

**TARIFF DISTRIBUTION**

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DATE: January 22, 2020

STATE: LOUISIANA

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Lifeline change due to implementation of National Verifier

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## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.31 Lifeline

#### A3.31.1 Description of Service

- A. Effective December 8, 2017, new Lifeline service is available only to qualifying residence subscribers who reside in Connect America Fund II (CAF II) Funded Census Blocks, shown in Exhibit B of the Petition of AT&T Louisiana for Order Confirming Relinquishment of Eligible Telecommunications Carrier Designation in Specified Areas, Order No. S-34632, effective November 3, 2017. Effective March 16, 2018, Lifeline service will be available only to qualifying subscribers who reside in the CAF II Funded Census Blocks.
- B. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service charges for qualifying residential subscribers. Basic terms and conditions are in compliance with FCC rules and regulations including the FCC Report and Order and Further Notice of Proposed Rulemaking 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*. (C)
- C. Lifeline is supported by the federal universal service support mechanism.
- D. Federal uniform support of \$7.25 is available for each Lifeline service and is passed through to an eligible customer via a monthly Lifeline credit. The amount of credit will not exceed the charge for local service.

#### A3.31.2 Terms and Conditions

- A. General
  - 1. One low income credit is available per household and is applicable to the primary residential connection only. 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.
  - 2. A Lifeline customer may subscribe to any local service offering available to other residence customers.
  - 3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
  - 4. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
  - 5. Lifeline service is exempt from the Installment Billing Service Fee.
  - 6. The Federal Universal Service Charge will not be billed to Lifeline customers.
  - 7. A Lifeline subscriber's local service will not be disconnected for non-payment of toll charges. Local service may be denied for non-payment of local charges in accordance with A2. Access to toll service may be denied for non-payment of toll charges. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
  - 8. Lifeline is not available for resale.

## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.31 Lifeline (Cont'd)

#### A3.31.2 Terms and Conditions (Cont'd)

##### B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any of the following low income assistance programs:<sup>1</sup>
  - a. Supplemental Security Income (SSI)
  - b. Supplemental Nutrition Assistance Program (SNAP)
  - c. Medicaid
  - d. Federal Public Housing Assistance
  - e. Veterans and Survivors Pension Benefit
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed 135% of the Federal Poverty Guidelines are eligible for Lifeline.
3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

##### C. *Eligibility Determination, Certification and Re-Certification*

Effective January 22, 2020, the Company will no longer be responsible for determining Lifeline eligibility. At this time, the National Lifeline Eligibility Verifier (National Verifier) will determine subscriber eligibility, conduct annual recertification and populate the Lifeline Eligibility Database. 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 Lifeline credit will not be established until the customer's eligibility has been determined by the National Verifier and the customer contacts the Company to apply the Lifeline credit.

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**Note 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) and National School Lunch Program's free lunch program 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 Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective March 16, 2018, Lifeline discounts noted in this paragraph will apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks.