing Materials**





# AmeriMex Wireless

Part of the National Lifeline Assistance Program

**FREE**  
**250 MINUTES**  
**PER MONTH**  
**FREE**  
**PHONE**

**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**



## **Exhibit K**

### **Notice to FCC Regarding SafetyNet Wireless Trade Name**



Pillsbury Winthrop Shaw Pittman LLP  
2300 N Street, NW | Washington, DC 20037-1122 | tel 202.663.8000 | fax 202.663.8007

Glenn S. Richards  
tel 202.663.8215  
glenn.richards@pillsburylaw.com

June 19, 2013

**VIA ECFS**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, DC 20554

Re: **WC Docket Nos. 09-197 and 11-42**  
**AmeriMex Communications Corp. d/b/a SafetyNet Wireless**

Dear Ms. Dortch:

AmeriMex Communications Corp. hereby notifies the Commission that it will be offering Lifeline services under the trade name SafetyNet Wireless. Please associate this correspondence with the approved AmeriMex Compliance Plan, see *Public Notice*, DA 12-2063 (rel. Dec. 26, 2012), and the pending petition for designation as a low-income eligible telecommunications carrier, filed February 22, 2013. See *Public Notice*, DA 13-361 (rel Mar. 7, 2013).

Please direct any communications regarding this matter to the undersigned.

Respectfully submitted,

\_\_\_\_\_  
/s/  
Glenn S. Richards  
*Counsel for AmeriMex  
Communications Corp.*

## **EXHIBIT L**

### **SafetyNet Wireless Officers and Biographical Information**

## **List of SafetyNet Wireless Officers**

Donald Aldridge, Chairman

Nick Metherd, COO

Stephen D. Klein, CEO

Jeffrey J. Matthews, CTO

## RESUME

Donald L. Aldridge

### WORK HISTORY

**1998 – 2022:** Founder and Chairman of AmeriMex Communications Corp. dba SafetyNet Wireless. AmeriMex is a Georgia licensed Competitive Local Exchange Carrier (CLEC) and also has a 214 license from the FCC. AmeriMex has been designated as an Eligible Telecommunications Carrier (ETC) by eight states and provides government subsidized wireless telephone service under the SafetyNet Wireless brand to low income residents within those states.

**1993 – 1998:** Partner with Tatum CFO Partners. Tatum provided financial advisory services to small and medium sized firms in the Southeastern USA.

**1990 – 1993:** CFO of Southern Services Inc. (SSI). SSI was an Atlanta based janitorial service company that primarily served high rise office towers in the metro Atlanta area.

**1985 – 1990:** Controller of Oxford Services Inc. Oxford provided janitorial and landscape services to clients throughout the Southeastern USA.

**1983 – 1985:** Controller of Prystup Packaging Products Inc.

**1981 – 1983;** Accountant with Deloitte & Touche, CPA Firm

### EDUCATION

MBA – Virginia Tech 1981

B.S. Accounting – Bob Jones University 1980

**Nicholas Metherd**

(972) 900-6425

[nickmetherd@gmail.com](mailto:nickmetherd@gmail.com)

Nicholas Metherd, Chief Operating Officer for SafetyNet Wireless, has over (15) years of telecommunications operational management experience. For SafetyNet Wireless, Mr. Metherd is responsible for executing operational support of all products such as the Lifeline, EBB, and ACP programs, prepaid services, expansion into new states, revenue assurance and financial modeling. While Chief Operating Officer at Infiniti Mobile and Konatel (OTC: KTEL), Mr. Metherd was responsible for the development, operations, and growth of all products which expanded from operating in one state to all lower 48 states plus D.C. and Puerto Rico under his leadership. Mr. Metherd worked at T-Mobile as a Call Center Manager where he was responsible for managing over ninety (90) agents, responding to 2.3M customer inquiries per year. He has also held operational management roles at TAG Mobile, a Lifeline Eligible Telecommunications Carrier, and at RealPage (NASDAQ: RP), an American multinational corporation that provides property management software solutions for the multifamily, commercial, single-family and vacation housing industries. While serving as VP of Operations for TAG Mobile, Mr. Metherd oversaw the operation of over 160 customer service staff in three countries, FCC compliance requirements, vendor relations, IT Development, Logistics, Sales support, and over 400,000 cellular lines of service. His experience includes Project Management Office leadership, customer service management, information technology, business optimization, data analysis, and leadership development.

