

PUBLIC SERVICE COMMISSION OF WEST VIRGINIA

LIFELINE SERVICE/TEL-ASSISTANCE

OF

NEW CINGULAR WIRELESS PCS, LLC dba AT&T MOBILITY

This tariff is on file with the West Virginia Public Service Commission and can be viewed at their offices located at 201 Brooks Street, Charleston, WV 25301. In addition, this tariff is available for review Monday – Friday, 9:00 AM – 5:00 PM, local time, at the law office of Todd M. Swanson, (C) STEPTOE & JOHNSON, PLLC, Chase Tower, 17th Floor, 707 Virginia St., East, Charleston, WV (C) 25301.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 19-0419-C-T dated and effective on May 8, 2019.

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EXPLANATION OF SYMBOLS

- (C) - To signify changed regulation or changed text (C)
- (D) - To signify a decrease in rates
- (I) - To signify rate or charge increase
- (M) - To signify moved material (N)
- (N) - To signify new rates or regulations
- (O) - To indicate omissions
- (T) - To signify temporary rates and/or surcharges

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 16-1492-C-T dated November 30, 2016, effective on November 1, 2016.

1.1 APPLICABILITY

- 1.1.1 This tariff contains the general terms and conditions applicable to the provision of Lifeline/Tel-Assistance Services provided by New Cingular Wireless PCS, LLC dba AT&T Mobility (hereafter "AT&T Mobility" or "Company"). This tariff only applies to those areas in West Virginia in which the Company is designated as a federal Eligible Telecommunications Carrier ("ETC"). Eligibility for Lifeline/Tel-Assistance Service shall be subject to verification by the Universal Service Administrative Co. (USAC).¹ The Company's provision of Lifeline/Tel-Assistance Service to customers within the State of West Virginia will be further subject to the terms and conditions of a separate Wireless Customer Agreement by and between the customer and the Company. This Agreement is comprised of the terms and conditions found in the Terms of Service, the AT&T Calling Plan, Service Plan or Rate Plan ("Rate Plan") brochure, the Customer Service Summary, and the Lifeline/Tel-Assistance Application and Contract Rider (collectively, "Agreement"). In the event of any conflict between the provisions of this informational tariff and the terms and conditions of the Agreement, the provisions of the Agreement will prevail. This Tariff is subject to all provisions of applicable state and federal law, including but not limited to 47 U.S.C. §332. The Company expressly reserves all rights under federal and state law. (C) (C)

¹ On or after October 23, 2019, with the adoption of the Lifeline National Eligibility Verifier (National Verifier), the Company will no longer be responsible for determining Lifeline eligibility for the federal Lifeline program. 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). (N) (N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 19-1015-C-T dated October 22, 2019 and effective on October 23, 2019.

2.1 TERMS AND CONDITIONS OF SERVICE

2.1.1 The terms and conditions of Lifeline Service/Tel-Assistance provided by the Company in the Designated Areas will be in the form of an Agreement which is comprised of the terms and conditions found in the Terms of Service, the AT&T Calling Plan, Service Plan or Rate Plan ("Rate Plan") brochure, the Customer Service Summary, and the Lifeline/Tel-Assistance Application and Contract Rider.

(C)
(O)
(O)

(O)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 19-1015-C-T dated October 22, 2019 and effective on October 23, 2019.

3.1 LIFELINE/TEL-ASSISTANCE SERVICE

3.1.1 Lifeline/Tel-Assistance Service

- (A) Tel-Assistance is the West Virginia State Lifeline program. In West Virginia, the term Tel-assistance is often used to refer to Lifeline and vice versa. Lifeline/Tel-Assistance Service is intended to increase the availability of telecommunications services to low-income customers by providing a credit to monthly recurring voice service charges for qualifying low income customers.
- (B) Customers' eligibility for Lifeline/Tel-Assistance Service will be as set forth in section 3.1.3 below. Customers who are eligible for Lifeline/Tel-Assistance Service will receive discounts as set forth in section 3.1.4 below, to be applied to the Company's Lifeline/Tel-Assistance retail service offering. (C)
- (C) An eligible customer shall not receive more than one Lifeline/Tel-Assistance retail service offering from the Company. On the Lifeline/Tel-Assistance Application the customer must certify under penalty of perjury that he/she understands that the Lifeline/Tel-Assistance benefit is only available on a single line per household.
- (D) The amount of the Lifeline/Tel-Assistance discounts set forth in 3.1.4 will not exceed the total of the federal, state or carrier provided universal service support available in a customer's service area. (C)
- (E) Lifeline/Tel-Assistance Service and credits shall not be available on a retroactive basis.
- (F) Designated Services Available To Lifeline/Tel-Assistance Customers:
 - (1) Voice-grade access to the public switched telephone network
 - (2) Minutes of use for local service provided at no additional charge to end users
 - (3) Access to emergency services
 - (4) Toll blocking at no additional charge¹ (M)

1 AT&T Mobility's Lifeline Service calling plan allows customers to call anywhere in the United States without incurring additional charges and as such does not make a distinction between "local" and long distance calls. (M)

(M) - Material formerly appeared on Page 6. (N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 16-1492-C-T dated November 30, 2016, effective on November 1, 2016.

