



**AT&T California**  
430 Bush Street  
5<sup>th</sup> Floor  
San Francisco, CA 94108

att-ca-regulatory@att.com

www.att.com

May 10, 2017

U 1001 C  
Advice Letter No. 46629

Public Utilities Commission of the State of California

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

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

12th	Revised Sheet	348
21st	"	" 349
5th	"	" 349.1
2nd	"	" 349.2
2nd	"	" 349.3
35th	"	" 350
16th	"	" 350.1

This filing revises Schedule Cal.P.U.C. No. A5. Exchange Services, 5.2 Local Exchange Service, 5.2.5 Local Service Options, 5.2.5, E., Universal Lifeline Telephone Service (California LifeLine) in compliance with Resolution T-17564.

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 May 10, 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, 5<sup>th</sup> 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-ca-regulatory@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](http://www.cpuc.ca.gov)) and look for document links to General Order 96-B.

**AT&T**

This filing will become effective June 1, 2017.

Yours truly,

AT&T California

A handwritten signature in black ink, appearing to read "L. Potambasal". The signature is written in a cursive, flowing style.

Executive Director

Attachments

AT&T California Advice Letter Service List (Tariffs)

Via e-mail

regtss@att.com  
ajbily@aol.com  
alp@msk.com  
anamaria.johnson@cpuc.ca.gov  
anitataffrice@earthlink.net  
bnusbaum@turn.org  
bwilde@creatint.com  
capt\_alex@msn.com  
cmailloux@turn.org  
daniel.ostroff@xo.com  
danwaggoner@dwt.com  
dcarter@dialink.com  
debbieb@stcg.net  
deyoung@caltel.org  
eric.votaw@mossadams.com  
esther.northrup@cox.com  
fred.broughton@sprint.com  
gina.wybel@netwolves.com  
hope.christman@verizon.com  
info@tobiaslo.com  
jchicoin@czn.com  
john\_gutierrez@cable.comcast.com  
judypau@dwt.com

kim.dorsey@ucop.edu  
ksalazar@telekenex.com  
lil.taylor@sprint.com  
lindab@stcg.net  
lorrie.bernstein@mossadams.com  
roller@ponderosatel.com  
lsaldana@czn.com  
mgomez1@bart.gov  
mindyd@ponderosatel.com  
mmattes@nossaman.com  
nastelpp@sbcglobal.net  
nlubamersky@telepacific.com  
patricia.delgado@usmc.mil  
rejones@ccmi.com  
rgloistein@orrick.com  
rlongview@telecom611.com  
rmonto@neutraltandem.com  
schindler.julie@bls.gov  
sedwards@bluecasa.com  
truckee25@aol.com  
warner@ucsc.edu  
ysmythe@caltel.com  
zx422@yahoo.com

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)

13. Beginning June 1, 2017, the California LifeLine Program (California LifeLine) has a new limitation on consumers requesting the California LifeLine discounts for phone services. (N)

60 Day Freeze for Transferring the California LifeLine Discounts (also called Discount Transfer Freeze) for Phone Services

Once the California LifeLine Administrator approves the applicant's eligibility to receive the California LifeLine discounts, the California LifeLine participant has to keep the California LifeLine discounts with the same phone company for 60 days. The 60-day clock begins when the California LifeLine discounts start. After staying with the same phone company for 60 days, the California LifeLine participant may choose to remain with the same phone company or to change to a different phone company while keeping the California LifeLine discounts. This requirement means that the California LifeLine participant can only transfer the California LifeLine discounts to a different phone company once every 60 days. Transferring the California LifeLine discounts to a different phone company restarts the 60-day clock.

The California LifeLine participant MAY cancel phone service or switch phone companies at any time. However, if the California LifeLine participant is still within the 60-day clock and cancels the phone service or switches phone companies, then the California LifeLine participant will stop receiving the California LifeLine discounts.

However, there are ways to transfer the California LifeLine discounts to a different phone company sooner, which are as follows:

1. the California LifeLine participant moves to a new address
2. the phone company no longer offers phone service or otherwise fails to provide phone service
3. the phone company charged late fees greater than the monthly out of pocket cost for the phone service
4. the phone company was found in violation of either the California LifeLine Program's, the California Public Utilities Commission's, or the Federal Communications Commission's rules and that rule violation impacted the California LifeLine participant.

(N)

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)

13. Beginning June 1, 2017, the California LifeLine Program (California LifeLine) has a new limitation on consumers requesting the California LifeLine discounts for phone services. (Cont'd)

(N)

How to Transfer the California LifeLine Discounts Before the 60-Day Clock Ends When the Phone Company Fails to Provide the California LifeLine Discounted Phone Service

A California LifeLine participant is entitled to a voice-grade connection. If the California LifeLine participant is experiencing a service failure, the California LifeLine participant should immediately inform the phone company of the service failure so the phone company can try and resolve the service failure. If the phone company does not resolve the service failure, the California LifeLine participant can request an exception to the discount transfer freeze due to a service failure (also called a service failure exception). Before requesting a service failure exception, the California LifeLine participant should immediately inform the phone company of the service failure.

