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FPSC - COMMISSION CLERK

July 31, 2017

Beth Salak
Director, Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Undocketed: Staff Lifeline Report Data Request

Dear Ms. Salak:

Enclosed is BellSouth Telecommunications, LLC d/b/a AT&T Florida's Response to Staff's Lifeline Report Data Request, dated July 18, 2017. Please note that item no. 12 has been filed with the Office of the Commission Clerk under a claim of confidentiality. Please let me know if you have any questions.

Sincerely,

MaryRose Sirianni

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2017 JUL 31 PM 4: 19
COMMISSION
CLERK

LIFELINE DATA REQUEST 2017

To assist the Florida Public Service Commission (FPSC) in the development of our Annual Lifeline Report, **staff requests that you provide responses to the following data request by July 31, 2017.** This report is prepared for the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes. **Your response should include your company name, contact person, and email address.**

For items 1 through 8, please provide the data for the fiscal year July 1, 2016, through June 30, 2017.

For those items requesting that the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month.

2016	July	470,207
	August	459,820
	September	450,381
	October	441,998
	November	433,950
	December	425,088
2017	January	414,569
	February	405,391
	March	395,329
	April	387,653
	May	379,301
	June	371,407

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

2016	July	11,336
	August	11,240
	September	11,199
	October	9,281
	November	7,191
	December	7,849
2017	January	8,113
	February	8,205
	March	8,254
	April	8,229
	May	8,182
	June	7,871

July-November 2016 counts provided by AT&T. Effective December 2016, Lifeline subscriber counts are based on end of month FCC National Lifeline Accountability Database (NLAD) Subscriber Snapshot Summary report.

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.
\$9.25 per month.

Lifeline Data Request 2016
July 18, 2017

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

AT&T Florida does not currently track this information.

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

2016	July	329
	August	389
	September	386
	October	230
	November	286
	December	560
2017	January	564
	February	311
	March	380
	April	172
	May	188
	June	151

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline.

2016	July	234
	August	282
	September	235
	October	262
	November	137
	December	133
2017	January	148
	February	163
	March	159
	April	134
	May	133
	June	164

7. The number of customers participating in Transitional Lifeline each month.

2016	July	5,120
	August	4,688
	September	4,349
	October	4,251
	November	7,293
	December	4,418
2017	January	4,014
	February	3,820
	March	3,613
	April	3,496
	May	3,373
	June	3,416

8. The number of customers participating in Lifeline under the Tribal Lands provision each month.

There are currently no AT&T Florida customers subscribing to Lifeline/Link-Up assistance who are eligible under the Tribal Lands provision.

9. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:

- a. Procedures used to process applications received from the Office of Public Counsel.

On a weekly basis, the Florida Office of Public Counsel (OPC) provides AT&T Florida with a spreadsheet that lists new applicants who qualify for the Lifeline program through an income based criterion, which was 150% of the federal poverty guidelines through 12/1/16 and changed to 135% effective 12/2/16 to align with the FCC Lifeline Modernization Order. AT&T determines which customers are AT&T Residential and of those, which, if any, are currently enrolled in Lifeline. For the AT&T Residential customers who are not currently enrolled in Lifeline, effective 12/2/16, the AT&T Florida agent mails a Lifeline Household Worksheet form based on service type to the customer to fulfill requirement of the FCC Lifeline Modernization Order. Once the customer returns a successfully completed Lifeline Household Worksheet form, the AT&T Florida agent submits the customer's enrollment information to the National Lifeline Accountability Database (NLAD) for approval. Once (NLAD) approved, the AT&T Florida agent adds Lifeline coding via Service Order to the customer's account and credits the customer for Lifeline based on the date the approved Lifeline Household Worksheet is received. If it is determined that the applicant is not eligible for Lifeline (e.g., billing name, social security number and/or date of birth did not match, billed to different telephone numbers or business accounts), a letter is generated and sent to the customer informing them that their account was not Lifeline eligible, along with an enrollment application. AT&T Florida then returns the spreadsheet to the defined responsible party within the OPC, indicating the enrollment status of the Lifeline credit for each applicant on the list.

July 18, 2017

b. Procedures used to process applications received directly from customers.