- 3.1 LIFELINE/TEL-ASSISTANCE SERVICE (CONT'D) (N)
- 3.1.1 Lifeline/Tel-Assistance Service (cont'd) (N)
(M)
- (G) (O)
- Off-network roaming calls will be charged at \$0.25/minute.¹ (O)
(D), (C)
- (H) The cost of the handset or other customer equipment necessary to access the Company's cellular network shall be borne by the customer.
- (I) Lifeline Service does not include wireless data service, text messaging and other enhanced services or features.
- (J) **Monthly Access Charge.** The Monthly Access Charge is \$21.00 before applicable Lifeline/Tel-Assistance credits are applied; the Effective Monthly Rate after the Lifeline/Tel-Assistance credits are applied is \$7.50 as explained in more detail in section 3.1.4. The Monthly Access Charge includes 1,000 anytime minutes for calls made within AT&T's Nationwide network.¹ (C)
(C)
(O)
(O)
- (K) **Other Charges:** The charge for Directory Assistance is \$1.79 per call, plus applicable airtime charges. The charge for additional minutes is \$0.25/minute.¹ (D), (C)
- (L) **Stated Rates are Exclusive of Taxes and Surcharges.** The rates set forth in this tariff do not include any amounts resulting from taxes, fees, or surcharges. It shall be the obligation of the customers to pay such amounts resulting from such taxes, fees, or surcharges and such amount shall be billed by the Company to its customers. Lifeline customers will not be assessed any universal service fees, number portability fee, or the Regulatory Cost Recovery Charge. (O)
(O)
(M)
(M)

¹ For existing customers, change will be effective with their November 2016 bills. (N)

(M) - Material now appears on Page 5. (N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 16-1492-C-T dated November 30, 2016, effective on November 1, 2016.

3.1 LIFELINE/TEL-ASSISTANCE SERVICE (CONT'D)

3.1.2 Eligibility Criteria for Lifeline/Tel-Assistance Service¹

(A) To be eligible for Lifeline/Tel-Assistance Service, a customer or applicant must permanently reside within the Designated ETC Areas and participate in or receive assistance or benefits in one or more of the following programs:

- (i) Medicaid
- (ii) Supplemental Nutrition Assistance Program (SNAP)
- (iii) Supplemental Security Income (SSI)
- (iv) Federal Public Housing Assistance (FPHA)
- (v) Veterans and Survivors Pension Benefit; or,

(B) Income must be at or below 135% of the federal poverty guidelines as published by the United States Department of Health and Human Services and updated annually.

(C) Initiation of Lifeline/Tel-Assistance Service

(1) Eligibility for Tel-Assistance Service shall be subject to verification by the Company.

(O)

(O)

(2) The Company shall not charge a processing fee for transferring a customer to or from federal Lifeline or Tel-Assistance.

(C)

¹ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", TANF, LIHEAP, National School Lunch Program's free lunch program, School Clothing Allowance and Benefits under other qualifying income-related state or federal programs are no longer qualification criteria for the federal Lifeline program. Existing Lifeline/Tel-Assistance subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may remain in the federal Lifeline program until such time as they must re-certify under current FCC rules and criteria. Additionally, effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", receipt of the Veterans and Survivors Pension Benefit will be a qualifier for the federal Lifeline program.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 19-1015-C-T dated October 22, 2019 and effective on October 23, 2019.

3.1 LIFELINE/TEL-ASSISTANCE SERVICE (CONT'D)

3.1.3 Discontinuation of Lifeline/Tel-Assistance Services

- (A) The Company may refuse, deny, or discontinue service, as appropriate, for non-payment of a delinquent bill owed to the Company for service furnished. Delinquency shall apply to previous or existing service, whether at the same or another location.
- (B) The customer is responsible for notifying AT&T Mobility when the customer no longer meets the applicable eligibility standards for Lifeline/Tel-Assistance. In the event that AT&T Mobility determines that the customer is no longer eligible for Lifeline/Tel-Assistance, the customer will be required to change to another calling plan or cancel service.²

3.1.4 Lifeline/Tel-Assistance Service Credits

(A) Credits for Lifeline (Tel-Assistance) Service

Base Rate	\$21.00	
Less:		
Federal Lifeline Credit	\$5.25	(D)
State mandated and/or carrier provided support	\$8.25	(I)
Effective Monthly Rate¹:	\$7.50	

¹ Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", the federal Lifeline credit is applicable only to subscribers qualified under criteria for the federal Lifeline program. State mandated and/or carrier provided support will be provided to allow for an effective monthly rate of \$7.50.

² On or after October 23, 2019, with the adoption of the Lifeline National Eligibility Verifier (National Verifier), the Company will no longer be responsible for determining Lifeline eligibility for the federal Lifeline program. 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).

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 20-0867-C-T, dated November 18, 2020.