

3.1 LIFELINE/TEL-ASSISTANCE SERVICE (CONT'D)

3.1.3 Discontinuation of Lifeline/Tel-Assistance Services

- (A) The Company may refuse, deny, or discontinue service, as appropriate, for non-payment of a delinquent bill owed to the Company for service furnished. Delinquency shall apply to previous or existing service, whether at the same or another location.
- (B) The customer is responsible for notifying AT&T Mobility when the customer no longer meets the applicable eligibility standards for Lifeline/Tel-Assistance. In the event that AT&T Mobility determines that the customer is no longer eligible for Lifeline/Tel-Assistance, the customer will be required to change to another calling plan or cancel service.²

3.1.4 Lifeline/Tel-Assistance Service Credits

(A) Credits for Lifeline (Tel-Assistance) Service

Base Rate	\$21.00	
Less:		
Federal Lifeline Credit	\$5.25	
State mandated and/or carrier provided support	\$8.25	(D)
Effective Monthly Rate¹:	\$7.50	(I)

¹ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", the federal Lifeline credit is applicable only to subscribers qualified under criteria for the federal Lifeline program. State mandated and/or carrier provided support will be provided to allow for an effective monthly rate of \$7.50.

² On or after October 23, 2019, with the adoption of the Lifeline National Eligibility Verifier (National Verifier), the Company will no longer be responsible for determining Lifeline eligibility for the federal Lifeline program. The National Verifier will determine subscriber eligibility, conduct annual recertification, and populate the Lifeline Eligibility Database (for all subscribers deemed eligible for the Lifeline Program).

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 20-0867-C-T, dated November 18, 2020.