When an end user contacts the AT&T Florida business office, the end user may advise the agent that he/she wants to apply for Lifeline. The AT&T Florida Lifeline agent will send an application form whereby the customer completes and provides copies of Lifeline qualifying documentation. The customer has the option of mailing or faxing the completed application and documentation to the AT&T Florida Lifeline Center. If the customer qualifies via SNAP, TANF or Medicaid (as of 12/2/16, TANF is no longer a qualifying program per FCC Lifeline Modernization Order), the AT&T Florida agent checks the Florida DCF database. If the customer is found in the DCF database, they continue through the enrollment approval process. If the customer applies by providing supporting documentation for any other eligible program, the agent reviews the application and qualifying documentation to determine if it is complete. If the documentation is incomplete, the agent sends a letter to the customer advising what is needed to process his/her request. If the documentation is complete, the AT&T Florida agent submits the customer's enrollment information to the National Lifeline Accountability Database (NLAD) for approval. Once (NLAD) approved, the AT&T Florida agent adds Lifeline coding via Service Order to the customer's account and credits the customer for Lifeline back to the date of the application. If it is determined that the applicant is not eligible for Lifeline (e.g., billing name, social security number and/or date of birth did not match, billed to different telephone numbers or business accounts), a letter is generated and sent to the customer informing them that their account was not Lifeline eligible, along with an enrollment application. The customer's records are documented as to what action was taken regarding the request. If the customer has a pending order, but has an outstanding final bill with AT&T Florida, the customer may require special handling. If a customer has an outstanding final bill with AT&T Florida, pursuant to section A3.31 of the AT&T Florida GSST tariff, the customer may obtain local service with toll blocking at no charge, and the toll blocking shall not be removed prior to receipt of full payment of all outstanding toll charges. The outstanding regulated non-toll balance may be paid in up to twelve (12) installment payments with a minimum per month payment of \$5.00. The advanced payment requirement in the tariff is not applicable to a Lifeline customer who subscribes to toll blocking. However, if a Lifeline customer removes toll blocking period prior to establishing an acceptable credit history, an advanced payment may be requested. Additionally, pursuant to section A4.2.7 of AT&T Florida's GSST tariff, if a Lifeline customer chooses to pay his non-recurring charges in up to twelve (12) monthly installments, the installment billing fee of \$1.00 is not applicable

c. Procedures used to process applications received through the PSC on-line process. Please see response below which is included in the DCF process.

d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

The FPSC receives weekly lists of DCF program-approved applicants who have checked a box on the DCF application stating that they are interested in receiving a Lifeline discount. Once the lists are electronically broken-down by ETC, an e-mail is sent each weekday to AT&T Florida notifying it that a Lifeline application(s) is available on the PSC secure website and needs to be retrieved. AT&T Florida downloads the data from the PSC secure web site each business day. AT&T then determines which customers are

July 18, 2017

AT&T Residential and of those, which, if any, are currently enrolled in Lifeline. For those AT&T Residential customers who are not currently enrolled in Lifeline, effective 12/2/16, the AT&T Florida agent mails a Lifeline Household Worksheet form based on service type to the customer to fulfill requirement of the FCC Lifeline Modernization Order. Once the customer returns a successfully completed Lifeline Household Worksheet form, the AT&T Florida agent submits the customer's enrollment information to the National Lifeline Accountability Database (NLAD) for approval. Once (NLAD) approved, the AT&T Florida agent adds Lifeline coding via Service Order to the customer's account and credits the customer for Lifeline based on the date the approved Lifeline Household Worksheet is received. If it is determined that the account is not eligible for Lifeline (e.g., billing name, social security number and/or date of birth did not match, billed to different telephone numbers or business accounts), a letter is generated and sent to the customer informing them that their account was not Lifeline eligible, along with an enrollment application. AT&T Florida provides a spreadsheet to the PSC detailing the weekly Lifeline data. The spreadsheet provides the total number of applicants submitted; total number added to Lifeline, number of applicants received that already had Lifeline; number of account pending restoral of service; number of applicants received that were non AT&T Florida customers; and, the total number of applicants rejected (based on reasons stated above.)

