

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

3.1.2 Eligibility Criteria for Lifeline/Tel-Assistance Service¹ (C)

(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,

(C)
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(O)

(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 under programs reviewed by DHHR shall be subject to initial and continuing verification by the West Virginia Department of Health and Human Resources ("DHHR"). (C)
(C)
- (2) Upon the receipt of an application for Tel-Assistance from any current or prospective customer under a program reviewed by DHHR, 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. (C)
- (3) The Company shall not charge a processing fee for transferring a customer to or from federal Lifeline or Tel-Assistance.

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. (C)
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. (C)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 17-0002-C-T dated February 23, 2017, effective February 1, 2017.

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 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/Tel-Assistance 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 Lifeline Credit	\$9.25	(C)
State mandated and/or carrier provided support	\$4.25	
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.

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