
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 (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	\$9.25
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.

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. 19-1015-C-T dated October 22, 2019 and effective on October 23, 2019.