

LIFELINE SERVICE

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A. General

1. Effective June 26, 2018, Lifeline Service, is available only to eligible residential customers who reside in census blocks where AT&T Texas retains its ETC status, shown in Exhibit B of the Petition of AT&T Texas to Relinquish its Eligible Telecommunications Carrier Designation in Specified Areas and Notice of Termination of Eligible Telecommunications Provider Designation, Docket No. 47687, effective January 12, 2018. (C)
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2. The federal Lifeline program provides telecommunications services to qualifying low-income customers through the application of Lifeline discounts. Basic terms and conditions of the federal Lifeline program are in compliance with FCC rules and regulations including the FCC's Lifeline and Link Up Reform and Modernization Third Report And Order, Further Report And Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016) ("Lifeline Reform and Modernization Order").
3. Lifeline Service includes: single-party service; voice grade access to the public switched telephone network; Dual Tone Multi-frequency (DTMF) or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to Directory Assistance and toll blocking for qualifying low-income customers. Services eligible for federal Lifeline assistance shall be consistent with 47 C.F.R. 54.
4. The Lifeline discount shall apply only to the following qualifying types of local exchange access services (residential only): 1-Party, according to the schedule of rates and rate groups, herein. Services qualifying for federal Lifeline discounts shall be consistent with 47 C.F.R. 54.
5. The Lifeline discount does not apply to Service Connection charges^{/1,2/}, long distance services, Touch-Tone, Custom Calling, 976 and other Information Provider services, urban mileage, construction charges, additional listings, etc. However, Lifeline customers will be entitled to obtain such services, where available, at their discretion, even though the Lifeline reduction does not apply. Federal Lifeline discounts shall apply consistent with 47 C.F.R. 54.
6. Lifeline Service will not be available on a retroactive basis. (C)
7. Rates, Terms, and Conditions stated herein apply to Lifeline Service only. (C)

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/1/ The Lifeline discount does not apply to service connection charges.

/2/ Refer to Part 3, Section 1 for instances in which Service Connection charges would not be applicable.

/3/ Paragraph 8. is re-numbered as paragraph 2.: Previous paragraph 2. is deleted, as it contained redundant material on this sheet. (N)
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LIFELINE SERVICE (cont'd)

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B. Customer Eligibility Requirements

Customer eligibility will be determined by the Texas Low-Income Discount Administrator (LIDA).

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Federal Discounts^{/1,2/}

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Federal Lifeline discounts will be provided to customers with a household income at or below 135% of the federal poverty guidelines (as determined by the United States Office of Management and Budget and reported annually in the Federal Register), or in whose household resides a person who receives or has a child who receives:

- Medicaid,
- Supplemental Nutrition Assistance Program (SNAP),
- Supplemental Security Income (SSI),
- Federal Public Housing Assistance, or
- Veterans and Survivors Pension Benefit

/1/ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", Temporary Assistance for Needy Families (TANF), Low Income Home Energy Assistance Program (LIHEAP), the National School Lunch Program's free lunch program and health benefits coverage under the state child health plan under Chapter 62, Health and Safety Code, are no longer eligible programs under the federal Lifeline program. Existing Lifeline subscribers qualified under these programs or met the previous household income guideline prior to December 2, 2016, may retain the federal Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective June 26, 2018, Lifeline discounts noted in this paragraph will only apply to Lifeline subscribers who reside in the census blocks noted in A.1.

/2/ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", the income criterion is Income at or below 135% of the Federal Poverty Guidelines. Existing Lifeline subscribers qualified prior to December 2, 2016, under the previous income criterion, Income at or below 150% of the Federal Poverty Guidelines, and who remain qualified under the previous income criterion, may retain the federal Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective June 26, 2018, Lifeline discounts noted in this paragraph will only apply to Lifeline subscribers who reside in the census blocks noted in A.1.

