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June 28, 2019

Via Electronic Mail and Overnight Mail

Mark Johnson
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

RE: 2019 ETC Certification - AT&T Mobility

Dear Mr. Johnson:

Enclosed please find a copy of AT&T Mobility's Annual Eligible Telecommunications Carrier Report and Future Annual Plan ("Report") filed pursuant to WAC 480-123-060 to WAC 480-123-080, which has also been filed electronically.

A portion of AT&T Mobility's Report contains certain confidential and proprietary information for which AT&T Mobility seeks confidential treatment pursuant to WAC 480-07-160 and RCW 80.04.095. Consistent with the Commission's rules, AT&T Mobility has specifically designated the information that is confidential and provided both the complete responses and redacted version. Specifically, AT&T Mobility is claiming confidential treatment for portions of Exhibits B – D and Exhibit H. The unredacted confidential documents for Exhibits B – D and H are being filed electronically as Confidential and are marked "Confidential per WAC 480-07-160".

AT&T Mobility states as follows the legal basis under which the information is claimed to be confidential. Pursuant to WAC 480-07-160(2)(c) confidential treatment may be afforded to "valuable commercial information, including trade secrets... cost, or financial information, or customer-specific usage and network configuration and design information, as provided in RCW 80.04.095." The documents that AT&T Mobility claims are confidential include portions of Exhibits B which reflects in granular detail the status of the network improvements AT&T Mobility has undertaken for calendar year 2018 and a description of the amounts of its expenditures for capital improvements and other eligible improvements to the network that it plans to make in 2020; Exhibit C contains information about customer outages; and Exhibit D contains customer complaint information by type of complaint that is not generally disclosed to the public. Exhibit H contains detailed confidential information about AT&T Mobility's coverage in Washington as required by WAC 480-123-080(3). This information is required to be filed every three (3) years and was last provided on June 29, 2016. Due to size, the file is being provided in overnight mail via CD-ROM format. The information on the CD-ROM is not available to the public in this format.

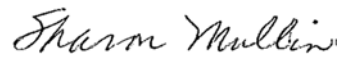
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AT&T Mobility believes that all these documents contain valuable proprietary information regarding AT&T Mobility's telecommunications network in Washington, the public disclosure of which would cause serious competitive harm to the company.

Disclosure of these materials would reveal confidential details pertaining to AT&T Mobility's network infrastructure, customer base, and the company's competitive position in the Washington telecommunications marketplace. Because this information goes to the heart of the company's business planning and competitive strategy, its public disclosure would be both economically damaging to AT&T Mobility and economically advantageous to its competitors. The company does not generally disclose publicly this type of information.

If there are any questions, please do not hesitate to contact me.

Sincerely,


Sharon Mullin

Enclosures

AT&T Mobility (SAC 529910) Annual Eligible Telecommunications

Carrier Report for 2018 and 2020 Annual Plan

AT&T Mobility, study area code (“SAC”) 529910,¹ submits its Annual Eligible Telecommunications Carrier Report for 2018 (“2018 Report”) and Annual Plan for 2020 in accordance with WAC 480-123-060 to WAC 480-123-080.

I. AT&T MOBILITY ETC REPORT FOR 2018

A. Annual Certification of Eligible Telecommunications Carriers

With this filing AT&T Mobility requests continued certification as an eligible telecommunications carrier (“ETC”) in Washington. In accordance with WAC 480-123-060, AT&T Mobility **Exhibit A** contains the certification that all federal high-cost universal service support was used in the preceding calendar year (2018) and will be used in the coming calendar year (2020) for the “provision, maintenance, and upgrading of facilities and services for which the support is intended.”

B. Report as Required by WAC 480-123-070 for Calendar Year 2018

1. Report on use of federal universal service funds and benefits to consumers (WAC 480-123-070(1)(a) and (b))

Information on the amount of federal high cost universal service support received by AT&T Mobility and how that support was spent on the provision, maintenance and upgrade of facilities and services for which the support is intended is attached hereto as **Confidential Exhibit B**.

2. Local Service Outage Reports (WAC 480-123-070(2))

Local service outage information as required by WAC 480-123-070(2) is contained in **Confidential Exhibit C**.

3. Report on failure to provide service (WAC 480-123-070(3))

AT&T Mobility had no (0) unfulfilled requests for service in calendar year 2018.

4. Report on complaints per one thousand connections (WAC 480-123-070(4))

AT&T Mobility’s report with separate totals for the numbers of complaints from customers in

¹ The Commission designated AT&T Mobility as an eligible telecommunications carrier (“ETC”) in certain areas in Washington by Order dated April 29, 2005 in Docket UT-043011 which was expanded by Order 03 dated October 15, 2009 in the same docket. On May 31, 2012, AT&T Mobility notified the Commission that there had been some legal entity changes concerning AT&T Mobility’s ETC designation in Washington. *See* In the Matter of the Petition of Bellingham Cellular Partnership; Bremerton Cellular Telephone Company; Hood River Cellular Telephone Company, Inc.; New Cingular Wireless PCS, LLC; and Olympia Cellular Telephone Company, Inc., d/b/a Cingular Wireless, LLC for Designation as an Eligible Telecommunications Carrier, Order Granting Petition for Designation as an Eligible Telecommunications Carrier, Docket No. UT-043011, Order No. 02 (April 29, 2005); New Cingular Wireless PCS, LLC; Bellingham Cellular Partnership; Bremerton Cellular Telephone Company; Hood River Cellular Telephone Company; and Olympia Cellular Telephone Company Inc. d/b/a AT&T Mobility For Amendment of its Designation as an Eligible Telecommunications Carrier to Include Additional Wire Centers, Order Granting Amendment of Designation as an Eligible Telecommunications Carrier to Include Wire Centers in Washington Rural Service Area 2 and 3, Docket UT-04-3011, Order 03 (October 15, 2009); and, Letter to David W. Danner, UTC, from Sharon Mullin, AT&T (May 31, 2012).

