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January 09, 2017

U 1001 C
Advice Letter No. 46272

Public Utilities Commission of the State of California

We attach for filing this Tier I advice letter to make the following changes in tariff sheets:

SCHEDULE CAL.P.U.C. NO. A5

10th Revised Sheet	347.3
7th " "	347.4
3rd " "	347.5
3rd " "	347.6
3rd " "	347.6.1
4th " "	347.7

This filing revises Schedule Cal.P.U.C. No. A5. Exchange Services, 5.2 Local Exchange Service, 5.2.5 Local Service Options, paragraph E., Universal Lifeline Telephone Service (California LifeLine), to replace the eligibility criteria for California LifeLine with a reference and link to the California Public Utilities Commission (CPUC) website, per the request of CPUC Staff.

In compliance with General Order 96-B, we are serving a copy of this advice letter and related tariff sheets to interested parties who have requested. This advice letter with attachments may be viewed on AT&T California's Web-Site at <https://ebiznet.att.com/calreg/>. If there are any questions regarding the distribution of this advice letter, call 415.778.1299.

This filing will not increase any rate or charge, cause the withdrawal of service, nor conflict with other schedules or rules.

Anyone may object to this advice letter, which was filed January 9, 2017, by sending a written protest to: Telecommunications Advice Letter Coordinator, Communications Division, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102-3298. The protest must state specifically the grounds on which it is based. The protest must be received by the Telecommunications Advice Letter Coordinator no later than 20 days after the date that the advice letter was filed. On or before the day that the protest is sent to the Telecommunications Advice Letter Coordinator, the protestant must send a copy of the protest to Eric Batongbacal, 430 Bush Street, 5th Floor, San Francisco, CA 94108 (fax number 214.486.1580). If this advice letter was served via e-mail, the protest must be served to AT&T California via e-mail at att-regulatory-ca@att.com. To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site (www.cpuc.ca.gov) and look for document links to General Order 96-B.

This filing is effective January 9, 2017.

Yours truly,

AT&T California

Executive Director

Attachments

AT&T

AT&T California Advice Letter Service List (Tariffs)

Via e-mail

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cmailloux@turn.org
daniel.ostroff@xo.com
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dcarter@dialink.com
debbieb@stcg.net
deyoung@caltel.org
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esther.northrup@cox.com
fred.broughton@sprint.com
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hope.christman@verizon.com
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warner@ucsc.edu
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Commission-Maintained Service List for "Changes in rates, terms and conditions of service, or initiation of new service" found at:

<https://ia.cpuc.ca.gov/alsl/exportlist.aspx?listid=1>

NETWORK AND EXCHANGE SERVICES

A5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 LOCAL SERVICE OPTIONS (Cont'd)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) (Cont'd)

4. Eligibility Criteria for Participation in California LifeLine (Cont'd)

e. The customer meets either the Income-Based Criterion or the Program-Based Criterion.¹ (T)
(T)

The California Public Utilities Commission develops the eligibility requirements for qualified households to receive the California LifeLine discounts. The eligibility requirements can be found at (N) (D)

<http://www.cpuc.ca.gov/lifeline/> and
https://www.californialifeline.com/en/eligibility_requirements. (N) (D)
(D)

(D)

NOTE 1: Limitation of Liability - The Company shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of any carrier's use and concurrence of California LifeLine Income Limitation levels as referenced in 4.e. (T)

The Company shall not be liable for any and all claims arising out of any act or omission by the Company as a result of any carrier's use and concurrence of the California LifeLine Income Limitation levels as referenced in 4.e. (T)

By concurring and/or deferring to 4.e., the carrier agrees to indemnify, defend and hold the Company harmless against any claims, loss or damage arising from the carrier's use and concurrence in the California LifeLine Income Limitation levels as referenced in 4.e. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 LOCAL SERVICE OPTIONS (Cont'd)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) (Cont'd)

4. ELIGIBILITY CRITERIA FOR PARTICIPATION in California Lifeline (Cont'd)

e. The customer meets either the Income-Based Criterion or the Program-Based Criterion. (Cont'd)

(T)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 LOCAL SERVICE OPTIONS (Cont'd)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) (Cont'd)

5. Eligibility Criteria for a Second California LifeLine Line

A customer enrolled in California LifeLine is eligible to receive two California LifeLine lines if the following eligibility requirements are met:

- a. The customer's household meets all California LifeLine eligibility criteria as referenced in 4.e., preceding; (T)
- b. The customer's household has a disabled member who has immediate and continuous access within the household to either a TTY or a 2-line CapTel device; and
- c. The TTY or a 2-line CapTel device is issued by DDTP or a member of the customer's household submits a medical certificate confirming the household member's need for a TTY or 2-line CapTel device to the Commission's California LifeLine Administrator.