LIFELINE SERVICE (cont'd)

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B. Customer Eligibility Requirements (cont'd)

3. Subject to Lifeline availability noted in A.1, Tribal Lands Lifeline Discount will be provided to applicants residing on Tribal Lands who meet the income guideline or participate in one of the federal programs in B.2., preceding, or participate in one or more of the following criteria [referenced in Title 25, Code of Federal Regulations, Section 20.1, Paragraph(v)]:
 - Bureau of Indian Affairs general assistance,
 - Tribally administered Temporary Assistance for Needy Families (TANF),
 - Head Start (must meet program's income qualifying standard), or
 - Food Distribution Program on Indian Reservations.
4. Lifeline Service benefits are applicable only to the primary line at the customer's principal residential premises.^{/1/}
5. Lifeline support is limited to a single subscription per household where "household" is defined to be any individual or group of individuals who are living together at the same address as one economic unit, and "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household.
6. Proof of eligibility is required for all initial applicants and all applicants will be required to re-certify periodically consistent with 47 C.F.R. 54 for federal discounts and consistent with State rules for state discounts.

/1/ A residential premises, or dwelling place, is intended to be that location where an applicant resides, even if such residential premises, or dwelling place is only a single room. Lifeline Service will only be provided on the primary line into the residential premises, or dwelling place.

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LIFELINE SERVICE (cont'd)

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C. Customer Application Requirements

1. Applicants who participate in LIHEAP, FPHA, or National School Lunch Program, or whose household income level is at or below 150% of the federal poverty guidelines, may self-enroll for Lifeline service by completing an application form, certification form, and household worksheet.^{/1, 2/} LIDA will send forms to the customer upon request. Customer must return the forms to the LIDA.
2. On a monthly basis, the Company will send a list of customers to the LIDA. LIDA will match the names with the Texas Health and Human Services Commission (THHSC) file containing the names of applicants who receive benefits from Medicaid, SNAP, health benefits coverage under the state child health plan, TANF or SSI.^{/2/} The LIDA will then send a file to the Company of new consumers who are eligible for Lifeline service. The Company will utilize this file to give the appropriate Lifeline discount(s) to eligible Company customers.
3. Tribal Land Applicants may also self-enroll under penalty of perjury that he/she resides on a reservation, as defined in Title 25 Code of Federal Regulations, Section 20.1, Paragraph (v), and receives benefits from at least one of the programs referenced herein.

/1/ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", the income criterion is Income at or below 135% of the Federal Poverty Guidelines. Existing Lifeline subscribers qualified prior to December 2, 2016, under the previous income criterion, Income at or below 150% of the Federal Poverty Guidelines, and who remain qualified under the previous income criterion, may retain the federal Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective June 26, 2018, Lifeline discounts noted in this paragraph will only apply to Lifeline subscribers who reside in the census blocks noted in A.1.

/2/ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Program's free lunch program and health benefits coverage under the state child health plan under Chapter 62, Health and Safety Code are no longer eligible programs under the federal Lifeline program. Existing Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the federal Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective June 26, 2018, Lifeline discounts noted in this paragraph will only apply to Lifeline subscribers who reside in the census blocks noted in A.1.

LIFELINE SERVICE (cont'd)**D. Customer Discount Application**

The Company will enroll customers in or remove them from Lifeline within 30 days of receipt of the LIDA file. Enrollment and de-enrollment in the federal Lifeline program will be consistent with requirements in 47 C.F.R. 54.

E. Lifeline Discounts

Qualified Lifeline Applicants will receive applicable discounts on monthly bills as follow:

Federal Discounts

1. Federal Discount (includes waiver of the Monthly subscriber line charge^{/1/}): \$ 7.25 (C)
2. Additional Federal Discount for Lifeline Service provided to an eligible resident of Tribal lands: up to 25.00

/1/ Also known as federal End User Common Line (EUCL) charge. Refer to Tariff F.C.C. No. 73 for the applicable EUCL charge for Texas.

LIFELINE SERVICE (cont'd)**F. Residence Lifeline Service Rates**

1. Lifeline Service and the related rates shown herein are applicable to, and offered only with basic residential local exchange access service, as shown in paragraph C., "Customer Application Requirements". Such offerings may not be provided in connection with additional local exchange access lines as specified paragraph B., "Customer Eligibility Requirements".

Services, qualifications and related discounts shown herein will be consistent with 47 C.F.R. 54, as referenced in paragraphs A., B. and C., preceding.

