

CONFIDENTIAL Per WAC 480-07-160

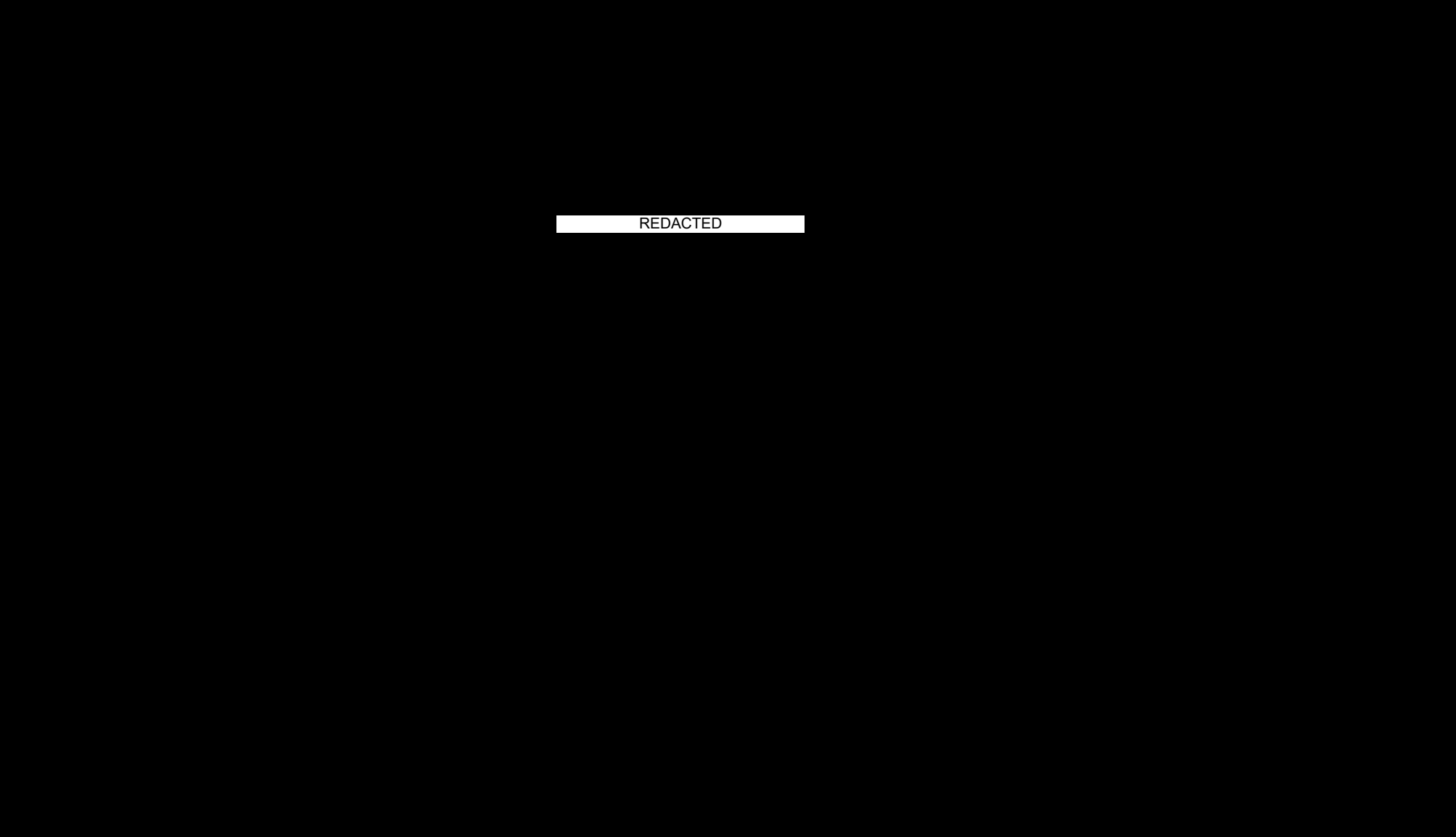
Exhibit B

AT&T Mobility Use of ETC Support in 2017 and 2019

REDACTED

Exhibit B - Report on Use of 2017 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	2017 Expense (Utilities, Lease, Interconnect)	Capital and Expense investment for 2017
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REDACTED

