

LIFELINE SERVICE**A. General Regulations**

1. Lifeline Service is a telecommunications service assistance program designed to provide eligible residential customers with a reduction in the price of basic local exchange service. The purpose of this offering is to maintain and preserve universal service.

Effective August 13, 2019, Lifeline Service will be available only to eligible customers who reside in the areas shown in the Application of Southwestern Bell Telephone Company for an Order Confirming Relinquishment of its Eligible Telecommunications Carrier Designation in Specified Areas, and Notice of Intent to Cease Participation in the Kansas Lifeline Services Program, filed October 27, 2016, in Docket No.17-SWBT-158-MIS, as amended and approved April 23, 2019.

2. Lifeline Service is provided pursuant to FCC rules and regulations including FCC Report and Order in WC Docket No. 11-42, adopted January 31, 2012 and the 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"), including implementation of a National Lifeline Eligibility Verifier. Toll limitation services may also be provided as part of Lifeline Service. Toll limitation includes toll blocking, which prevents the placement of all long distance calls for which the subscriber will be charged, or toll control, which limits the toll charges a customer can incur during a billing period to a preset amount.
3. Customers meeting federal eligibility requirements, and residing in the aforementioned areas, will receive a federal discount of \$5.25, less the current federal subscriber line charge, off the rates specified in Part 4, Section 2, Paragraph A.1, Residence Flat Rate 1-Party service. (C)
4. Lifeline customers shall not receive total discounts in excess of the rates specified in Part 4, Section 2, Paragraph A.1, Residence Flat Rate 1-Party service.
5. Applicants shall not be provided assistance for more than one basic residential access line in the state. An applicant for Lifeline Service may report only one address in the state as the principal place of residence. 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. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
6. All charges, either recurring or nonrecurring, for any service or feature other than Lifeline Service as described herein, shall be billed at the Guidebook rate.
7. Lifeline Service shall not be available on a retroactive basis.

LIFELINE SERVICE (cont'd)

B. Eligibility Requirements^{/1, 2, 3/}

1. Lifeline Service will be provided to those applicants who participate in one of the programs specified below and provide proof of such participation or who meet the income requirement specified and provide proof of his or her income. The Company will provide a blank copy of the application form upon customer request.
 - a. Supplemental Nutrition Assistance Program (SNAP)
 - b. Supplemental Security Income (SSI)
 - c. Medicaid
 - d. Federal Public Housing Assistance
 - e. Veterans and Survivors Pension Benefit
 - f. Income at or below 135 % of the Federal Poverty Guidelines
2. Upon receipt by the Company of a completed AT&T Kansas Lifeline Application for a new Lifeline customer the Company will begin providing the reduction. Lifeline Service billing will not be implemented or continued unless telephone service arrangements are and remain within the Lifeline Service criteria specified above.
3. Lifeline Service customers who have met the eligibility criteria specified will be required to re-certify periodically in accordance with federal rules consistent with 47 C.F.R. 54.
4. Lifeline Service customers will be converted to standard residential service rates once they no longer qualify for Lifeline Service. No service charges will apply to this change in service.

C. Eligibility Determination, Certification, and Re-Certification

On or after October 23, 2019, with the adoption of the National Lifeline Eligibility Verifier (National Verifier), the Company will no longer be responsible for determining Lifeline eligibility. 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). The Company shall continue to support customers by assisting them with their lifeline applications, including but not limited to submitting a customer's Lifeline application and applicable supporting documentation to the National Verifier. The National Verifier will collect the customer's application, determine eligibility, and give an approval or denial for a Lifeline discount. Once approved, the National Verifier will retain the approval for 90 days, during which time the Company may use the eligibility to provide a Lifeline discount. The customer may also use their eligibility to obtain a Lifeline discount from a Company other than AT&T.

(N)
|
(N)

- /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), National School Lunch Program's free lunch program, General Assistance and the Food Distribution Program are no longer criteria for the federal Lifeline program. Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria.^{/3/}
- /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 Lifeline discount until such time as they must re-certify under current FCC rules and criteria.^{/3/}
- /3/ Customers who do not reside in an area described in A.1., will no longer be eligible for lifeline discounts after on and after August 13, 2019.