The rates shown below apply to all exchanges, subject to availability as noted in A.1, and are the net Lifeline Service local exchange access service rates after the appropriate Lifeline reductions have been applied to the regular monthly local exchange access service line rate for each applicable residential grade of service as shown in Section 2, paragraph C.1. The rate for qualified Tribal Lands Applicants, defined as those low-income consumers who live on a reservation as specified in paragraph B.3 may not be reduced below \$1.

Customer qualifies for Federal Discounts^{/1/}

Rate Group	1-Party, each	Tribal Lands, 1-Party, each	
/USOC/	/LL4/	/N1R/	
1	\$34.00	\$9.00	(l)
2	34.00	\$9.00	
3	34.00	\$9.00	
4	34.00	\$9.00	
5	34.00	\$9.00	
6	34.00	\$9.00	
7	34.00	\$9.00	
8	34.00	\$9.00	

/1/ See E., preceding.

LIFELINE SERVICE (cont'd) (C)

F. Residence Lifeline Service Rates (cont'd) (C)

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/1/ Material now appears on Sheet 4.

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LIFELINE SERVICE (cont'd)**F. Residence Lifeline Service Rates (cont'd)**

2. Optional Extended Metropolitan Service – Lifeline (EMS)

The following rates are for Optional Extended Metropolitan Service (EMS)^{/1/}.
See Section 2, paragraph F.3.b. for non-Lifeline rates.

Description	Rate	USOC	
<u>Customer qualifies for Federal Discounts</u>			
Extended Metro Service			
Tier 1			
Flat Rate 1 Party	\$42.95	/LE4/	(I)
Tribal Lands	0.00	/NE5/	
Tier 2			
Flat Rate 1 Party	42.95	/LE4/	(I)
Tribal Lands	0.00	/NE5/	

G. Service Connections, Moves and Changes

See Part 3, Section 1.

/1/ For description, see Part 4, Section 2. paragraph F.3.a.

LIFELINE SERVICE (cont'd)

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H. Deposits and Payments for Service

1. Credit Reference

The credit verification procedures used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Service program.

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2. Deposits

The deposit standards used for all applicants who apply for service with the Company will be used for applicants who apply for service under the Lifeline Service program, except that such deposit standards shall not apply to Lifeline customers electing toll restriction service.

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3. Payments for Service

Once service has been established for a Lifeline customer, he/she will be expected to adhere to the same bill payment policy expected of any other AT&T customer. (See paragraph J for eligibility for an extended deferred payment plan.)

I. FCC Lifeline Program - Subscriber Line Charge (also known as End User Common Line Charge, or EUCL)

Because the Lifeline Service program has been certified by the FCC, eligible Lifeline customers will receive the appropriate SLC reduction or waiver as specified by the FCC.

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- J.** Any Lifeline customer may elect to subscribe, at no charge, to Toll Restriction Service, as described in Part 8, Section 2, and to restrict their line from incoming Billed to Third Party and Collect calls. Any Lifeline customer who expresses an inability to pay their past due account balance may elect to enter into an extended deferred payment plan not to exceed twelve (12) months. Lifeline customers who elect this payment arrangement will be required to obtain, at no charge, Toll Restriction Service and to maintain restrictions on their line to deny incoming Billed to Third Party, and Collect calls, until such time as the terms of the extended deferred payment plan are met. Such customers remain responsible for payment of any charge(s) initiated and billed to the account after the terms of the extended deferred payment plan have been agreed upon, as outlined in Part 2, Section 2. For such charges, the Company retains the sole discretion as to whether to extend additional payment arrangements.^{/1/}

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

AT&T TEXAS GUIDEBOOK

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

7th Revised Sheet 8
Replacing 6th Revised Sheet 8

LIFELINE SERVICE (cont'd)

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AT&T TEXAS GUIDEBOOK

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

12th Revised Sheet 9
Replacing 11th Revised Sheet 9

LIFELINE SERVICE (cont'd)

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AT&T TEXAS GUIDEBOOK

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

4th Revised Sheet 10
Replacing 3rd Revised Sheet 10

LIFELINE SERVICE (cont'd)

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