All California LifeLine rules and regulations that apply to the first California LifeLine line shall apply equally to the second California LifeLine line provided to the household.

Continued

NETWORK AND EXCHANGE SERVICES

A5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 LOCAL SERVICE OPTIONS (Cont'd)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) (Cont'd)

6. The Enrollment Process for California Lifeline

The California LifeLine Administrator must certify a customer's eligibility as referenced in 4.e., preceding, before the customer may enroll in California LifeLine. (T)

All residential customers seeking enrollment in California LifeLine are subject to the Company's establishment and reestablishment of credit policy under Schedule Cal. P.U.C. No. A2.1.6. Such residential customers shall not be required to pay a deposit for basic service. Such residential customers shall pay regular rates for basic phone service and connection charges until approved for LifeLine. Such residential customers shall also have available interest-free payment plans as provided for in Schedule Cal. P.U.C. No. A2.1.9, J.1.

Upon enrollment in California LifeLine, the customer's regular basic service will be converted to Lifeline service.

All LifeLine discounts will be credited to the customer's account retroactive to the date the service began or the date the customer requested to be enrolled, whichever is later. If the customer's bill has a net credit balance of \$10.00 or more, the customer may request a refund check.

A customer does not have to certify eligibility if he/she was enrolled in California LifeLine within the last 30 days. Such customer shall be enrolled in the program once the California LifeLine Administrator confirms his/her status.

Continued

NETWORK AND EXCHANGE SERVICES

A5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 LOCAL SERVICE OPTIONS (Cont'd)

E. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) (Cont'd)

6. The Enrollment Process for California Lifeline (Cont'd)

a. California LifeLine Application Process

The residential customer must complete a California LifeLine Application Form, provide proof of eligibility and attest, under penalty of perjury, that he/she meets all eligibility requirements as referenced in 4.e., preceding. The Application Form must be completed online or sent via regular mail to the California LifeLine Administrator for receipt no later than the due date indicated on the form. The California LifeLine Administrator determines the eligibility of the customer and notifies him/her with a qualification or disqualification letter. (T)

(1) Income-Based Criterion

The customer seeking eligibility under the income-based criterion as referenced in 4.e., preceding, must provide income documentation(s) substantiating total household income. Acceptable income documents are: (T)

- Prior year's state, federal, or tribal tax return
- Current income statement from an employer or paycheck stub for three consecutive months' worth of the same type of statements within the last 12 months
- Statement of benefits from Social Security, Veterans Administration
- Statement of benefits from retirement/pension, Unemployment/Workmen's Compensation
- A divorce decree
- Child support document
- Other official documents

Continued

NETWORK AND EXCHANGE SERVICES

A5. EXCHANGE SERVICES

- 5.2 LOCAL EXCHANGE SERVICE (Cont'd)
5.2.5 LOCAL SERVICE OPTIONS (Cont'd)
E. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) (Cont'd)
6. The Enrollment Process for California LifeLine (Cont'd)
a. California LifeLine Application Process (Cont'd)

(2) Program-Based Criterion

The customer seeking eligibility under the program-based criteria must provide proof of eligibility and attest, under penalty of perjury, that he/she, or a member of his/her household, is a recipient of benefits from one of the means-tested programs as referenced in 4.e., preceding. (T)

(3) Second California LifeLine Line

The customer seeking eligibility for a second California LifeLine line must attest that he/she meets all eligibility requirements identified in 5., preceding. (T)

b. California LifeLine Renewal

To remain in California LifeLine after the first year of enrollment, the residential customer must complete a California LifeLine Renewal Form annually and attest, under penalty of perjury, that he/she meets all eligibility requirements as referenced in 4.e., preceding. (T)

The California LifeLine customer with a second California LifeLine line is also required to attest annually, under penalty of perjury, that he/she meets all eligibility requirements identified in 5., preceding. (T)

The Renewal Form must be completed online or sent via regular mail to the California LifeLine Administrator for receipt no later than the due date indicated on the form. The California LifeLine Administrator determines the eligibility of the customer's ongoing enrollment and notifies him/her with a qualification or disqualification letter.

The customer who fails to verify his/her continued eligibility and is removed from the program, will be treated as a new customer and subject to the qualification process set forth in 6., preceding should he/she seek to enroll in California LifeLine again. A Service Conversion Charge, will be applied in accordance with 9.a.(8), following. Once the California LifeLine Administrator certifies the customer's eligibility, California Lifeline discounts will commence as of the date the customer requested to be enrolled. The California LifeLine discount is not applied retroactively to the date of removal.

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