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June 30, 2021

Via Electronic Filing

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

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 State Of WASH.
 UTIL. AND TRANSP.
 COMMISSION

RE: 2021 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 been filed electronically.

WAC 480-123-080(3) requires AT&T Mobility to include a map with its coverage in Washington every three (3) years. As this information was provided on June 28, 2019, it is not being provided this year.

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, C and E. The unredacted confidential documents for Exhibits B, C and E are being filed electronically as Confidential and are marked “Shaded information is designated as 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)(b) confidential information means “valuable commercial information, including trade secrets or confidential marketing, cost, or financial information, or customer-specific usage and network configuration and design information, as provided in RCW 80.04.095 and 81.77.210.” 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 2020 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 2022; Exhibit C contains information about customer outages; and Exhibit E contains customer complaint information by type of complaint that is not generally disclosed to the public.

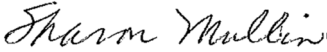
Mr. Johnson
June 30, 2021
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AT&T Mobility believes that all these documents contain valuable proprietary information regarding AT&T Mobility's telecommunications network in Washington, the public disclosure of which would cause serious competitive harm 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 2020 and 2022 Annual Plan

AT&T Mobility, study area code (“SAC”) 529910,¹ submits its Annual Eligible Telecommunications Carrier Report for 2020 (“2020 Report”) and Annual Plan for 2022 in accordance with WAC 480-123-060 to WAC 480-123-080.

I. AT&T MOBILITY ETC REPORT FOR 2020

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, **Exhibit A** contains the certification that all federal high-cost universal service support was used in the preceding calendar year (2020) and will be used in the coming calendar year (2022) 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 2020

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’s unfulfilled requests for service in calendar year 2020 are shown in **Exhibit D**.

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 E**.

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 2020, 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 2020, 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 2020 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 F** is an example of AT&T Mobility's Lifeline brochure available in 2020;
- 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 advertisements for 2020 is included in **Exhibit G**. **Exhibit G** 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 H** is the postcard used in 2020.

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 2022 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. AT&T Mobility currently does not know when the phase down in legacy competitive ETC high cost support will start again.

III. Map as required by 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 28, 2019, so it is not included in this filing.

Exhibit A

NEW CINGULAR WIRELESS PCS, LLC ANNUAL CERTIFICATION

I, Susanna V. Biancheri, being of lawful age and duly sworn, state that I serve as Vice President – AT&T Strategic Program Office and I am a corporate officer of 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-043011, 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 2020 and will be used in 2022 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 2020, 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 2020, 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 2020, 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 2019 and 2021 Annual Plan*; and,

¹See 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).

²See 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 2020, AT&T Mobility publicised 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).

6-29-2021
Date and Place
Dallas, Texas



Susanna V. Biancheri
Vice President
AT&T Strategic Program Office

REDACTED

Exhibit B

AT&T Mobility Use of ETC Support in 2020 and 2022

REDACTED

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	Start Date	Completion Date	Capital Investment	2020 Expense (utilities, Lease, Interconnect)	Capital and Expense investment for 2020

[REDACTED]

2020 Total Disbursement from High Cost Support

[REDACTED]

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

Exhibit B - Report on Use of 2022 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	2022 Expense (Utilities, Lease, Interconnect)	Capital and Expense investment for 2022

2022 Total Disbursement from High Cost Support

Customer Benefit (2022):

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

Exhibit C

AT&T Mobility Local Service Outages for 2020

REDACTED
Exhibit C - 2020 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 - Cellular (Yes/No)	Service Outage Description - Voice over LTE (VoLTE) (Yes/No)	Service Outage Description - 911, E911 or NG911 Services Only (Yes/No)	Did this outage affect multiple Study Areas (Yes/No)	Service Outage Resolution	Preventative Procedures
2/10/20	2:54 PM										
2/12/20	2:15 PM										
2/14/20	5:00 PM										
2/26/20	7:00 AM										
3/23/20	4:15 PM										
4/2/20	8:10 AM										
4/22/20	2:48 AM										
5/12/20	7:05 AM										
5/27/20	10:13 AM										
6/9/20	3:20 PM										
6/15/20	12:00 PM										
6/21/20	2:25 PM										
7/6/20	11:25 PM										