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

It is AT&T Florida's goal to have all direct applications Lifeline orders placed within ten (10) business days. Based on the subscriber's billing cycle, the Lifeline credit will appear within 1-2 billing periods. However, applications received via the FPSC/OPC may take up to forty (40) business days and follow the process below:

1. AT&T Florida retrieves file(s) from FPSC/OPC
2. AT&T Florida determines Active Residential Customers without Lifeline
3. AT&T Florida sends FPSC/OPC Results to AT&T Florida Agent
4. AT&T Florida Agent creates FPSC/OPC NLAD Enrollment activity for each account
5. AT&T Florida Agent sends IEH form based on service type to eligible customer (eff. 12/2/16)
6. AT&T Florida Agent sends FPSC/OPC Enrollment activity to NLAD
7. AT&T Florida Agent receives FPSC/OPC NLAD Error Report
 - a. AT&T Florida Agent reviews FPSC/OPC Error report & identifies FPSC/OPC NLAD enrolled accounts
 - i. AT&T Florida Agent identifies FPSC/OPC accounts with Fatal Errors sends Denial Letter within 5 business days
 - ii. AT&T Florida Agent identifies FPSC/OPC accounts with correctable errors sends notice to customer within 5 business days
 - iii. AT&T Florida Agent creates FPSC/OPC Discount order activity for AT&T Billing System
 - b. AT&T Florida Agent submits FPSC/OPC Discount order activity to AT&T Billing System
8. AT&T Florida Agent receives AT&T Billing system error report
 - a. AT&T Florida Agent determines FPSC/OPC Successful Discounts Added sends new enrollment letter
 - i. AT&T Florida Agent tracks FPSC/OPC error records to enrollment sends new enrollment letter
9. AT&T Florida Agent updates FPSC/OPC spreadsheets with Enrollment results
10. AT&T Florida receives and reviews FPSC/OPC spreadsheet(s)
11. AT&T Florida delivers to FPSC/OPC spreadsheet(s) with enrollment results.

10. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the method(s) used to verify customer eligibility.

AT&T is mandated by the FCC to recertify its Lifeline customers on an annual basis.

In 2016, AT&T Florida Lifeline customers received a letter and recertification form to complete and return within thirty (30) days from the date of the letter. Customers had the option of completing recertification process via mail, fax, web or IVR. AT&T de-enrolls customers no longer eligible for Lifeline within 5-business days after failing recertify within the 30-days (per the FCC's rules)

Beginning January 1, 2017, per the FCC Lifeline Modernization Order, AT&T is required to recertify its Lifeline customers on a rolling basis based on their anniversary date (rolling recertification). The FCC's Lifeline Modernization Order also mandated that customers have sixty (60) days from the date of the customer's initial notification to recertify via mail, fax, web or IVR. AT&T elected USAC to conduct its 2017 rolling recertification. AT&T would de-enroll customers no longer eligible for Lifeline within 5-business days (per the FCC's rules) of receiving the results from USAC.

11. Description of your company's procedures for Lifeline. If your response has not changed from last year's response, you may indicate this below. Please include the following in your response:

- a. Internal procedures for promoting Lifeline.

AT&T submits an article in AT&T Residential StarLines bill insert, available in English and Spanish. AT&T advertises the availability of Lifeline/Link-Up using radio spots and state net (network of smaller radio stations) in targeted poverty areas throughout the southeast region. The 60-second radio spots run the second week of September annually, usually in conjunction with Lifeline Awareness Week.

- b. Outreach and educational efforts involving participation in community events.

See response to 11 c and d.

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

See Attachments 11 c Attachments A, B and C.

- d. Copies of Lifeline outreach materials of your company.

See Attachments 11 d Attachments A and B.

- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Not applicable.

12. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

See Confidential Version filed separately.

13. Please provide any link on your website that provides Lifeline information.

att.com/lifeline

att.com/recertifylifeline (Link used for 2016 recertification only and not available for 2017 USAC rolling recertification.)

14. Have you experienced any problems implementing the FCC's 2016 Lifeline Modernization Order (FCC 16-38)? If yes, please elaborate.