Washington made to the FCC and the consumer protection division of the office of the attorney general of Washington along with the complaint category is attached hereto as **Confidential Exhibit D**.

5. Compliance with applicable service quality standards (WAC 480-123-070(5))

For wireless carriers the rule requires a commitment to comply with the Cellular Telecommunications and Internet Association's ("CTIA") Consumer Code for Wireless Service ("Code"). On an annual basis AT&T Mobility completes a certification process with CTIA. For 2018, AT&T Mobility certified to CTIA that it had adopted the principles, disclosures and practices set forth in the CTIA Code. Included in **Exhibit A** is AT&T Mobility's certification of substantial compliance with this requirement.

6. Certification of the ability to function in emergency situations (WAC 480-123-070(6))

To comply with this requirement an ETC must certify that it has adhered to the requirements in WAC 480-123-030(1)(g). WAC 480-123-030(1)(g) requires a wireless carrier to demonstrate that it has a reasonable amount of backup power (fixed, portable or other backup power source) for its cell sites and specifies certain backup power requirements for switches. AT&T Mobility provides backup power for its macro cell sites through a combination of batteries and portable and/or permanent generators. AT&T Mobility's switches in Washington have automatic start generators and over three (3) hours of battery reserve.

In addition to the backup power standards AT&T Mobility annually completes the recertification program for Business Continuity/Disaster Recovery offered through CTIA. In 2018, CTIA deemed AT&T Mobility as compliant with the principles, objectives and requirements of this program. The CTIA seal for Consumer Protection and Business Continuity/Disaster Recovery are found as attachments in the Form 481 filed with the FCC and the Commission as Exhibit - 610-2018 CTIA BC-DRP Compliance.

7. Advertising certification, including advertisements on Indian reservations (WAC 480-123-070(7)).

The certification for this section is included in **Exhibit A**.

AT&T Mobility is committed to publicizing the availability of its Lifeline Service in a manner that is reasonably designed to reach those likely to qualify for the service. In that regard, AT&T Mobility engaged in the activities listed below in 2018 to support its Lifeline Service program.

- Maintained a dedicated, bi-lingual Lifeline Customer Care team supporting Lifeline Service through the following toll-free number, 800-377-9450;
- Offered Lifeline brochures in English and Spanish with information about the company's Lifeline offering, including pricing information and eligibility criteria. **Exhibit E** is an example of AT&T Mobility's Lifeline brochure available in 2018;
- Maintained a dedicated Lifeline website with information about Lifeline Service (att.com/wirelesslifeline)
- Continued advertising in newspapers across the state to publicize the availability of Lifeline Service, an example of AT&T Mobility's Lifeline advertisement for 2018 is included in **Exhibit F**. **Exhibit F** also contains a list of publication names and dates;
- Continued its monthly direct mail campaign in its ETC designated area to publicize the availability of the Lifeline Service to low-income households. **Exhibit G** is the postcard used in 2018.

II. Annual Plan for Universal Service Support Expenditures as Required by WAC 480-123-080

Confidential Exhibit B contains AT&T Mobility's projected receipt of federal high cost support in 2020 and its plans to utilize such support. The FCC previously ordered that the federal high cost support AT&T Mobility receives in Washington be phased out over five years with the first 20% reduction beginning July 1, 2012, and an additional 20% reduction each subsequent year until July 1, 2016. As the Mobility Fund

Phase II was not implemented by June 30, 2014, the reduction in federal high cost support was suspended. The FCC will commence the phase down in legacy competitive ETC high-cost support when it announces Mobility Fund Phase II winning bidders.

III. Map as required by WAC 480-123-080(3)

Confidential Exhibit H contains the coverage information in .shp format as required in WAC 480-123-080(3). Per the Commission's rules, AT&T Mobility is required to provide this information every 3 years; AT&T Mobility last filed this information on June 29, 2016.

Exhibit A

AT&T MOBILITY LLC ANNUAL CERTIFICATION 2018

I, Morgan L Collins, being of lawful age and duly sworn, state that I serve as Vice President and General Manager for the Pacific Northwest and Hawaii for AT&T Mobility Corporation which manages New Cingular Wireless PCS, LLC (collectively, "AT&T Mobility").

I certify to the Washington Utilities and Transportation Commission ("Commission") under penalty of perjury under the laws of the State of Washington that the following is true and correct to the best of my knowledge:

1. The Commission designated AT&T Mobility as an eligible telecommunications carrier ("ETC") in certain areas in Washington by Order dated April 29, 2005 in Docket UT-043011¹ which was expanded by Order 03 dated October 15, 2009 in the same docket;²
2. Federal universal service support received by AT&T Mobility was used in 2018 and will be used in 2020 only for the provision, maintenance, and upgrading of the facilities and services for which the support is intended in accordance with WAC 480-123-060;
3. During calendar year 2018, AT&T Mobility provided the supported services required by 47 U.S.C. § 214(e) and has provided detailed information on the use of funds in accordance with WAC 480-123-070;
4. During calendar year 2018, AT&T Mobility met the applicable service quality standards and consumer protection rules by complying substantially with the CTIA Consumer Code for Wireless Service as required by WAC 480-123-070(5);
5. During calendar year 2018, AT&T Mobility had the ability to function in an emergency and met the applicable requirements as required by WAC 480-123-070(6) as described in the *AT&T Mobility Annual ETC Report for 2018 and 2020 Annual Plan*; and,

¹ See In the Matter of the Petition of Bellingham Cellular Partnership; Bremerton Cellular Telephone Company; Hood River Cellular Telephone Company, Inc.; New Cingular Wireless PCS, LLC; and Olympia Cellular Telephone Company, Inc., d/b/a Cingular Wireless, LLC for Designation as an Eligible Telecommunications Carrier, Order Granting Petition for Designation as an Eligible Telecommunications Carrier, Docket No. UT-043011, Order No. 02 (April 29, 2005).

