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**LIFELINE WIRELESS SERVICE PLAN**

**Section 3 Eligibility for Lifeline Assistance**

- A. Eligibility Requirements<sup>1</sup>.** A single Lifeline credit is available for each (C)  
family unit as defined in Section 3(p) of the Universal Service Regulation of  
the Puerto Rico Telecommunications Regulatory Board, Regulation No.  
7795, as amended, and is applicable to the primary phone line only. The  
customer must provide documentation that his or her household income is at  
or below 135% of the Federal Poverty Guidelines, or provide documentation  
of current participation in one of the low-income assistance programs  
specified in 47 C.F.R. § 54.409(j) to qualify for the federal discount or (C)  
Section 14.1B of the Universal Service Regulation of the Puerto Rico (C)  
Telecommunications Regulatory Board, Regulation No. 7795 to qualify for (C)  
the Puerto Rico discount, as amended. (C)
- B. Certification.** Each prospective customer applying for Lifeline assistance  
must certify in writing to the Company, under penalty of perjury:
- (1) that he or she meets the income-based or program-based eligibility  
criteria for receiving Lifeline;
  - (2) that he or she will notify the Company within 30 days if for any  
reason he or she no longer satisfies the criteria for receiving Lifeline  
including, as relevant, if he or she no longer meets the income-based  
or program-based criteria for receiving Lifeline support, he or she is  
receiving more than one Lifeline benefit, or another member of his or  
her family unit is receiving a Lifeline benefit; and that he/she may be  
subject to penalties for failure to satisfy this notification requirement;
  - (3) that he or she will provide his or her new residential address to the  
Company within 30 days if he or she moves;
  - (4) that his or her family unit will receive only one Lifeline service and,  
to the best of his or her knowledge, no one in his or her family unit is  
already receiving a Lifeline service;

<sup>1</sup>Effective December 2, 2016, in compliance with 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), Temporary Assistance for Needy Families (TANF),  
Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Program's free  
lunch program are no longer criteria for 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.

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**Section 3 Eligibility for Lifeline Assistance (continued)**

**B. Certification (continued)**

- (5) that the information contained in the customer's certification form is true and correct to the best of his or her knowledge: (M)
- (6) providing false or fraudulent information to receive Lifeline benefits is punishable by law; (M)
- (7) he or she may be required to re-certify his or her continued eligibility for Lifeline at any time, and his or her failure to re-certify as to continued eligibility will result in de-enrollment and the termination of the customer's Lifeline benefits. For federal Lifeline, customers will be required to re-certify periodically consistent with federal regulations consistent with 47 C.F.R. 54. (C) (N)
- (8) that he or she authorizes AT&T to release any of the information in the application and/or other records requires for the administration of the Lifeline program to the FCC or its designee, including the Universal Service Administrative Company, and to any state and federal agency, as required by law; and
- (9) that he or she understands that:
  - (i) Lifeline is a federal benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program;
  - (ii) only one Lifeline service is available per family unit;
  - (iii) a family unit is defined, for purposes of the Lifeline program, as all the members of a family that live under the same roof, including couples that share a residence without being married;
  - (iv) a family unit is not permitted to receive Lifeline benefits from multiple providers;
  - (v) violation of the one-per-family unit limitation constitutes a violation of the Puerto Rico Telecommunications Regulatory Board's rules, and similar Federal Communications Commission (or "FCC") rules and will result in the customer's de-enrollment from the program; and
  - (vi) Lifeline is a non-transferable subsidy and the subscriber may not transfer his or her subsidy to any other person;

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**LIFELINE WIRELESS SERVICE PLAN**

**Section 3 Eligibility for Lifeline Assistance (continued)**

**C. Necessary Customer Information**

- (1) Each prospective customer applying for Lifeline assistance is required to provide the following information:
- (i) the customer's full name;
  - (ii) the customer's full residential address (will not accept postal addresses);
  - (iii) whether the customer's residential address is permanent or temporary;
  - (iv) the customer's postal address, if different from the customer's residential address;
  - (v) the customer's date of birth;
  - (vi) the last four digits of the customer's social security number;
  - (vii) if the customer is seeking to qualify for Lifeline under the program-based criteria, as set forth in 47 C.F.R. § 54.409 for the federal Lifeline discount or Section 14.1B of the Universal Service Regulation of the Puerto Rico Telecommunications Regulatory Board, Regulation No. 7795 for the Puerto Rico discount, as amended, the name of the qualifying assistance program from which the customer, his or her dependents, or his or her family unit receives benefits; and
  - (viii) if the customer is seeking to qualify for Lifeline under the income-based criterion, as set forth in 47 C.F.R. § 54.409, the number of individuals in his or her family unit.

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## **LIFELINE WIRELESS SERVICE PLAN**

### **Section 3 Eligibility for Lifeline Assistance (continued)**

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- (2) Prospective customers seeking to qualify for Lifeline under the income-based criterion must also present documentation to verify family unit income such as the following:

- prior year's income tax return or current income statement from an employer or paycheck stub
- Social Security statement of benefits
- Veterans Administration statement of benefits
- retirement/pension statement of benefits
- Unemployment/Workers' Compensation statement of benefit
- federal notice letter of participation in General Assistance
- divorce decree, child support award
- other official document containing income information.

If the prospective customer presents documentation of income that does not cover a full year, such as current pay stubs, the prospective customer must present the same type of documentation covering three consecutive months within the previous twelve months.

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**LIFELINE WIRELESS SERVICE PLAN**

**Section 4 Other Terms and Conditions of Lifeline Wireless Service (continued)**

**B. De-enrollment Policy (continued)**

If the customer fails to demonstrate continued eligibility for Lifeline Assistance, the customer's Lifeline benefits will automatically terminate at the end of the 30-day period. (For the federal Lifeline program, the customer will be de-enrolled as specified in 47 C.F.R. 54.) This 30-day notice period will not apply when customers notify the Company that they are no longer eligible to receive Lifeline Assistance. (C)  
(For the federal Lifeline program, when a customer notifies the Company that they are no longer eligible to receive Lifeline benefits, the customer will be de-enrolled as specified in 47 C.F.R.54.) (C)  
(N)  
|  
(N)

In the case of customers that became eligible for Lifeline Assistance based on their status as beneficiaries of the Nutritional Assistance Program ("PAN"), if the Department of the Family notifies the Company that a customer is no longer a PAN beneficiary, the Company will provide that customer with written notice that his or her Lifeline benefits will be terminated within 60 days from the date of the termination letter unless he or she notifies the Company that there has been a mistake or evidences eligibility under different criteria.