REDACTED

Exhibit B - Report on Use of 2017 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	2017 Expense (Utilities, Lease, Interconnect)	Capital and Expense investment for 2017
REDACTED								
			REDACTED					
			REDACTED					
						REDACTED	REDACTED	REDACTED

REDACTED 2017 Total Disbursement from High Cost Support

Customer Benefit (2017):

LTE and UMTS Add - These additions to LTE (4G) and UMTS (3G minimum) will add coverage and /or capacity for wireless customers.

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

Exhibit C

AT&T Mobility Local Service Outages for 2017

Exhibit D

2017 Service Extension Requests (“SERs”)

ETC SER UNFULFILLED **REDACTED**
ADDRESS: **REDACTED**

Customer does not have service. Customer does not have internet and WiFi calling does not work.

Evaluation:

A.) Modify or replace the customer’s equipment.

- This is unlikely a handset issue. Based on the complaint description.

B.) Deploy a roof-mounted antenna or other equipment.

- Not available.

C.) Adjust the nearest cell tower.

- This would not improve coverage for the customer as the nearest cell site is too distant.

D.) Adjust network or customer facilities.

- See responses above.

E.) Resell service from another carrier’s facilities.

- Not a feasible option.

F.) Determine the feasibility of adding a new site in this area.

- AT&T does not have a site in the long range plans for this area.

The customer has been notified of the result of this evaluation.

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 2017. 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	Total
Charges & Fees (Billing)	
Hardware/Service Orders/Account Changes	
Other (Misc)	REDACTED
Technical Issues (Network)	
Offers, Promotions, Adjustments (Point of Sale)	
Total	

Exhibit F

AT&T Mobility Lifeline Brochure



AT&T Lifeline service

Discounted service
for qualified customers

Washington
877.867.1234.0076.01.04

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 willfully 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 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.

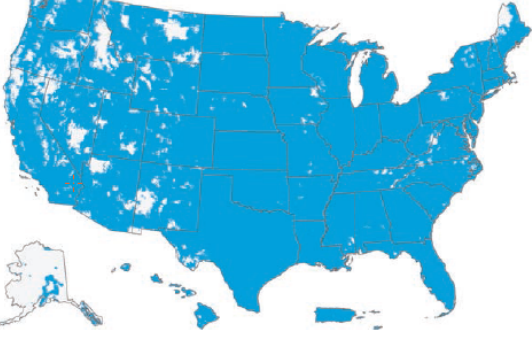
If you live on Tribal Lands, you could also qualify for Enhanced Lifeline support if you meet the above requirements or participate in any of these programs:

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Administrator Temporary Assistance for Needy 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.

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 display does not reflect 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 unaffiliated carriers and may depict their coverage but not their own approximation of the coverage there. Actual coverage area may differ substantially from the program's own coverage map. Coverage may be affected by such things as terrain, weather, obstructions, and other conditions. Signal strength, customer equipment and other factors affect coverage. Coverage is not guaranteed. Coverage will be based on the location of the site location and the location of the subscriber. Future coverage, if depicted above, is based on current planning assumptions but is subject to change and has not yet been confirmed. The 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. Airtime minutes used in long distance calls to the United States will be deducted from the plan. Outgoing international long distance calls will not be allowed. The call meter on roaming calls to 5027 per minute and airtime minutes used will be deducted from minutes included in the plan. International roaming is not available. The airtime minutes used in excess of the ones included in the plan will be charged at 5027 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 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, Rate Plan, Sales Information and Lifeline Contract. © 2016 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 12/2016.



Servicio AT&T Lifeline

Servicio con descuento
para clientes que reúnan
los requisitos

Washington
877.867.1234.0076.01.04

Lifeline

Lifeline ofrece un descuento en la factura mensual de servicio móvil, si tu familia cumple con los requisitos.