² See In the Matter of the Petition of New Cingular Wireless PCS, LLC; Bellingham Cellular Partnership; Bremerton Cellular Telephone Company; Hood River Cellular Telephone Company; and Olympia Cellular Telephone Company Inc. d/b/a AT&T Mobility for Amendment of its Designation as an Eligible Telecommunications Carrier to Include Additional Wire Centers, Order Granting Amendment of Designation as an Eligible Telecommunications Carrier to Include Wire Centers in Washington Rural Service Area 2 and 3, Docket UT-04-3011, Order 03 (October 15, 2009). On May 31, 2012, AT&T Mobility notified the Commission that there had been some legal entity changes concerning AT&T Mobility's ETC designation in Washington.

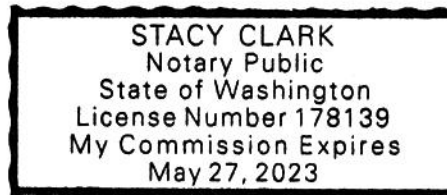
6. During calendar year 2018, AT&T Mobility publicized the availability of its Lifeline Service in a manner reasonably designed to reach those likely to qualify for service in accordance with WAC 480-123-070(7).



Morgan L. Collins
Vice President/General Manager
Pacific Northwest and Hawaii
June 25, 2019

Subscribed and sworn to before me
this 25 day of June, 2019



Notary Public

REDACTED Per WAC 480-07-160

Exhibit B

AT&T Mobility Use of ETC Support in 2018 and 2020

REDACTED Per WAC 480-07-160

Exhibit B - Report on Use of 2018 Federal High Cost Support

ILEC Study Area (list every study area)	Wire Center CLLI (list every wire center)	Wire Center Name	Project (e.g. cell site, radio, cabinets, etc.) or if no project for the W/C provide reason why	Start Date	Completion Date	Capital Investment	2018 Expense (utilities, Lease, Interconnect)	Capital and Expense investment for 2018

2018 Total Disbursement from High Cost Support

Customer Benefit (2018):

Operating Expense - Supports expenses associated with sites built with ETC support allowing customers to have access to a robust network in Washington ETC areas.

REDACTED Per WAC 480-07-160

Exhibit B - Report on Use of 2020 Federal High Cost Support

ILEC Study Area (list every study area)	Wire Center CLLI (list every wire center)	Wire Center Name	Project (e.g. cell site, radio, cabinets, etc.) or if no project for the W/C provide reason why	Projected Start Date	Projected Completion Date	Capital Investment	2020 Expense (Utilities, Lease, Interconnect)	Capital and Expense investment for 2020

2020 Total Disbursement from High Cost Support

Customer Benefit (2020):

Operating Expense - Supports expenses associated with sites built with ETC support allowing customers to have access to a robust network in Washington ETC areas.

REDACTED Per WAC 480-07-160 Exhibit C

AT&T Mobility Local Service Outages for 2018

**REDACTED Per WAC 480-07-160
Exhibit C - 2018 Outage Report**

Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	911 facilities Affected (Yes/No)	Service Outage Description - Wireline (including cable) VOIP (Yes/No)	Service Outage Description - Wireline (including cable) Voice (Non VOIP) (Yes/No)	Service Outage Description - Cellular (Yes/No)	Service Outage Description - Voice over LTE (VoLTE) (Yes/No)	Service Outage Description - 911, E911 or NG911 Services Only (Yes/No)	Service Outage Description - Other (Enter up to 50 characters of text)	Did this outage affect multiple Study Areas (Yes/No)	Service Outage Resolution	Preventative Procedures
5/18/2018	6:28 AM													
5/24/2018	4:36 AM													
5/24/2018	5:26 AM													
5/29/2018	8:10 PM													
6/6/2018	5:14 AM													
6/6/2018	1:15 PM													
6/7/2018	2:07 PM													
6/8/2018	12:13 PM													
6/15/2018	5:21 AM													
6/20/2018	10:41 PM													

**REDACTED Per WAC 480-07-160
Exhibit C - 2018 Outage Report**

Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	911 facilities Affected (Yes/No)	Service Outage Description - Wireline (including cable) VOIP (Yes/No)	Service Outage Description - Wireline (including cable) Voice (Non VOIP) (Yes/No)	Service Outage Description - Cellular (Yes/No)	Service Outage Description - Voice over LTE (VoLTE) (Yes/No)	Service Outage Description - 911, E911 or NG911 Services Only (Yes/No)	Service Outage Description - Other (Enter up to 50 characters of text)	Did this outage affect multiple Study Areas (Yes/No)	Service Outage Resolution	Preventative Procedures
7/9/2018	9:18 PM													
8/8/2018	6:33 AM													
8/23/2018	10:01 AM													
9/24/2018	6:26 AM													
10/15/2018	3:09 PM													
10/19/2018	8:56 PM													
10/31/2018	7:18 PM													
11/19/2018	4:28 AM													