**WORK HISTORY**

**March 2022 - Present:** Chief Operating Officer of AmeriMex Communications Corp. dba SafetyNet Wireless.

- Analyze Operations to evaluate performance of a company in meeting objectives and to determine areas of potential cost reduction, program improvement, or policy change.
- Implement policies, objectives, and projects of organization to ensure continuing operations, remain compliant in highly regulated environment, and to increase revenue.
- Review and analyze legislation, laws, and public policy, and recommend changes to promote and support interests of both the general population and special groups.

**2017-2022:** Chief Operating Officer of Infinity Mobile.

- Head of an Eligible Telecommunications Company (“ETC”) under a public company umbrella (Konatel; KTEL)
- I lead, develop, and guide all aspects of the company which deals highly regulated government programs.
- Develop and launch new product lines while monitoring P&Ls for profitability of each product.

**2012-2016:** Chief Operating Officer of TAG Mobile.

- Started as VP of Customer Service launching call centers in multiple countries to support 400,000+ customers and ended as COO responsible for all aspect of company operations.

- Launched call centers in AL, TX, CA, Philippines, and San Salvador to support multi-lingual customer base.
- Partnered with IT to reduce calls per customer through mobile app and self-help option.
- Turned inbound call center from cost center to profit center through training on upselling to existing customer base.

**2011-2012:** Call Center Director for Realpage, INC.

- Director of customer service with additional project management responsibilities for launching the Red Carpet suite of products.
- Took over the Red Carpet project that was behind budget and schedule and launched on time and under budget.
- Managed 150 agents in two call centers that provided support 24/7 through multiple media outlets.

**2006-2011:** PMO Director of T-Mobile in Frisco, Texas.

- Began as Customer Service Agent and held multiple positions including Call Center Trainer, Call Center Director, NOC Manager, and Program Management Office Director.
- Trained in Six Sigma (Black Belt), lean Manufacturing, Waterfall and Agile Methodology and Transformational Leadership.

**1981 – 1983;** Accountant with Deloitte & Touche, CPA Firm

**ADDITIONAL SKILLS**

- Growth Management and Development
- Transformational Leadership
- Budget Planning and Management

**CERTIFICATIONS**

- Six Sigma Black Belt
- Project Management Professional (PMP)

## **Stephen D. Klein**

Since May of 2013 Mr. Klein has been the CEO of SafetyNet Wireless, a wireless Eligible Telecommunications Carrier (ETC) in 10 states and an Affordable Broadband Provider (ACP) in 48 states. The company provides LifeLine wireless services and broadband service to low-income consumers who qualify for the programs.

In addition to being CEO of SafetyNet Wireless Mr. Klein is the CEO of Expert Communications Marketing, Inc. dba Expert Choice Marketing. Mr. Klein founded this company in 2007 which provided long distance and internet services to credit challenged consumers. Upon selling American Dial Tone (a CLEC) his primary business in 2009, Mr. Klein shifted the focus of Expert to become a marketing company specializing in offering telecommunications and energy services to low-income consumers.

Prior to Expert Choice Marketing, Mr. Klein was the founder and CEO of American Dial Tone from 1998 to 2009, a competitive local exchange carrier (CLEC) located in Tampa Bay FL, which provided local telephone service to the credit challenged market in multiple states. Under Steve's supervision American Dial Tone developed a superior back office, billing and ordering system which gave the company a competitive edge in the pre-paid CLEC industry. American Dial Tone was one of the first in their industry to electronically bond with Verizon and BellSouth. ADT enjoyed one of the lowest overhead costs per connected customer in the industry. ADT was proud of the fact that they had excellent relationships with the ILEC's and were current on all of their bills. ADT was the second ETC in the state of Florida and was proud to provide lifeline services in the state. Being one of the first ETC's in the industry ADT quickly noticed that there was potential for waste, fraud and abuse within the system. ADT developed its in house systems to prevent the company from giving service to customers who were not entitled to receive funds and to prevent claiming funds from the USAC that had already been collected from the ILEC.