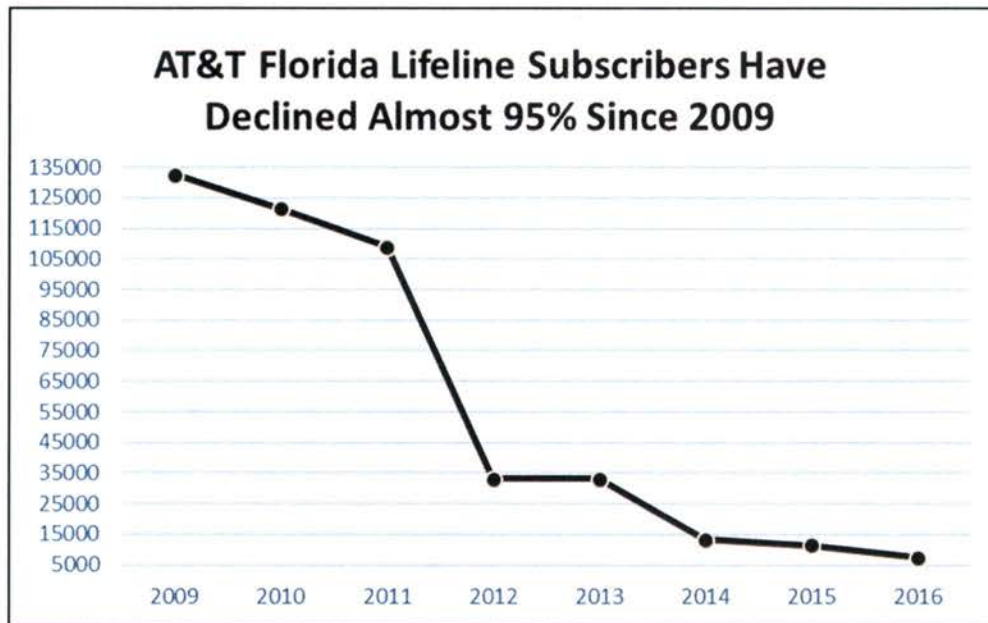
No.

15. Does your company offer and seek reimbursement for Basic Internet Access Services in Florida as part of the Lifeline Program? If no, please provide the FCC forbearance order that waives this requirement for your company.

The FCC rules making Basic Internet Access Service (BIAS) eligible for federal Lifeline support became effective December 2, 2016. As a recipient of Connect America Fund Phase II (CAF-II) funding, i.e. federal high-cost support, AT&T Florida offers Lifeline discounts on its commercial BIAS in areas where AT&T Florida receives federal high-cost support. For all other areas, AT&T availed itself of forbearance relief from BIAS obligations, which was granted by the FCC in the 2016 Lifeline Modernization Order, by filing its Notice For Forbearance from Lifeline BIAS Requirements with the FCC on November 23, 2016. Per the FCC's Lifeline Modernization Order, AT&T's forbearance relief became effective 30 days later on December 23, 2017.

16. To the extent you have experienced a decline in Lifeline customers, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting the Lifeline participation in Florida are welcome.

From 2009 through end of 2016, approximately 95% of AT&T Florida's retail Lifeline customers left for what they perceived to be better options. Overall Florida Lifeline subscribership grew 272% between 2008 and 2016, but by the end of 2016, AT&T Florida was serving less than 1% of Florida's 801,208 Lifeline subscribers.