**REDACTED Per WAC 480-07-160
Exhibit C - 2018 Outage Report**

Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	911 facilities Affected (Yes/No)	Service Outage Description - Wireline (including cable) VOIP (Yes/No)	Service Outage Description - Wireline (including cable) Voice (Non VOIP) (Yes/No)	Service Outage Description - Cellular (Yes/No)	Service Outage Description - Voice over LTE (VoLTE) (Yes/No)	Service Outage Description - 911, E911 or NG911 Services Only (Yes/No)	Service Outage Description - Other (Enter up to 50 characters of text)	Did this outage affect multiple Study Areas (Yes/No)	Service Outage Resolution	Preventative Procedures
11/26/2018	5:22 PM													
12/6/2018	3:50 AM													
12/14/2018	2:02 AM													
12/16/2018	12:29 PM													
12/20/2018	5:56 PM													
12/27/2018	10:04 PM													

REDACTED PER WAC 480-07-160

Exhibit D

Complaints per 1,000 Handsets/Lines

As required by WAC 480-123-070(4), AT&T Mobility provides the following information on the complaints it received during calendar year 2018. Specifically, [REDACTED] complaints were filed by AT&T Mobility customers in Washington with the FCC or approximately [REDACTED] complaints per 1,000 customers. AT&T Mobility customers in Washington filed [REDACTED] complaints with the office of the attorney general (WA AG) of Washington or [REDACTED] per 1,000 customers.

The following table includes the complaints received and the outcome with the FCC and WA AG. For each complaint that AT&T Mobility receives from the FCC or the office of the attorney general, a specialized customer care group within AT&T Mobility attempts to contact the customer to resolve the matter.

WA Complaints Summary			
Category	FCC	WA AG	Total
Charges & Fees (Billing)	[REDACTED]	[REDACTED]	[REDACTED]
Hardware/Service Orders/Account Changes	[REDACTED]	[REDACTED]	[REDACTED]
Other (Misc)	[REDACTED]	[REDACTED]	[REDACTED]
Technical Issues (Network)	[REDACTED]	[REDACTED]	[REDACTED]
Offers, Promotions, Adjustments (Point of Sale)	[REDACTED]	[REDACTED]	[REDACTED]
Total	[REDACTED]	[REDACTED]	[REDACTED]

Exhibit E

AT&T Mobility Lifeline Brochure

AT&T
Lifeline
service

Discounted service
for qualified customers

Washington

800.991.1233 (toll-free)

Lifeline

Lifeline offers you a discount on your monthly wireless bill, if you qualify.

Save money with Lifeline

Lifeline service is just \$24.99 a month, which is then discounted by \$9.25 to reduce your monthly charge to \$15.74.

Qualified residents of Tribal Lands can get Enhanced Lifeline support, which can reduce your wireless bill to as little as \$1.

Qualifying for Lifeline

Lifeline is a federal benefit and voluntarily making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Only one Lifeline service is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's (or "FCC") rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person. You may qualify for federal Lifeline benefits if your household income is at or below 135% of the Federal Poverty Guidelines (FPG), or you participate in any of these programs:

- Medicaid (not Medicare)
 - Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
 - Supplemental Security Income (SSI)
 - Federal or Public Housing Assistance (FPHA)
 - Veterans and Survivors Pension Benefits
- Customers seeking to qualify for program benefits under the income-based standards are required to provide written documentation of their household income.
- If you live on Tribal Lands, you could also qualify for Enhanced Lifeline support if you meet the above requirements or participate in any of these programs:
- Bureau of Indian Affairs (BIA) General Assistance
 - Tribal Administrator Temporary Assistance for Newly Formed Families (Tribal TANF)
 - Tribal Administrator Head Start (meeting income qualifying standards)
 - Food Distribution Program on Indian Reservations (FDPIR)

Please note: You are responsible for notifying AT&T when you no longer meet the applicable eligibility requirements

for the Program within (30) days of becoming aware of such ineligibility.

Program restrictions

Lifeline is a government assistance program, the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

All subscribers will be required to demonstrate eligibility based at least on (1) Household Income at or below 135% of Federal Poverty Guidelines for a household of that size, OR (2) the household's participation in one of the federal assistance programs. Forms of documentation necessary for enrollment: Program eligibles: Income or prior year's statement of benefits from a qualifying state, federal or Tribal program; 2. a notice letter of participation in a qualifying state, federal or Tribal program; 3. program participation documents (e.g., consumers SNAP card, Medicaid card, or copy thereof); 4. other official document evidencing the consumer's participation in a qualifying state, federal or Tribal program; Income eligibility: Prior Year's state, federal or Tribal tax return, current income statement from an employer or paycheck, Social Security statement of benefits, Veterans Administration statement of benefits, Retirement/pension statement of benefits, Unemployment/Workers' comp statement of benefits, Federal or Tribal notice letter of participation in General Assistance, Divorce decree, child support award, or other official document containing income information for at least three (3) months time.

Signing up

Just complete the Lifeline Application form and certify that you participate in a qualifying government program or otherwise meet the eligibility standards. Mail the completed application and documentation to:

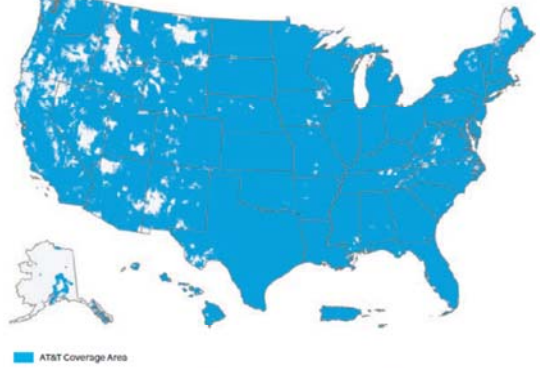
AT&T Contract Services
PO Box 3277
Jacksonville, Texas 75766

If you cannot access the application form from at.com/mobilitylifeline, just call 800.377.9450 and an application will be mailed to you.

Applications that are not completely filled out, legible and signed will be returned.