Mr. Klein has been of the board of the National Lifeline Association (NaLA) since 2003 and had served as president for two years.

Prior to his founding American Dial Tone Mr. Klein was President and CEO of One Stop Auto Parts, Inc., a Florida based retail auto parts chain of 42 stores with a 50,000 S.F. distribution facility. The company had approximately 300 employees and 32 million in sales. Steve joined the company in 1981 with 3 stores and remained until 1998 playing a significant role in developing the organization. Prior to becoming President, he occupied positions in Merchandising, Management and Information Systems, Distribution and became the Chief Financial Officer.

Steve has a bachelor's degree in business from Michigan State University and has done post graduate and graduate work at Western Michigan University, Ohio State University and Tampa College.

He was a long-standing member of The Executive Committee (TEC) which is an International Organization of over 13,000 CEO's. TEC members meet once a month for a full day with a group of 10 to 15 CEOs from non-competing business industries to discuss business strategies, best practices, leadership styles, and other leadership training topics to enhance decision making and business performance. Additionally, there is monthly one-to-one coaching with their Chair



who offers executive insights, business advice, accountability, and effective leadership help and support. On average, TEC companies are better run and grow their revenues, at more than twice the percentage growth rate than non-TEC companies.

Mr. Klein, his wife Esther, and daughter Giulianna currently reside in Safety Harbor FL.

## **Jeffrey J. Matthews**

Jeff joined AmeriMex Communications, Inc (dba SafetyNet Wireless) in May of 2013 and has been the Chief Technology Officer since 2021. SafetyNet Wireless is a wireless Eligible Telecommunications Carrier (ETC) in 10 states, providing wireless Lifeline services to over 200,000 eligible subscribers. SafetyNet Wireless also participates in the FCC's Affordable Connectivity Program, providing broadband service throughout the continental United States. Jeff is responsible for maintaining various systems used for onboarding, verifying, provisioning, storing, maintaining, and reporting of subscribers, inventory, vendors, and agents through multiple third-party providers.

Jeff has also been the Information Systems Director for Expert Communications Marketing, Inc. since its inception in 2007. Expert Communications is a marketing company focused on offering telecommunications and energy services to low-income consumers. Jeff is responsible for managing website, application, database, and provider interface development needed for obtaining, provisioning, and maintaining customers, as well as streamlining operations through advanced systems automation.

Jeff has been working in telecommunications for more than 20 years. Prior to working for Expert Communications Marketing, Jeff was the Information Systems Director for American Dial Tone, Inc. from 2003 until it was sold in 2009. American Dial Tone was founded in 1998 by Mr. Stephen Klein to provide pre-paid land-line telephone service to the credit challenged market. For two years prior to being hired full time at American Dial Tone, Jeff did work for American Dial Tone as an independent contractor, developing customer management software. As I.S. Director, Jeff was responsible for developing and automating customer service, marketing, provisioning, and billing systems. American Dial Tone was one of the first CLECs to start offering Lifeline service to qualified customers and was the second ETC designated in the state of Florida. Jeff is familiar with the issues related to providing Lifeline service and has been working for over 12 years developing procedures and systems to help identify qualified customers and eliminate fraudulent applicants.

Before starting full time with American Dial Tone, Jeff worked for 3 years as the I.S. Director for Nestor Sales, LLC, a national wholesale distributor of automotive and marine tools and supplies. Prior to Nestor Sales, Jeff was the Vice President of Information Systems for One Stop Auto Parts, Inc. One Stop Auto was a retail automotive parts chain of 42 stores based in Florida. Jeff worked under Mr. Stephen Klein at One Stop Auto and was with the company for 13 years.

Jeff is a 5-year member of the Vistage (formerly TEC) Key Executive Program. Jeff has lived in Florida all of his life, attended the University of Florida, and currently resides in Tarpon Springs, Florida with his wife Leanne and their 3 children.

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Summary: Exhibit Applicant's Amended Exhibits to the Application electronically  
filed by Mr. Jason A Danowsky on behalf of AmeriMex Communications Corp.