

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 Offices of Robert R. Rodecker, KEY CASTO & CHANEY PLLC, 1500 Chase Tower, 707 Virginia St., East, Charleston, WV 25301. (C)
(C)

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.

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

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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)

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- 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)

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

3.1.2 Eligibility Criteria for Lifeline/Tel-Assistance Service

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

- (i) Medicaid
- (ii) Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
- (iii) Supplemental Security Income (SSI)
- (iv) Federal Public Housing Assistance (Section 8)
- (v) Low Income Home Energy Assistance Program (LIHEAP)
- (vi) National School Lunch Program's Free Lunch Program (NSLP)
- (vii) Temporary Assistance to Needy Families (TANF)
- (viii) School Clothing Allowance; or
- (ix) Benefits under other qualifying income-related state or federal program; 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 Lifeline/Tel-Assistance Service shall be subject to initial and continuing verification by the West Virginia Department of Health and Human Resources ("DHHR").

(2) Upon the receipt of an application for Lifeline/Tel-Assistance from any current or prospective customer, the Company shall provide the name and, if requested by DHHR, the social security number of the applicant. The DHHR shall determine the eligibility of applicants and shall communicate the determinations of eligibility to the Company and the Public Service Commission. (M)

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

(O)
(O)

(M) - Material formerly appeared on Page 8. (N)

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

(N)
(M)
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(M)

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 Assistance. In the event that AT&T Mobility determines that the customer is no longer eligible for Lifeline Assistance either independently or as a result of notification by DHHR, the Company will notify the customer by providing a separate written notice of termination of Lifeline benefits and will require that the customer change to another calling plan or cancel service.

3.1.4 Lifeline/Tel-Assistance Service Credits

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

Base Rate	\$21.00
Less:	
Federal End User Common Line Charge Credit	\$9.25
State mandated or carrier provided support	\$4.25
Effective Monthly Rate:	\$7.50

(O)
(O)

(M) - Material now appears on Page 7.

(N)

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