Lifeline service for only \$15⁷⁴ per month

1,000 Anytime Minutes / 1,000 Night & Weekend Minutes¹ and Nationwide Long Distance included



AT&T Coverage Area

If you still have questions or would like to receive information by mail, please call a Lifeline Customer Service Representative at 800.377.9450, Monday through Friday between the hours of 10:00 a.m. - 7:00 p.m. CST.

Your phone's display does not indicate the rate you will be charged. Please review your coverage map for areas included or excluded in your plan. Map depicts an approximation of outdoor coverage. Map may include areas served by unlicensed carriers and may depict those areas other than an approximation of the coverage. Actual coverage area may differ substantially from the map. Coverage may be affected by such things as terrain, weather, obstructions, signal strength, customer equipment and other factors. AT&T does not guarantee coverage. Charges will be based on the location of the call receiving and originating the call, not the location of the subscriber. Future coverage if available, may be based on current planning assumptions and is subject to change and is not guaranteed.

¹The night and weekend periods are from 8:00 p.m. to 6:00 a.m. from Monday to Friday and Saturday and Sunday all day long. The daytime minutes used in long distance calls to the United States will be deducted from the plan. Originating international long distance calls will not be allowed. The air network operating plan is \$2.25 per minute and airtime minutes used will be deducted from minutes included in the plan. International roaming is not available. Services are not available. The service minutes used in excess of the area included in the plan will be charged at \$2.25 per minute. These are government programs that make discounts on telecommunications services available to eligible consumers. AT&T Mobility is offering these programs in limited locations. To determine if Lifeline is available in your area, please contact a Lifeline Customer Service Representative at 800.377.9450.

Terms and Conditions: Lifeline service is subject to the terms and conditions found in the Terms of Service, Fair Use, Sales Information and Lifeline Contract. © 2013 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Knowledge Ventures and/or AT&T affiliated companies. Revised 12/2013

AT&T
Lifeline
service

Servicio con descuento
para clientes que reúnan
los requisitos

Washington

800.991.1233 (toll-free)

Lifeline

Lifeline ofrece un descuento en la factura mensual de servicio móvil, para quienes cumplen con los requisitos.

Ahorra dinero con Lifeline

El servicio de Lifeline cuesta solo \$24.99 al mes, a lo que luego se le descuentan \$9.25 para reducir el cargo mensual a \$15.74.

Quiénes viven en territorios tribales y cumplen con los requisitos pueden recibir la asistencia de Enhanced Lifeline para reducir el costo de la factura de servicio móvil y pagar hasta un mínimo de \$1.

Requisitos para Lifeline

Lifeline es un beneficio federal y realizar declaraciones falsas voluntariamente para obtenerlo puede resultar en multas, prisión, cancelación de la inscripción o prohibición para volver a inscribirse en el programa. Solo se ofrece un servicio Lifeline por grupo familiar. Por "grupo familiar" se entienden a los miembros del programa Lifeline, cualquier persona o grupo de personas que viven juntas en una misma dirección y comparten ingresos y gastos. Un solo grupo familiar no podrá recibir beneficios Lifeline de varias proveedoras. La violación de esta limitación constituye un incumplimiento de reglamento de la Comisión Federal de Comunicaciones (FCC) y resultará como consecuencia la cancelación de la inscripción de suscriptor en el programa. Lifeline es un beneficio no transferible y el suscriptor no podrá transferirlo a ninguna otra persona. Es posible que tenga derecho a recibir los beneficios federales de Lifeline si los ingresos de su grupo familiar son iguales o inferiores a un 135% de las normas federales de Pobreza (FPG, por sus siglas en inglés), o si participa en uno de estos programas:

- Asistencia médica Medicaid (no Medicare)
 - Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program, SNAP o cupones de alimentos (Food Stamps))
 - Ingresos Complementarios de Seguridad (Supplemental Security Income SSI)
 - Asistencia federal para Vivienda Pública (Federal Public Housing Assistance (FPHA))
 - Beneficios de pensión de veteranos y sobrevivientes (Veterans & Survivors Pension Benefits)
- Los clientes que buscan cumplir con los requisitos para obtener los beneficios de programa de Lifeline deben proporcionar documentación escrita sobre los ingresos de su grupo familiar.
- Si viven en Territorios Tribales, también podrán recibir los beneficios de Enhanced Lifeline si cumplen con los requisitos anteriores y participan en uno de estos programas:
- Bureau of Indian Affairs (BIA) General Assistance
 - Asistencia Temporal o Transitoria Necesitaria Administrada a Nivel Tribal (TANF Tribal)
 - Head Start Administrado a Nivel Tribal (con cumplimiento de los requisitos sobre ingresos)
 - Programa de Distribución de Alimentos Reservados Indígenas (Food Distribution Program on Indian Reservations (FDPIR))

Importante: Si usted no proporciona notificar a AT&T cuando ya no cumple con los requisitos correspondientes para recibir los beneficios de programa dentro de los (30) días posteriores a tener conocimiento de tal inapropiación.

Restricciones del programa

Lifeline es un programa de ayuda gubernamental. El servicio no es transferible. Solo los clientes que cumplen con los requisitos podrán inscribirse en el programa. Existe un límite de un descuento por grupo familiar.

