

TRUCONNECT COMMUNICATIONS, INC.
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UT-240165

VIA ELECTRONIC FILING

Jeff Killip, Executive Director
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr., SW
Olympia, WA 98504

Re: TruConnect Communications, Inc. (Docket No. UT-240165)
Lifeline Compliance Filing

Dear Mr. Killip:

Pursuant to the Order issued November 21, 2024, in the above referenced docket, Ordering Paragraph No. 1, TruConnect Communications, Inc ("TruConnect" or the "Company") hereby submits information in compliance with Order Attachment 2. Please find the following attachments:

Exhibit A: Information on Lifeline rates, terms and conditions
(originally provided in TruConnect's Supplemental Information re: Petition filed in this Docket on 03/11/2024)

Exhibit B: Proposed Lifeline advertising language and sample advertisement(s)
(originally provided in Exhibit 4 of TruConnect's Petition)

Exhibit C: Lifeline Customer Application Form
(originally provided in footnote no. 8 of TruConnect's Petition)

If you have any questions regarding this filing, please direct them to my attention at regulatoryaffairs@truconnect.com or 972-523-1729.

Respectfully submitted,

/s/Alex Rasor

Alex Rasor, VP Compliance
TruConnect Communications, Inc

Attachments

EXHIBIT A

Lifeline Rates, Terms and Conditions

TRUCONNECT WIRELESS WASHINGTON LIFELINE OFFERING

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

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

All packages include:

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

Complete Terms and Conditions of Service available at
<https://www.truconnect.com/legal-terms-and-conditions-personal>

EXHIBIT B

Proposed Advertising Language

Proposed Advertising Language

All advertisements will communicate:

- Lifeline is a government assistance program
- Lifeline service is not transferable
- Only eligible consumers may enroll in the program
- The program is limited to one discount per household
- Direct customers to TruConnect's website and customer service number for additional information

Additionally, printed collateral and website will explain:

- Eligibility information and documentation necessary for enrollment
- Details of TruConnect's plans
- 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

Sample Language:

Note – Due to social media advertisement restrictions on character limits, all Washington advertisements will include a link to a landing web page (sample attached) that will include the following information on where to issue complaints regarding any Lifeline service issues:

“Unresolved complaints concerning Lifeline service can be directed to the Washington State Office of the Attorney General, Consumer Protection Division at 800-551-4636”

Once the customer navigates forward from the landing page, the remaining disclosures will be provided:

All terms and conditions of service as described herein apply to services provided under the Lifeline Plans. Lifeline is a government assistance program, and Lifeline service is non-transferable. Only eligible consumers may enroll, and the program is limited to one discount per household. You acknowledge and agree that TruConnect may modify or terminate its Lifeline services in the event that there are any changes to the applicable governmental programs and subsidies, upon prior notice to you if/as required by state and federal regulations. The Lifeline Administrator will determine whether or not you are eligible for Lifeline. Proof of eligibility is required such as an eligible program card or statement of benefits. TruConnect will notify you when your Lifeline application has been approved. You understand that by signing up for a Lifeline Plan with TruConnect, you may not have a Lifeline plan with any other carrier (wireless or landline), and you further agree to comply with any documentation or verification procedure necessary to confirm that you qualify for the Lifeline Program. If you are no longer eligible for Lifeline, TruConnect may terminate your account. If you misrepresent your eligibility for Lifeline, you agree to pay us the additional amount you would have been charged under the most favorable rate plan for which you are eligible. To remain qualified for Lifeline, you must successfully complete an annual renewal form. If you fail to complete the annual

renewal by the required date, you will be de-enrolled from the TruConnect Lifeline services. Your TruConnect Lifeline service handset is non-transferable. You agree not to give away, resell, or offer to resell your Lifeline service. Removing the handset from the home may prevent other household members from making and receiving calls. Coverage limitations, including service interruptions due to terrain, signal strength, and weather, may affect the ability to make or receive calls, including calls to 911 in the event of an emergency. In the event that you breach these Terms & Conditions, TruConnect reserves the right to immediately de-enroll you from the TruConnect Lifeline services.

Sample Ads: See attached

In-Person Marketing Collateral

FREE PHONE SERVICE


for households eligible for the Lifeline Program



PROGRAM OVERVIEW

 **FREE**
Unlimited
Talk

 **FREE**
Unlimited
Text

 Up to
4.5 GB
of Data

 **FREE**
International
Calling*

TWO WAYS TO QUALIFY

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

QUALIFYING PROGRAMS

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



INCOME

135% below Federal Poverty Level

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

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

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

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

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

CO-LI-18-00-0003-0003

In-Person Marketing Collateral



FREE SMARTPHONE AND SERVICE

for households eligible for the Lifeline and Affordable Connectivity Program

PROGRAM OVERVIEW

FREE Android™ Smartphone

FREE Unlimited Talk & Text

FREE Unlimited Data

FREE International Calling*

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

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

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

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

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


CG-ACPL-RLAD-ENR5-0423

Online Advertisement | Social Media

TruConnect Sponsored

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

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



Do you qualify for a FREE phone?


SNAP Medicaid TruConnect

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

TruConnect Sponsored

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

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




don't even know it?

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

TruConnect Sponsored


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



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

TruConnect Sponsored

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



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

TruConnect Sponsored

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

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

Get Started Today

Zip Code _____
Email Address _____

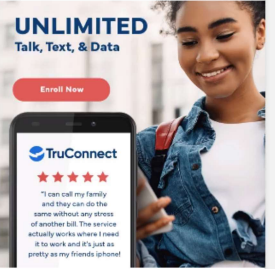
Apply Now

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

TruConnect Sponsored

UNLIMITED Talk, Text, & Data

Enroll Now



TruConnect ★★★★★

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

Apply now

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

EXHIBIT C

Lifeline Customer Application Form

Service providers are required to use FCC Forms 5629 (application & certification form), 5630 (annual recertification form), and 5631 (one-per-household worksheet) to confirm subscriber eligibility for the federal Lifeline program. Service providers in National Verifier states should use the National Verifier versions of the forms, which show the Lifeline Support Center's London, KY address on the cover page.

<https://www.usac.org/lifeline/eligibility/universal-forms/>

The attached forms, as well as recertification forms and Spanish versions of all forms, are also available at <https://www.lifelinesupport.org/national-verifier/> or <https://www.usac.org/lifeline/additional-requirements/forms/>