Ahorra dinero con Lifeline
El servicio de Lifeline cuesta solo \$24.99 al mes, lo que luego se te 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 entenderá, a los efectos del programa Lifeline, cualquier persona o grupo de personas que vivan juntas en una misma dirección y compartan ingresos y gastos. Un solo grupo familiar no podrá recibir beneficios Lifeline de varios proveedores. 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:

- 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 o SSI)
- Asistencia Federal para Vivienda Pública (Federal Public Housing Assistance o FPHA)
- Beneficio de Pensión de Veteranos y Sobrevivientes (Veterans & Survivors Pension Benefit)

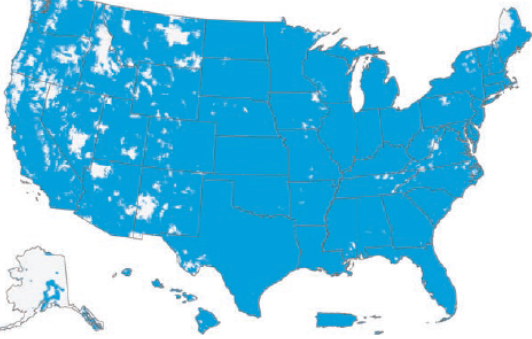
Los clientes que buscan cumplir con los requisitos para obtener los beneficios del programa bajo las normas basadas en los ingresos deben proporcionar documentación escrita sobre los ingresos de su grupo familiar.

Si vives en Territorios Tribales, también podrás 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 Necesitadas Administrada a Nivel Tribal (Tribal TANF)
- Head Start Administrado a Nivel Triba (con cumplimiento de los requisitos sobre ingresos)
- Programa de Distribución de Alimentos en Reservas Indígenas (Food Distribution Program on Indian Reservations o FDPIR)

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, de lunes a viernes de 10:00 a.m. a 7:00 p.m. (hora central), comuníquese con un Representante de Servicio al Cliente de Lifeline al 800.377.9450.

La información que aparece en el panel del teléfono no refleja la tarifa que se cobrará. El mapa muestra una aproximación de la cobertura de aire libre. El mapa puede incluir áreas en las que otros operadores no ofrecen sus servicios y es posible que aparezca el área para la cual se cobra con intención en lugar de una aproximación de cobertura. El área de cobertura real puede variar considerablemente de lo que muestran los gráficos del mapa por motivo de terreno, clima, obstrucciones, densidad de señal, equipo del cliente y otros factores. AT&T no garantiza la cobertura, los cargos dependientes del lugar de donde se transmite y recibe la llamada, más no de lugar en donde se encuentra el receptor. La cobertura fuera de casa en roaming internacional, aunque se encuentre sujeto a confirmación, siempre se encuentra sujeta a confirmación. Los minutos de noche de fin de semana son de 500 por hora de lunes a viernes, y todo el día los sábados y domingos. Los minutos de uso utilizados en las llamadas de larga distancia a los Estados Unidos se descuentan del plan. No está permitido efectuar llamadas de larga distancia internacional. El costo de roaming para llamadas fuera de la red es de 5027 por minuto y los minutos de uso se descuentan de los minutos incluidos en el plan. No se ofrece servicio de roaming internacional. No se permite el roaming. Los minutos de uso que excedan la cantidad asignada en el plan se cobrarán a 5027 por minuto. Se trata de programas estatales que ofrecen descuentos para los servicios de telecomunicaciones a clientes individuales que cumplen con los requisitos. AT&T Mobility ofrece estos programas en algunas instalaciones. Para determinar si AT&T Mobility ofrece el servicio de Lifeline en su lugar de residencia principal, comuníquese 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 Verbo y en el Contrato de Lifeline. © 2016 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 en diciembre de 2016.

Exhibit G

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

Washington (WOI)

Promo Launch Date: 3/15/2017

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

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
with line activation,
while supplies last.
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 WWW.ATT.COM/MOBILITY-LIFELINE.