Item 11 c

Attachment A

FLORIDA NEWS NETWORK

NUMBER OF AFFILIATES: 79

NUMBER OF MARKETS: 43

<u>Station</u>	<u>Market</u>
WFLN-AM	ARCADIA
WVOI-FMt	EVERGLADES
WVOI-AM	NAPLES
WKII-AM	PUNTA GORDA
WLQH-AM	CHIEFLAND
WZCC-AM	CROSS CITY
WRUF-AM**	GAINESVILLE
WRUF-FMt	GAINESVILLE
WSKY-FM**	GAINESVILLE
WLQH-FMt	NEWBERRY
WJBT-FM**	JACKSONVILLE
WKSL-FM**	JACKSONVILLE
WKSL-FMt	JACKSONVILLE
WQIK-FM**	JACKSONVILLE
WSOL-FM**	JACKSONVILLE
WZNZ-AM	JACKSONVILLE
WZNZ-FMt	JACKSONVILLE
WKSL-FMt	JACKSONVILLE BEACH
WDSR-AM**	LAKE CITY
WDSR-FMt**	LAKE CITY
WDSR-FMt**	LAKE CITY
WNFB-FM**	LAKE CITY
WQHL-AM	LIVE OAK
WKSL-FMt	ORANGE PARK
WIYD-AM	PALATKA
WPLK-AM	PALATKA
WFOY-AM	ST. AUGUSTINE
WFOY-FMt	ST. AUGUSTINE
WINZ-AM**	MIAMI
WIOD-AM**	MIAMI
WCOA-AM	PENSACOLA
WJTQ-FM	PENSACOLA
WNZF-AM	BUNNELL
WNDB-AM	DAYTONA BEACH
WNDB-FMt	DAYTONA BEACH
WTJV-AM	DE LAND
WMMB-AM	MELBOURNE
WSBB-AM	NEW SMYRNA BEACH

FLORIDA NEWS NETWORK

NUMBER OF AFFILIATES: 79

NUMBER OF MARKETS: 43

<u>Station</u>	<u>Market</u>
WOCA-AM	OCALA
WOCA-FMt	OCALA
WFLF-AM	ORLANDO
WFLF-FMt	ORLANDO
WMGF-FM**3	ORLANDO
WTKS-FM**3	ORLANDO
WYGM-AM**	ORLANDO
WOYS-FM	APALACHICOLA
WZEP-AM	DE FUNIAK SPRINGS
WTYS-AM	MARIANNA
WTYS-FM	MARIANNA
WDIZ-AM	PANAMA CITY
WDIZ-FMt	PANAMA CITY
WFLF-FM	PANAMA CITY
WMAF-AM	MADISON
WFLA-FM	TALLAHASSEE
WTAL-AM	TALLAHASSEE
WFLA-FMt	BRADENTON
WWPR-AM	BRADENTON
WWJB-AM	BROOKSVILLE
WXJB-FM	BROOKSVILLE
WENG-AM	ENGLEWOOD
WENG-FMt	ENGLEWOOD
WLKF-AM	LAKELAND
WDAE-FMt	PINELLAS PARK
WSRQ-AM	SARASOTA
WSRQ-FMt	SARASOTA
WSRQ-FMt	SARASOTA
WJCM-AM	SEBRING
WLL-FM	SEBRING
WWJB-FMt	SPRING HILL
WWJB-FMt	SPRING HILL
WDAE-AM**	TAMPA
WFLA-AM**	TAMPA
WHNZ-AM	TAMPA
WPSL-AM	PORT ST. LUCIE
WSTU-AM	STUART
WQOL-FM	VERO BEACH

FLORIDA NEWS NETWORK

NUMBER OF AFFILIATES: 79

NUMBER OF MARKETS: 43

<u>Station</u>	<u>Market</u>
WZTA-AM	VERO BEACH
WZTA-FMt	VERO BEACH
WJNO-AM	WEST PALM BEACH

*** Stations share a commercial schedule and may ri*

Item 11 c

Attachment B

3 - 28 - 16 LIFELINE - :60 RADIO - TRIBAL

AVO:

Having a home phone means one thing: staying connected. Whether it's hearing the news of a new baby in the family, calling work to let your boss know you're running late, or simply chatting with an old friend, a phone keeps you in contact with your world. At AT&T, we know that some Americans face life every day without the comfort and security of having a home phone. That's why AT&T offers Lifeline, which provides reduced monthly phone rates and optional toll blocking at no extra charge to families who qualify. Additional discounts may apply to those living on federally recognized tribal lands. Get the peace of mind that comes with a reliable and affordable phone. Lifeline from AT&T. To find out more about Lifeline and other AT&T products and services, call AT&T at 1-800-288-2020, or visit att.com/lifeline if you have access to the Internet.

LEGAL:

Lifeline is a government benefit program and willfully making false statements to obtain this benefit is punishable by fine or imprisonment, and could result in termination of Lifeline service. Lifeline enrollment requires certain eligibility documentation and is non-transferable. Limited to one discount per household AT&T services not available in all areas. Other restrictions apply.