REDACTED
Exhibit C - 2020 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 - Cellular (Yes/No)	Service Outage Description - Voice over LTE (VoLTE) (Yes/No)	Service Outage Description - 911, E911 or NG911 Services Only (Yes/No)	Did this outage affect multiple Study Areas (Yes/No)	Service Outage Resolution	Preventative Procedures
7/7/20	9:00 AM										
7/8/20	9:40 AM										
7/13/20	8:00 AM										
7/14/20	9:00 AM										
8/4/20	2:19 AM										
8/26/20	2:29 AM										
9/7/20	7:00 AM										
9/7/20	9:27 PM										
9/30/20	10:20 PM										
10/12/20	12:51 AM										
10/13/20	2:50 PM										
12/9/20	1:49 AM										

Exhibit D

**AT&T Mobility Report of Unfulfilled Requests
For Service For the 2020 Calendar Year**

Number of Unfulfilled Requests for Service	Description of How Service Was Attempted
17	<p>In response to a request for service within its ETC designated area in Washington, AT&T Mobility takes the following steps:</p> <ol style="list-style-type: none">1) AT&T Mobility will provide service on a timely basis to requesting customers within AT&T Mobility's service area where AT&T Mobility's network already passes the potential customer's premises;2) If a customer cannot be served by AT&T Mobility's existing facilities, AT&T Mobility will provide service within a reasonable period of time, if service can be provided at reasonable cost by:<ol style="list-style-type: none">a) Modifying or replacing the requesting customer's equipment;b) Deploying a roof-mounted antenna or other equipment;c) Adjusting the nearest cell tower;d) Adjusting network or customer facilitiese) Reselling services from another carrier's facilities to provide service; orf) Employing, leasing or constructing an additional cell site. <p>If, after these steps, the customer cannot be served, AT&T Mobility will notify the customer and provide the Commission with an annual report of how many requests for service could not be filled.</p>

REDACTED

Exhibit E

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 2020. 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 F

AT&T Mobility Lifeline Brochure (In effect Jan – Oct 2020)



AT&T Lifeline service

Discounted service
for qualified customers

Washington

Lifeline

If you qualify for Lifeline, you could get a discount on your monthly wireless bill.

Save money with Lifeline

Your Lifeline wireless service is just \$17.4 a month, after the \$7.25 Lifeline discount is applied to your plan of \$24.99. Are you a qualified resident of tribal lands? You can get Enhanced Lifeline support, reducing 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 (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 Public Housing Assistance (FPHA)
- Veterans and Survivors Pension Benefit

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 Temporary Assistance for Needy Families (Tribal TANF)
- Tribal Administered Head Start (meeting income qualifying standards)
- Food Distribution Program on Indian Reservations (FDPIR)

Please note: You're responsible for notifying us within 30 days of learning that you no longer meet the eligibility requirements for the Lifeline program.

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.

Program eligibility documents include:

- Current or prior years 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 (like a copy of your SNAP or Medicaid card)
- Other official document showing your participation in a qualifying state, federal, or Tribal program

Income eligibility documents include:

- Prior years state, federal, or Tribal tax return
- Paycheck or current income statement from an employer
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Retirement or pension statement of benefits
- Unemployment or Workers 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 3 months

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 Lifeline
Charleston, IL 61920

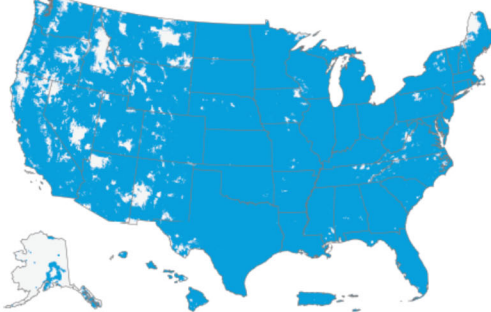
If you cannot access the application form from att.com/wirelesslifeline, just call 800.377.9450 and an application will be mailed to you.