SERVICE AVAILABLE AT \$15.74 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.

ADDITIONAL SERVICE PLANS AVAILABLE STARTING AT \$40 after discounts are applied. **MINIMUM RATE PLAN INCLUDES:**

- Unlimited minutes per month
- Unlimited text per month
- No roaming or long distance charges
- No additional charge to dial 9-1-1
- Directory assistance available by dialing 4-1-1, \$1.79 per call
- No additional charge to dial "0" for operator assistance to complete a call

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 wireless or wireless service. Consumers who willfully make false statements to obtain the benefit can be penalized by fine or imprisonment or can be barred from the program. All consumers will be required to demonstrate eligibility based 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. 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; 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. AT&T Mobility will retain a copy of this documentation. Program based on AT&T Mobile Share Value® 2009 plan. Additionally, there are special provisions available. Other charges and restrictions may apply. Pricing and terms subject to change. Visit att.com/mobilitylifeline for more info. Terms and Conditions: Lifeline service is subject to the terms and conditions found in the Terms of Service, Rate Plan, rules information, and Lifeline Contract. Screen images simulated. ©2017 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: 6/20/2017

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

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
with line activation,
while supplies last.
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 WWW.ATT.COM/MOBILITY-LIFELINE.

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Exhibit G (continued)

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

Washington (WOI)

Promo Launch Date: 9/17/2017

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



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
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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 AT.COM/MOBILITY-LIFELINE.

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Washington (WOI)

Promo Launch Date: 11/13/2017

- Daily World
- The Chronicle
- Bellingham Herald
- Kitsap Sun
- Longview Daily News
- Olympia Olympian
- Port Townsend Leader
- Seattle Times
- Sequim Gazette
- Spokane Spokesman-Review
- Tacoma News Tribune
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LIFELINE SERVICE
— from AT&T Mobility —

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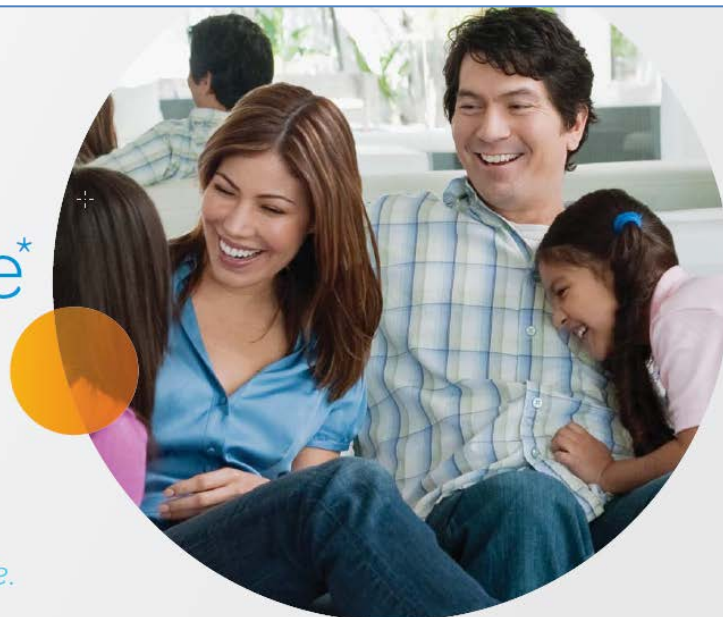
Exhibit H

AT&T Mobility Lifeline Direct Mail Postcard



AT&T Mobility Lifeline Service*

*Representantes bilingües
disponibles. Llama ahora al
1-800-377-9450 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.

ALB056



Get a phone with affordable service

AT&T Mobility Lifeline Service

\$15.74 per month after discount of \$9.25 (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 91166
Seattle, WA 98111-9266



**For more information, call
800.377.9450 or visit
att.com/mobility-lifeline.**

<Elizabeth Fitzgerald>
<Suite 2100>
<1215 4th Ave.>
<Seattle, WA 98161-1018>



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. ©2017 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.

ALB129B-WA17