Item 11 c

Attachment C

3 - 28 - 16 LIFELINE - :60 RADIO - TRIBAL SPANISH

AVO:

Having a home phone means one thing: staying connected. At AT&T, we know that many Americans are unable to enjoy the comfort and security of a home phone. That's why AT&T offers Lifeline, which provides reduced monthly phone rates and optional toll blocking at no extra charge to families who qualify. Additional discounts may apply to those living on federally recognized tribal lands. Get the peace of mind that comes with a reliable and affordable phone. Lifeline from AT&T. To find out more about Lifeline and other AT&T products and services, call AT&T at 1-800-288-2020, or visit att.com/lifeline if you have access to the Internet.

(124 palabras)

Tener teléfono residencial significa estar conectado.

En AT&T, sabemos que muchos americanos no pueden disfrutar de la comodidad y seguridad de un teléfono residencial.

Por eso AT&T ofrece Lifeline, con tarifas mensuales reducidas y bloqueo opcional a números de tarifa especial a familias que califiquen, sin costo adicional.

Podrían aplicar descuentos adicionales para clientes que vivan en tierras tribales reconocidas por el gobierno federal.

Obtén un teléfono confiable y accesible. Lifeline de AT&T.

Para más información sobre Lifeline y otros productos y servicios de AT&T, llama a AT&T al 1-800-288-2020, o visita att.com/lifeline si tienes acceso a Internet.

LEGAL:

Lifeline is a government benefit program and willfully making false statements to obtain this benefit is punishable by fine or imprisonment, and could result in termination of Lifeline service. Lifeline enrollment requires certain eligibility documentation and is non-transferable. Limited to one discount per household. AT&T services not available in all areas. Other restrictions apply.

(66 palabras)

Lifeline es un programa de beneficio del gobierno y hacer declaraciones falsas deliberadamente para obtener este beneficio es condenable por multa o encarcelamiento, y podría resultar en la cancelación del servicio de Lifeline. La inscripción a Lifeline requiere ciertos documentos de elegibilidad y no es transferible. Limitado a un descuento por residencia. Los servicios de AT&T no están disponibles en todas las áreas. Aplican otras restricciones.

Item 11 d

Attachment A

Laws aim to deter metal thefts

Many states, including Florida, have passed metal theft legislation. Florida law deters metal thefts by targeting criminals who steal and then resell secondary metals, such as copper. Secondary metal thefts cost businesses nationally around one billion dollars, including hundreds of thousands in damage to property.

While these crimes directly impact the businesses that suffer the loss, they can also negatively affect the community by compromising communications or emergency response capabilities, such as 911 service. AT&T, along with other companies that use metals in their businesses, believes that these laws, in combination with similar laws around the country will help prevent secondary metal thefts.

Florida and other states require scrap-metal dealers to keep detailed and extensive records of their transactions, including the seller's name and address, their vehicle information, and a signed statement acknowledging the penalties for sellers and buyers who violate the secondary metals law.

Metal theft laws establish procedures that will put perpetrators behind bars and keep people safe. We urge shop owners, employees and anyone with information on copper thefts to call AT&T Asset Protection at **800.807.4205**.

Dig safely ... call 811 before you dig!

Underground utilities exist everywhere. Digging without knowing where it's safe to dig can cause significant cost, tremendous damage and even loss of lives.

Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job.

Don't make a risky assumption about whether or not you should get your utility lines marked. Every digging job requires a call – even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling **811** before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

In March 2005, the Federal Communications Commission approved the use of **811** as a national "Call Before You Dig" telephone number. This three-digit number is designed to connect you to the appropriate state's buried cable notification center. These centers assist with having buried utilities located and marked at the worksite – at no cost to the caller – helping prevent undesired service disruptions. For specific information on the laws in your state, you can call the center or visit their website at sunshine811.com.

StarLines
Florida



Texting and
Driving...
It Can Wait®

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Printed on recycled paper

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EC 9SL11F
Volume XIX
Issue 1



It can wait: Keep your eyes on the road, not on your phone



When you see drivers next to you looking at their phones, it's no longer safe to assume they're texting.