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



Lifeline service for only \$17.4 per month

1,000 Anytime Minutes / 1,000 Night & Weekend Minutes** and Nationwide Long Distance Included



AT&T Coverage Area
Check coverage in your area at att.com/coverageviewer.

If you still have questions or would like to receive information by mail, please call a Lifeline representative at 800.377.9450, Monday through Friday, from 8 a.m. to 8 p.m. ET.

Your phone's display doesn't 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 reflect the latest data available. An approximation of the coverage there. Actual coverage area may differ substantially from the geographic area shown in the map, and coverage may be affected by such things as terrain, weather, obstructions, buildings and other structures, signal strength, available equipment, and other factors. AT&T does not guarantee coverage. Charges will be based on the location of the originating and terminating the call, not the location of the subscriber. Future coverage, if depicted, shown as based on current planning assumptions but is subject to change and not yet been confirmed.

**The night and weekend periods are from 5 p.m. to 6 a.m. from Monday to Friday, and all day on Saturdays and Sundays. The anytime minutes used in long distance calls to the United States will be deducted from the plan. International minutes are not available. Robo Minutes are not available. The anytime minutes used in excess of the ones included in the plan will be charged at \$0.20 per minute. These are government programs that make discounts on telecommunications services available to eligible consumers. AT&T Mobility offers these programs in limited locations. To determine if Lifeline is available from AT&T Mobility at your principal residence, 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, Service Agreement and Lifeline Contract. © 2019 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. Revised 1/20/20.

800.377.9450



Servicio AT&T Lifeline

Servicio con descuento
para clientes que reúnan
los requisitos

Washington

Lifeline

Si cumples con los requisitos de Lifeline, podrías recibir un descuento en la factura mensual de tu servicio móvil.

Ahorra dinero con Lifeline

El servicio móvil de Lifeline cuesta solo \$17.4 al mes, tras aplicar el descuento de Lifeline de \$7.25 al plan de \$24.99. Si vives en un territorio tribal calificado, puedes recibir la asistencia de Enhanced Lifeline para reducir el total de la factura de servicio móvil y pagar tan solo \$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 y prohibición para volver a inscribirse en el programa. Solo se ofrece un servicio Lifeline por grupo familiar. Por "grupo familiar" se entenderá, a los efectos del programa Lifeline, cualquier persona o grupo de personas que viva juntas en una misma dirección y compartan ingresos y gastos. Un grupo familiar no puede recibir beneficios de Lifeline de más de un proveedor. La violación de este límite constituye un incumplimiento del reglamento de la Comisión Federal de Comunicaciones (FCC) y tendrá como consecuencia la cancelación de la inscripción del suscriptor en el programa. Lifeline es un beneficio no transferible y el suscriptor no podrá transferirlo a ninguna otra persona.

Es posible que tengas derecho a recibir los beneficios federales de Lifeline si los ingresos de tu grupo familiar son iguales o inferiores a un 135% de las Normas Federales de Pobreza (FPG, por su sigla en inglés), o si participas en uno de estos programas:

- Medicaid (no Medicare)
- Programa Complementario de Asistencia Nutricional (Supplemental Nutrition Assistance Program, SNAP o cupones de alimentos, Food Stamps)
- Ingreso Complementario de Seguridad (Supplementary Security Income o SSI)
- Asistencia Federal para Vivienda Pública (Federal Public Housing Assistance - FPHA)
- Beneficio de Pensión de Veteranos y Sobrevivientes (Veterans & Survivors Pension Benefit)

Los clientes que buscan cumplir con los requisitos para obtener los beneficios del programa bajo las normas basadas en los ingresos deben proporcionar documentación escrita sobre los ingresos de su grupo familiar.