Todos los suscriptores deberán demostrar que cumplen con los requisitos basados por o menos en (1) que los ingresos de grupo familiar (según la categoría de ingresos) son iguales o inferiores a un 135% de las Normas Federales de Pobreza, O (2) que el grupo familiar participa en uno de los programas de asistencia federal. Documentación requerida para inscribirse: Requisitos del programa: 1. declaración actual de ingreso anterior de los beneficiarios que recibe de un programa calificado estatal, federal o Tribal; 2. una carta que certifique la participación en un programa calificado estatal, federal o Tribal; 3. documentos de participación en el programa (por ej., tarjeta SNAP o consumidor, tarjeta Medicaid, o copia de las mismas); 4. otros documentos oficiales que certifiquen que el cliente participa en un programa calificado estatal, federal o Tribal; Requisitos de ingreso: declaración actual de impuestos estatales, federal o Tribal del año previo, declaración actual de ingresos de un empleador o talón de pago. Un estado de cuenta de los beneficios de la Administración de Veteranos de Guerra. Un estado de cuenta de los beneficios de jubilación o de pensión. Un estado de cuenta de los beneficios de Desempleo o de indemnización por Accidentes de Trabajo. Una carta federal o Tribal que certifique la participación en el Programa de Asistencia General (General Assistance), Sentencia de divorcio, sentencia de manutención de los hijos u otro documento oficial con información sobre los ingresos de al menos los últimos tres (3) meses.

Para inscribirte

Completa la Solicitud de inscripción y certifica que participas en uno de los programas gubernamentales seleccionados o que cumples con los requisitos necesarios. Envía la solicitud completa y la documentación a:

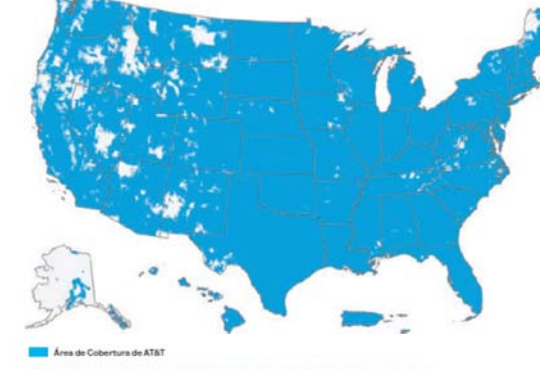
AT&T Contract Services
PO Box 3277
Jacksonville, Texas 75766

Si no puedes tener acceso al formulario de solicitud desde at.com/mobilitylifeline, solo llama a 800.377.9450 te enviaremos una solicitud por correo.

Se devolverán las solicitudes que no se recibieron completas, sean legibles o no estén firmadas.

Servicio Lifeline por solo \$15⁷⁴ al mes

Incluye 1,000 Minutos a Cualquier Hora, 1,000 Minutos de Noche y de Fin de Semana¹ y Larga Distancia a Nivel Nacional



Área de Cobertura de AT&T

En caso de tener preguntas o si deseas recibir información por correo, comunícate con un Representante de Servicio al Cliente de Lifeline al 800.377.9450, de lunes a viernes de 10:00 a.m. a 7:00 p.m. (hora central).

La información que aparece en la pantalla del teléfono no indica la tarifa que se cobrará. Revisa el mapa de cobertura para ver las áreas que se incluyen en el plan. El mapa muestra una aproximación de la cobertura. El mapa puede incluir áreas que no están cubiertas o puede que muestre áreas que no están cubiertas. La cobertura real puede ser diferente de la que se muestra en el mapa. La cobertura real puede ser afectada por factores como: terreno, clima, obstrucciones, fuerza de la señal, equipo de cliente y otros factores. AT&T no garantiza la cobertura. Los cargos dependerán del lugar de donde se transmita y recibe la llamada, no del lugar en donde se encuentra el suscriptor. La cobertura futura, en caso de implementación futura, se basa en suposiciones actuales de planificación, aunque se encuentra sujeta a cambios y no se la garantiza.

¹Los períodos de noche y de fin de semana son de 8:00 p.m. a 6:00 a.m. de lunes a viernes, y todo el día los días sábados y domingos. Los minutos de uso ultralimitado en los períodos de larga distancia a los Estados Unidos se descuentan del plan. No está permitido el uso de larga distancia internacional. El costo de roaming para Estados Unidos de \$2.25 por minuto y \$2.25 por minuto en el extranjero se aplican a los minutos incluidos en el plan. No se ofrecen servicios de roaming internacional. No se permiten el plan. Los minutos de uso que excedan el límite registrado en el plan se cobrarán a \$2.25 por minuto. Estos son programas que hacen descuentos en los servicios de telecomunicaciones a los clientes elegibles que cumplen con los requisitos. AT&T Mobility ofrece estos programas en algunas localidades. Para determinar si Lifeline está disponible en tu área de residencia principal, comunícate con un Representante de Servicio al Cliente de Lifeline al 800.377.9450.

Terminos y Condiciones: El servicio de Lifeline está sujeto a los términos y condiciones que aparecen en los Términos de Servicio, el Plan de Tarifas, la Información de Venta y el Contrato de Servicio al Cliente de Lifeline al 800.377.9450.

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Exhibit F

AT&T Mobility Lifeline Advertisement (with Publications and Dates)

Washington (WOI)

Promo Launch Date: 3/14/2018

- Auburn Reporter
- Bellingham Herald
- Aberdeen Daily World
- Kitsap Sun
- Longview Daily News
- Olympia Olympian
- Port Townsend Leader
- Rawhide Press
- Seattle Times
- Sequim Gazette
- Spokane Spokesman-Review
- Tacoma News Tribune
- The Chronicle
- Tri-City Herald
- Whidbey News Times
- Yakima Herald-Republic

LIFELINE SERVICE
from AT&T Mobility

Qualified low-income residents of Washington may receive discounted service from AT&T under the Lifeline program. Customers must meet certain eligibility criteria based on income level or current participation in financial assistance programs.

FREE
w/ Lifeline activation,
wireless tax,
AT&T FLIP PHONE

FREE SHIPPING | FOR QUESTIONS OR TO APPLY FOR LIFELINE SERVICE, CALL A LIFELINE CUSTOMER SERVICE REPRESENTATIVE AT 1-800-377-9450 OR VISIT ATT.COM/MOBILITY-LIFELINE.