Examples of what would NOT constitute as a failure to provide **home** phone service:

- a) The California LifeLine participant's dissatisfaction with the feature(s) of the service, the service rate(s), or the quality of customer service.
- b) The California LifeLine participant's confusion about the phone service plan.

A California LifeLine participant can contact the California LifeLine Administrator by phone 877-858-7463 or going to [Check Your Status](http://www.californialifeline.com) at [www.californialifeline.com](http://www.californialifeline.com) to request a service failure exception to the discount transfer freeze. The California LifeLine Administrator will then determine whether it is appropriate to start the exception process. If the California LifeLine Administrator grants the exception order, the California LifeLine participant can transfer the California LifeLine discounts to a different phone company prior to the discount transfer freeze ending.

(N)

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)

13. Beginning June 1, 2017, the California LifeLine Program (California LifeLine) has a new limitation on consumers requesting the California LifeLine discounts for phone services. (Cont'd)

(N)

How to Transfer the California LifeLine Discounts Before the 60-Day Clock Ends When the Phone Company Fails to Provide the California LifeLine Discounted Phone Service (Cont'd)

A California LifeLine participant MUST DO these 4 things for the California LifeLine Administrator to grant the exception order:

1. give the existing phone company an opportunity to resolve the service failure
2. order a service failure exception from the California LifeLine Administrator
3. after the phone company's opportunity lapses to resolve the service failure, confirm that the service failure still exists - a California LifeLine participant has 1 week to submit this confirmation
4. contact a different phone company and ask to receive phone service with the California LifeLine discounts; the preferred phone company will submit the transfer request on the California LifeLine participant's behalf to the California LifeLine Administrator.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

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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)

14. California LifeLine Notices in the Language of Sale (T)

With the exception of those sales involving the use of an outside translation service, the Company will provide those customers to whom it sold California LifeLine in a language other than English with the following:

- a. Commission-mandated California LifeLine notices that are in the same language in which California LifeLine was originally sold; and
- b. Toll free access to customer service reps who are fluent in the language in which California LifeLine was originally sold.

15. California LifeLine Participants Who No Longer Qualify for California LifeLine or a Second California LifeLine Line (T)

Recipients of California LifeLine must notify the Company of any change that causes the California LifeLine customer to no longer qualify for California LifeLine or a second California LifeLine line. Upon receipt of notification, the Company will change the service to apply regular tariffed rates and charges. The regular tariffed rates will be billed retroactively to the date the California LifeLine service no longer applied.

Customers no longer qualifying for California LifeLine are subject to the Company's rules applicable to the establishment or reestablishment of credit set forth in Schedule Cal.P.U.C. No. A2.1.6 and subject to applicable deposit requirements, if applicable, as set forth in Schedule Cal.P.U.C. No. A2.1.7.

No service conversion charges are billed to the customer for removal from California LifeLine.

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NETWORK AND EXCHANGE SERVICES

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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)

16. Non-Payment of Toll Charges (T)

California LifeLine services shall not be disconnected for non-payment of toll charges. A Company may discontinue a customer's California LifeLine service for other reasons as set forth in Schedule Cal.P.U.C. Nos. A2.2.11 and A2.2.31.

The Company will apply toll restriction to a California LifeLine customer's line when toll charges are not paid.

17. Audits of California LifeLine Customers (T)

The Commission or its California LifeLine Administrator may audit and verify a customer's eligibility to participate in California LifeLine.

Upon notification from the Commission or its California LifeLine Administrator that a customer was found to be ineligible to participate in California LifeLine, the Company shall convert the ineligible customer's California LifeLine service to regular tariffed rates and charges.

No service conversion charges shall be billed to the customer for this change in service.

The Commission or the Commission's agent may bill the ineligible customer for any past California LifeLine discounts that the customer should not have received, plus interest equal to the 3-month commercial paper rate.

Customers no longer qualifying for California LifeLine are subject to the Company's rules applicable to the establishment or reestablishment of credit set forth in Schedule Cal.P.U.C. No. A2.1.6 and subject to applicable deposit requirements, if applicable, as set forth in Schedule Cal.P.U.C. No. A2.1.7.

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NETWORK AND EXCHANGE SERVICES

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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)

18. California LifeLine Surcharge

(T)

Pursuant to Resolution T-17519, a surcharge of 4.75% will be applied to all end user telecommunications intrastate services, both within a service area and between service areas. This percentage rate surcharge will take effect on November 1, 2016, and shall be described on subscribers' bills as Universal Lifeline Telephone Service Surcharge. This surcharge percentage will remain in effect until otherwise ordered by the Commission.

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 its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

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 a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

The Company shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Company's tariffs under Resolution T-16901.

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)

18. California LifeLine Surcharge (Cont'd) (T)

The surcharge applies to all monthly service billed in advance for all usage billed on or after November 1, 2016. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Guidebook and tariff schedules and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A contracts executed prior to September 15, 1994
- Access charges billed to carriers which have a Certificate of Public Convenience and Necessity
- AT&T Messaging
- AT&T Directory Advertising
- 175-T, Section 18 - Services for Resale
- Directory Number Call Forwarding
- Payment Convenience Fee

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to fund California Public Utilities Commission Utilities Reimbursement Fee
- California LifeLine Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund Surcharge
- FCC Federal Subscriber Line Charge
- California Teleconnect Fund Surcharge

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