Si vives en territorios tribales, también podrías recibir los beneficios de Enhanced Lifeline si cumples con los requisitos anteriores y participas en uno de estos programas:

- Asistencia General de la Oficina para Asuntos Indígenas (Bureau of Indian Affairs - BIA)
- Asistencia Temporal a Familias, Tribales Necesitadas (Tribal Temporary Assistance for Needy Families o Tribal TANF)
- Head Start administrado a nivel tribal (con cumplimiento de los requisitos sobre ingresos)
- Programa de Distribución de Alimentos en Reservas Indígenas (Food Distribution Program on Indian Reservations o FDPIR)

Importante: Es tu responsabilidad avisarnos cuando ya no cumples con los requisitos para recibir los beneficios del programa. Lifeline detiene de los 30 días posteriores a tener conocimiento de tal inhabilitación.

Restricciones del programa

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

Todos los suscriptores deberán demostrar que cumplen con los requisitos basados en por lo menos en (1) que los ingresos del grupo familiar (según la cantidad de integrantes) son iguales o inferiores a un 135% de las Normas Federales de Pobreza (FPG) o que el grupo familiar participa en uno de los programas de asistencia federal.

Documentos exigidos para participar en el programa:

- Declaración actual o del año anterior de los beneficios que recibe de un programa calificado estatal, federal o tribal
- Una carta que certifique la participación en un programa calificado estatal, federal o tribal
- Documento de participación en el programa (por ej., copia de tu tarjeta de SNAP o Medicaid)
- Otros documentos oficiales que demuestren que participas en un programa calificado estatal, federal o tribal

Documentos exigidos referidos a ingresos:

- Declaración de impuestos estatal, federal o tribal del año anterior
- Recibo de sueldo o declaración de ingresos actuales emitido por el empleador
- Estado de cuenta de beneficios del Seguro Social
- Estado de cuenta de beneficios de la Administración de Veteranos de Guerra
- Estado de cuenta de beneficios de jubilación o de pensión
- Estado de cuenta de los beneficios de desempleo o de indemnización por accidentes de trabajo
- 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 3 meses

Para inscribirse

Completa la Solicitud de Lifeline y certifica que participas en uno de los programas gubernamentales seleccionados, lo que cumple con los requisitos necesarios. Envía la solicitud completa y la documentación a:

AT&T Lifeline
Charleston, IL 61920

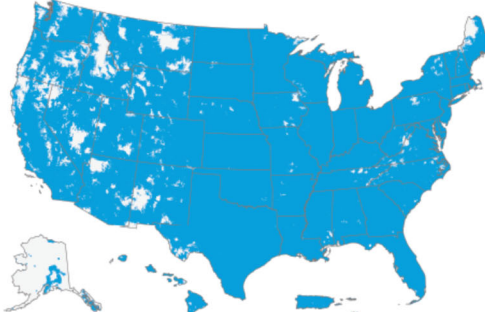
Si no puedes tener acceso al formulario de solicitud desde att.com/wirelesslifeline, solo llama al 800.377.9450 y te enviaremos una solicitud por correo.

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



Servicio Lifeline por solo \$17.4 al mes

Incluye 1,000 minutos a cualquier hora y 1,000 minutos de noche y de fin de semana,** además de llamadas de larga distancia a nivel nacional



Área de Cobertura de AT&T
Consulta la cobertura de tu área en att.com/coverageviewer.

En caso de tener preguntas o si deseas recibir información por correo, llama a un representante de Lifeline al 800.377.9450, los lunes a viernes de 8 a.m. a 8 p.m. (hora del este).

