

Issued: December 20, 2016

Effective: December 20, 2016

LIFELINE WIRELESS SERVICE PLAN

Section 2 Description of Lifeline Assistance (continued)

- C. **Supported Amount.** Lifeline discounts are supported by the federal universal service support mechanisms. The applicable Lifeline discount, as set forth in 47 C.F.R. § 54.403 of the Rules of the Federal Communications Commission, will be applied to the monthly invoice of the qualifying Lifeline customer¹. The amount of credit will not exceed the charge for service, which includes the access line, the subscriber line charge and local usage.
- D. **Services Included in the Plan.** The Company's Lifeline Service includes, at a minimum, the following services:
1. voice-grade access to the public switched network;
 2. local usage;
 3. access to emergency services; and
 4. toll limitation (see section 5.E below).

Enhanced services and features may be available for an additional charge.

¹Effective December 20, 2016, the \$1 discount provided under the Lifeline program is no longer available to new Lifeline subscribers.

LIFELINE WIRELESS SERVICE PLAN

Section 3 Eligibility for Lifeline Assistance

- A. **Eligibility Requirements**¹. A single Lifeline credit is available for each 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.²

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¹Effective 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.

²Effective December 20, 2016, the \$1 discount provided under the Lifeline program is no longer available to new Lifeline subscribers.

(M) Material formerly appearing on this page now appears on Page 5.

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Section 3 Eligibility for Lifeline Assistance

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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;

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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,¹

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- (viii) the name of the qualifying assistance program from which the customer, his or her dependents, or his or her family unit receives benefits; and 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.

¹Effective December 20, 2016, the \$1 discount provided under the Lifeline program is no longer available to new Lifeline subscribers.

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