SERVICE AVAILABLE AT \$15.74 plus Lifeline discount on-wireless. Includes 1000 anytime minutes, nationwide long distance, and 1000 night and weekend minutes.

If you live on Tribal lands and qualify, you could get Enhanced Lifeline support, which can reduce your wireless bill to as little as \$1.

Lifeline is a government benefit program; the benefit is non-transferable; only eligible consumers may enroll in the program; and the benefit is limited to one discount per household (consisting of either wireless or wireless service). Consumers who willfully make false statements to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. All consumers will be required to demonstrate eligibility based on at least one (1) household income at or below 150% of Federal Poverty level guidelines for a household of that size OR (2) the household's participation in one of the federal assistance programs. Forms of documentation required for enrollment based on income: Prior year's state, federal, or Tribal tax return, current income statement from an employer, or paycheck; Social Security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; Unemployment/Workers' Compensation statement of benefits; federal or Tribal notice letter of participation in General Assistance, Choice Allowance, Child Support Award, or other official document containing income information for at least three (3) months time. Forms of documentation required for enrollment based on program: Current or prior year's statement of benefits from a qualifying state, federal, or Tribal program; a notice letter of participation in a qualifying state, federal, or Tribal program; program participation documents (e.g., consumer SNAP card, Medicaid card, or copy thereof); other official document reflecting the consumer's participation in a qualifying state, federal, or Tribal program. AT&T Mobility will retain a copy of the documentation. Other charges and restrictions may apply. Pricing and terms subject to change. Visit a store near you or att.com/mobility-lifeline for more info. Terms and Conditions: Lifeline service is subject to the terms and conditions found in the Terms of Service, Rate Plan, Sales Information, and Lifeline Contract. Screen images simulated. ©2018 AT&T Intellectual Property. All rights reserved. AT&T and the Globe logo are registered trademarks of AT&T Intellectual Property. All other marks used herein are the property of their respective owners.



Washington (WOI)

Promo Launch Date: 6/20/2018

- Aberdeen Daily World
- Auburn Reporter
- Bellingham Herald
- Kitsap Sun
- Longview Daily News
- Olympia Olympian
- Port Townsend Leader
- Rawhide Press
- Seattle Times
- Sequim Gazette
- Spokane Spokesman-Review
- Tacoma News Tribune
- The Chronicle
- Tri-City Herald
- Whidbey News Times
- Yakima Herald-Republic

LIFELINE SERVICE
from AT&T Mobility

Qualified low-income residents of Washington may receive discounted service from AT&T under the Lifeline program. Customers must meet certain eligibility criteria based on income level or current participation in financial assistance programs.

FREE
w/ Lifeline activation,
wireless tax,
AT&T FLIP PHONE

FREE SHIPPING | FOR QUESTIONS OR TO APPLY FOR LIFELINE SERVICE, CALL A LIFELINE CUSTOMER SERVICE REPRESENTATIVE AT 1-800-377-9450 OR VISIT ATT.COM/MOBILITY-LIFELINE.

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Exhibit F (continued)

AT&T Mobility Lifeline Advertisement
(with Publications and Dates)

Washington (WOI)

Promo Launch Date: 11/16/2018

- Auburn Reporter

LIFELINE SERVICE
from AT&T

If you are a qualified low-income resident of Washington, you may be eligible for discounted service from AT&T under the Lifeline program. You may qualify based on your income or if you receive government benefits such as:

- Supplemental Security Income (SSI)
- Medicaid
- Veterans Affairs (VA)
- Federal Public Housing Assistance (FPHA)
- Tribal Head Start
- Tribal Temporary Assistance for Needy Families (TANF)
- Tribal Child Care Assistance Program (CCAP)
- Tribal Community Care Assistance Program (CCAP)
- Tribal Food Stamp Program (FSP)
- Tribal General Assistance (GA)
- Tribal Health Care Assistance Program (HCAP)
- Tribal Income Maintenance Program (IMP)
- Tribal Job Training Partnership Program (JTPA)
- Tribal Legal Services Program (LSP)
- Tribal Long-Term Care Assistance Program (LTCAP)
- Tribal Nutrition Assistance Program (NAP)
- Tribal Rental Assistance Program (RAP)
- Tribal Social Security Administration (SSA)
- Tribal Supplemental Nutrition Assistance Program (SNAP)
- Tribal Unemployment Insurance (UI)
- Tribal Workers' Compensation (WC)

FREE
WIRELESS SERVICE
ON A QUALIFYING
AT&T FLIP PHONE

FREE
WIRELESS SERVICE
ON A QUALIFYING
AT&T FLIP PHONE

FREE
WIRELESS SERVICE
ON A QUALIFYING
AT&T FLIP PHONE



Washington (WOI)

Promo Launch Date: 12/14/2018

- Rawhide Press

LIFELINE SERVICE
from AT&T

If you are a qualified low-income resident of Washington, you may be eligible for discounted service from AT&T under the Lifeline program. You may qualify based on your income or if you receive government benefits such as:

- Supplemental Security Income (SSI)
- Medicaid
- Veterans Affairs (VA)
- Federal Public Housing Assistance (FPHA)
- Tribal Head Start
- Tribal Temporary Assistance for Needy Families (TANF)
- Tribal Child Care Assistance Program (CCAP)
- Tribal Community Care Assistance Program (CCAP)
- Tribal Food Stamp Program (FSP)
- Tribal General Assistance (GA)
- Tribal Health Care Assistance Program (HCAP)
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- Tribal Legal Services Program (LSP)
- Tribal Long-Term Care Assistance Program (LTCAP)
- Tribal Nutrition Assistance Program (NAP)
- Tribal Rental Assistance Program (RAP)
- Tribal Social Security Administration (SSA)
- Tribal Supplemental Nutrition Assistance Program (SNAP)
- Tribal Unemployment Insurance (UI)
- Tribal Workers' Compensation (WC)

FREE
WIRELESS SERVICE
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AT&T FLIP PHONE

FREE
WIRELESS SERVICE
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AT&T FLIP PHONE

FREE
WIRELESS SERVICE
ON A QUALIFYING
AT&T FLIP PHONE



Exhibit G

AT&T Mobility Lifeline Direct Mail Postcard



AT&T Mobility Lifeline Service*

Representantes bilingües disponibles. Llama ahora al 800.377.9450 para hablar con un representante bilingüe del servicio al Cliente de Lifeline.