La información que aparece en la pantalla del teléfono no indica tarifas que se cobren. Revisa el mapa de cobertura para ver los áreas que se incluyen en el plan. El mapa muestra una aproximación de la cobertura de una línea y puede incluir áreas en las que otros compañías de telefonía ofrecen un servicio. Es posible que represente el área para la cual se cobra por minutos en lugar de una aproximación de cobertura. El área de cobertura real puede variar considerablemente de lo que muestran los gráficos de mapas por causa del terreno, el clima, obstrucciones, edificios, construcción, intensidad de la señal, equipo del cliente y otros factores. AT&T no garantiza la cobertura. Los cargos dependen del lugar de donde se transmite y recibe la llamada, pero no del lugar en donde se encuentra el suscriptor. La cobertura actual se basa en suposiciones actuales de planificación. Aunque el momento actual cambie a lo largo del tiempo.

**Los períodos de noche y fin de semana son de 5 p.m. a 6 a.m. de lunes a viernes, y durante los domingos durante las 24 horas. Los minutos de uso adicionales por las llamadas de larga distancia a los Estados Unidos se descuentan del plan. No está permitido incluir llamadas de larga distancia internacionales. El costo de las llamadas por los minutos de \$0.20 que exceden los minutos de uso se descuentan de los minutos incluidos en el plan. No se ofrece servicio de roaming internacional ni se ofrecen minutos RoboMin. Los minutos de uso que exceden la cantidad asignada en el plan se cobran a \$0.20 por minuto. Este es un programa estatal que ofrece descuentos para los servicios de telecomunicaciones a los clientes cualificados que cumplen con los requisitos. AT&T Mobility ofrece estos programas en lugares limitados. Para determinar si Lifeline está disponible en el servicio de Lifeline en el lugar de residencia principal, contacta con un Representante de Servicio al Cliente de Lifeline al 800.377.9450.

Términos y condiciones: El servicio de Lifeline está sujeto a los términos y condiciones que aparecen en los términos del servicio, el plan de tarifas, la información de venta y el contrato de Lifeline. © 2019 AT&T Intellectual Property. Todos los derechos reservados. AT&T, el logotipo de AT&T y todos los otros marcas contenidas aquí son marcas comerciales de AT&T Intellectual Property y/o compañías afiliadas a AT&T. Actualizado el 11 de 2020.

800.377.9450

Exhibit G

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

Washington (WOI)

Promo Launch Date: 3/10/2020

- Aberdeen Daily World
- The Chronicle



LIFELINE SERVICE
from AT&T

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
with Lifeline activation,
while supplies last.
AT&T FLIP PHONE

AT&T

FREE SHIPPING | TO APPLY FOR LIFELINE SERVICE, CALL THE LIFELINE SUPPORT CENTER AT 1-800-234-9473 OR VISIT CHECKLIFELINE.ORG. FOR ANY OTHER QUESTIONS ABOUT YOUR AT&T SERVICE, CALL 1-800-377-9450 OR VISIT ATT.COM/WIRELESSLIFELINE.

SERVICE AVAILABLE FOR \$17.74 a month after Lifeline discounts are applied.

Includes 1,000 Anytime minutes, nationwide long distance, and 1,000 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 a month.

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

Washington (WOI)

Promo Launch Date: 3/11/2020

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



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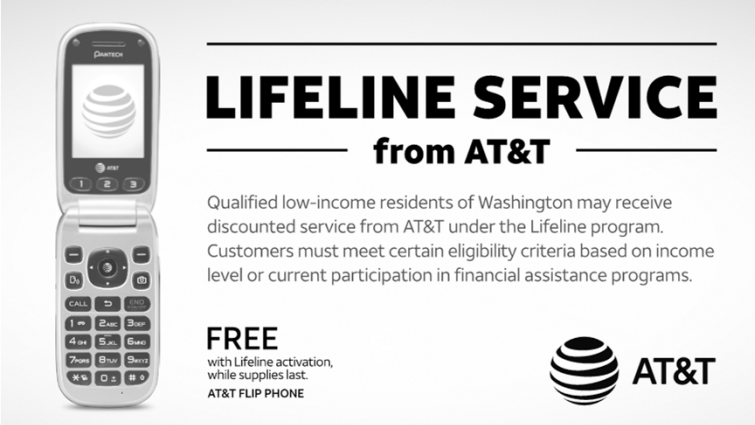
Exhibit G

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

Washington (WOI)

Promo Launch Date: 3/13/2020


- Auburn Reporter



LIFELINE SERVICE
from AT&T

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FREE
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AT&T FLIP PHONE



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Exhibit G

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

Washington (WOI)

Promo Launch Date: 6/16/2020

- Aberdeen Daily World
- The Chronicle



LIFELINE SERVICE
from AT&T

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
with Lifeline activation,
while supplies last.
AT&T FLIP PHONE



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

Washington (WOI)

Promo Launch Date: 6/17/2020

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



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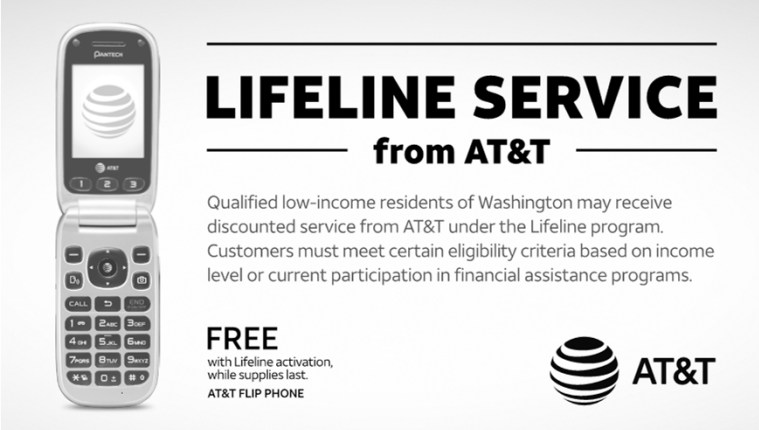
Exhibit G

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

Washington (WOI)

Promo Launch Date: 6/19/2020


- Auburn Reporter



LIFELINE SERVICE
from AT&T

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AT&T FLIP PHONE



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Exhibit G

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

Washington (WOI)

Promo Launch Date: 9/15/2020


- Aberdeen Daily World
- The Chronicle



LIFELINE SERVICE
from AT&T

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

Washington (WOI)

Promo Launch Date: 9/16/2020

- Rawhide Press
- Tri-City Herald
- Sequim Gazette
- Longview Daily News
- Whidbey News Times
- Bellingham Herald
- Olympia Olympian
- Port Townsend Leader
- Seattle Times
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AT&T Mobility Lifeline Advertisement (with Publications and Dates)

Washington (WOI)

Promo Launch Date: 9/18/2020

- Auburn Reporter



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from AT&T

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Lifeline is a government benefit program; the benefit is nontransferable; only eligible consumers may enroll in the program; and the benefit is limited to one discount per household consisting of either wireline 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 at least on (1) household income at or below 135% 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; divorce decree, 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 evidencing the consumer's participation in a qualifying state, federal, or Tribal program. Other charges and restrictions may apply. Pricing and terms subject to change. **Visit a store near you or att.com/wirelesslifeline 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. © 2020 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.



Exhibit G

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

Washington (WOI)

Promo Launch Date: 9/24/2020

- Tacoma News Tribune



LIFELINE SERVICE
from AT&T

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
with Lifeline activation,
while supplies last.
AT&T FLIP PHONE



FREE SHIPPING | TO APPLY FOR LIFELINE SERVICE, CALL THE LIFELINE SUPPORT CENTER AT 1-800-234-9473 OR VISIT CHECKLIFELINE.ORG. FOR ANY OTHER QUESTIONS ABOUT YOUR AT&T SERVICE, CALL 1-800-377-9450 OR VISIT ATT.COM/WIRELESSLIFELINE.

SERVICE AVAILABLE FOR \$17.74 a month after Lifeline discounts are applied.

Includes 1,000 Anytime minutes, nationwide long distance, and 1,000 night and weekend minutes.