*Lifeline is a government assistance program; the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household consisting of either wireline or wireless service. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment, or can be barred from the program.

ATT-LIF-NAT-PC-4/18



Get a phone with affordable service

AT&T Mobility Lifeline Service

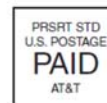
Plans start at \$12.24 after discount (excluding taxes, fees and surcharges) for qualified recipients.

Qualified low-income residents may receive discounted wireless service from AT&T Mobility under the Lifeline program. Lifeline is a government assistance program; the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household. Customers must meet certain eligibility criteria based on income level or current participation in financial assistance programs. Call 800.377.9450 or visit www.att.com/mobility-lifeline.

Call or email today to find out which phones are available at a discount with AT&T Mobility Lifeline Service.



PO Box 5087
Carol Stream, IL 60197-5087



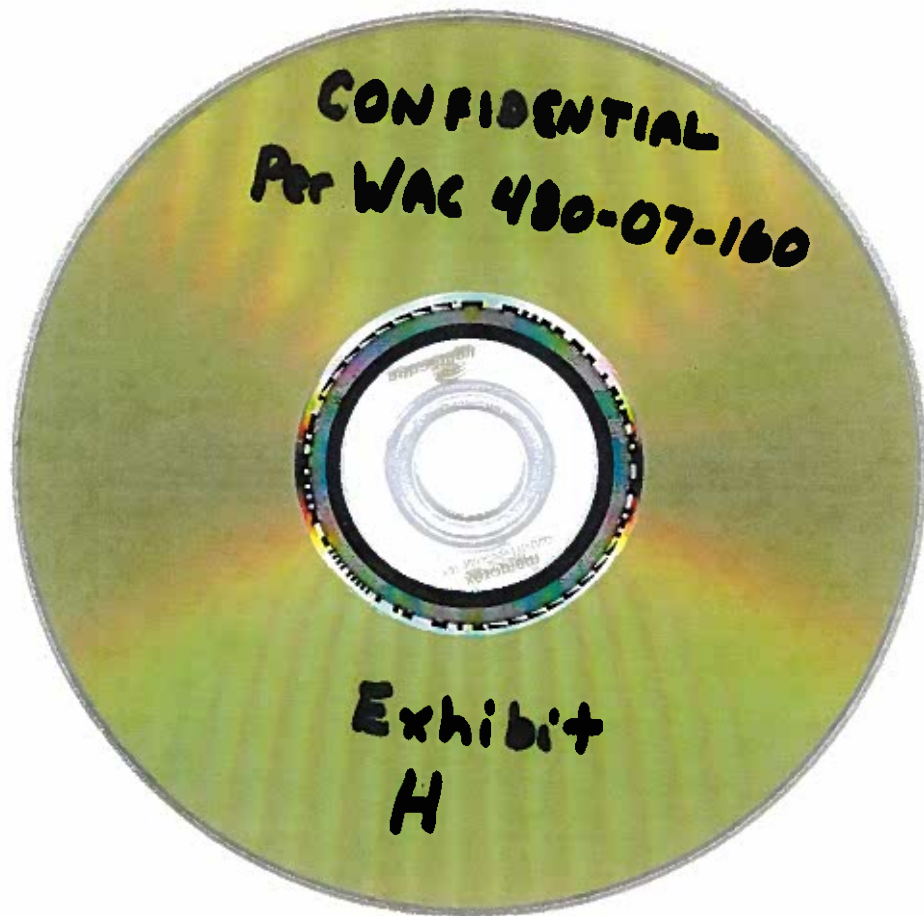
For more information, call 800.377.9450.

SID ALLARD
7850 N BELT LINE RD FL 6
IRVING, TX 75063-6062



Printed on recycled paper. Please recycle. ♻️

Limited-time offer. Available while supplies last. Equipment substitutions may apply. For specific information regarding the terms and conditions of the rate plan, please refer to the Lifeline rate plan brochure and Lifeline service applications at <http://att.com/mobility-lifeline>. Roaming and other charges may apply. Certain restrictions apply. All subscribers will be required to demonstrate eligibility based at least on (1) Household income at or below 135% of Fed Poverty guidelines for a household of that size; OR (2) the household's participation in an eligible financial assistance program. **Forms of documentation necessary for enrollment:** Program eligibility: current or prior year's statement of benefits from a qualifying program; notice letter of participation in a qualifying program; program participation documents (for example, a copy of consumer's SNAP card or Medicaid card); other official document evidencing the consumer's participation in a qualifying program. Income eligibility: prior year's state, federal or Tribal tax return; current income statement from an employer; current paycheck; Social Security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; Unemployment/Workmen's compensation statement of benefits; Federal or Tribal notice letter of participation in General Assistance; divorce decree, child support award, or other official document containing income information for at least three (3) months' time. AT&T Mobility will retain a copy of this documentation. ©2018 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property. All other marks contained herein are the property of their respective owners.



Confidential CD-Rom sent to WUTC in overnight FedEx
Envelope on June 28, 2019.