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Exhibit G

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

Washington (WOI)

Promo Launch Date: 12/8/2020

- Aberdeen Daily World
- The Chronicle



LIFELINE SERVICE
from AT&T

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
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while supplies last.
AT&T FLIP PHONE



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Exhibit G

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

Washington (WOI)

Promo Launch Date: 12/9/2020

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



LIFELINE SERVICE
from AT&T

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
with Lifeline activation,
while supplies last.
AT&T FLIP PHONE



FREE SHIPPING | TO APPLY FOR LIFELINE SERVICE, CALL THE LIFELINE SUPPORT CENTER AT 1-800-234-9473 OR VISIT CHECKLIFELINE.ORG. FOR ANY OTHER QUESTIONS ABOUT YOUR AT&T SERVICE, CALL 1-800-377-9450 OR VISIT ATT.COM/WIRELESSLIFELINE.

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Exhibit G

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

Washington (WOI)

Promo Launch Date: 12/11/2020

- Auburn Reporter



LIFELINE SERVICE
from AT&T

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
with Lifeline activation,
while supplies last.
AT&T FLIP PHONE



FREE SHIPPING | TO APPLY FOR LIFELINE SERVICE, CALL THE LIFELINE SUPPORT CENTER AT 1-800-234-9473 OR VISIT CHECKLIFELINE.ORG. FOR ANY OTHER QUESTIONS ABOUT YOUR AT&T SERVICE, CALL 1-800-377-9450 OR VISIT ATT.COM/WIRELESSLIFELINE.

SERVICE AVAILABLE FOR \$19.74 a month after Lifeline discounts are applied.

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Exhibit G

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

Washington (WOI)

Promo Launch Date: 12/20/2020

- Rawhide Press



LIFELINE SERVICE
from AT&T

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
with Lifeline activation,
while supplies last.
AT&T FLIP PHONE



FREE SHIPPING | TO APPLY FOR LIFELINE SERVICE, CALL THE LIFELINE SUPPORT CENTER AT 1-800-234-9473 OR VISIT CHECKLIFELINE.ORG. FOR ANY OTHER QUESTIONS ABOUT YOUR AT&T SERVICE, CALL 1-800-377-9450 OR VISIT ATT.COM/WIRELESSLIFELINE.

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Exhibit H


AT&T Mobility Lifeline Direct Mail Postcard
(Mailed Jan – Nov 2020)



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. LIF-MAT-PC-12/19



Get a phone with affordable service
AT&T Mobility Lifeline Service



\$17.74 per month after discount of \$7.25 (excluding taxes, fees and surcharges). The plan includes 1,000 Anytime Minutes and 1,000 Night and Weekend Minutes, including Nationwide Long Distance.

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 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

PRSRST STD
U.S. POSTAGE
PAID
AT&T



FOR MORE INFORMATION

Call **800.377.9450** or visit att.com/wirelesslifeline

<FULLNAME>
<ADDRESS>
<CITY>, <STATE> <ZIP>-<PLUS4>

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 at att.com/wirelesslifeline. 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. ©2019 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.


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LIF-WA-12/19

Exhibit H (continued)


AT&T Mobility Lifeline Direct Mail Postcard
(Mailed Dec 2020)



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. LIF-NAI-PC-12/20



Get a phone with affordable service
AT&T Mobility Lifeline Service



\$19.74 per month after discount of \$5.25 (excluding taxes, fees and surcharges). The plan includes 1,000 Anytime Minutes and 1,000 Night and Weekend Minutes, including Nationwide Long Distance.

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

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Carol Stream, IL 60197-5087

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?

FOR MORE INFORMATION
Call **800.377.9450** or
visit att.com/wirelesslifeline

<FULLNAME>
<ADDRESS>
<CITY>, <STATE> <ZIP>-<PLUS4>

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 at att.com/wirelesslifeline. 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. ©2020 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.

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LIF-NA-12/20