In fact, new AT&T research shows that 7-in-10 people engage in smartphone activities while driving. Nearly 4-in-10 smartphone users tap into social media while driving. Almost 3-in-10 surf the net. And surprisingly, 1-in-10 video chat!

Our goal is to show the public how one glance down at your phone while driving could have devastating consequences. So put your phone away, switch it to silent, download* an app like AT&T DriveMode®, available for iPhone and Android, or simply turn it off until you reach your destination safely. *It Can Wait* showcases the consequences for real-life drivers who didn't wait. Visit ItCanWait.com to learn more and check out our new jarring ads on the AT&T YouTube channel.



**No post, glance,
email, search
or text is worth
a life.**

Our message is simple, yet vital: Keep your eyes on the road, not on your phone. It Can Wait. Because no post, glance, email, search or text is worth a life. Your safety is more important.

*Compatible device required. Functionality varies by operating system. Rates: Data and text messaging rates apply for download and usage, including Auto-Replies. DriveMode for iPhone. Auto-Reply feature available for AT&T customers only. Auto-replies to SMS (Short Message Service) and MMS (Multimedia Messaging Service) only and not Messages or messages sent by third-party services. iOS Auto-Reply: Requires active AT&T Message Backup & Sync service. Will not send auto-replies to phone calls. Other functionalities such as routing calls to voicemail, blocking incoming calls, and blocking outgoing SMS messages are not available. Parental Alerts can be sent to AT&T mobile numbers only. General: Technical, network and other service restrictions may apply.

AT&T Emergency Assistance – stay connected

Visit our Emergency Assistance Website at att.com/emergency.

It's important to have an emergency communications plan for your family or business. Not sure where to start? We can help you with that. Our emergency website contains useful information and tools to help you prepare for a weather emergency. Test your knowledge and get tips for staying connected before, during, and after an emergency.

Low-income assistance available for your telephone service

Did you know that low-income support may be available to help with your home telephone bill? Lifeline service provides assistance with monthly recurring charges to qualified residential telephone subscribers. This program makes telephone service more accessible to those who might not be able to afford it otherwise.

You may be eligible if you currently receive income-based benefits from a plan such as:

- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps)
- Medicaid
- Supplemental Security Income (SSI)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch (NSL) free lunch program
- Or, Federal Public Housing Assistance/Section 8
- In addition, if you live on a federally recognized tribal land and are eligible for benefits through the Bureau of Indian Affairs for Tribal Temporary Assistance for Needy Families, Head Start Subsidy or the National School Lunch, you qualify for Tribal Link-Up and expanded Lifeline Assistance.

Customers can self-enroll by using the automated online Lifeline application form on the Florida Public Service Commission Website: www.psc.state.fl.us. If your income is at or below 150% of the federal poverty guidelines, but you are not currently receiving benefits from one of the listed programs, you may be able to qualify by contacting the Florida Office of Public Counsel in Tallahassee at **800.540.7039**.

For more information, visit the AT&T Lifeline Website att.com/lifeline or call **855.301.0355**. If you know of others who might qualify for low-income assistance, please tell them that AT&T Florida may be able to provide phone service at the reduced rate.

Additional discounts may apply if you reside on federal tribal lands.

Lifeline is a government benefit program and willfully making false statements to obtain this benefit is punishable by fine or imprisonment, and could result in termination of Lifeline service. Lifeline enrollment requires certain eligibility documentation and is non-transferable. Limited to one discount per household. AT&T services not available in all areas. Other restrictions apply.

Moving? Transfer your AT&T services at att.com/move or **800.MOVE.ATT (800.668.3288).**

Item 11 d

Attachment B

Leyes cuya finalidad es desalentar los robos de metal

Muchos estados, incluyendo la Florida, han aprobado leyes contra el robo de metal. La ley de Florida disuade los robos de metal persiguiendo a los criminales que roban y luego revenden los metales secundarios, como el cobre. Los robos de metales secundarios cuestan a las empresas a nivel nacional alrededor de mil millones de dólares, incluyendo cientos de miles en daños a la propiedad.

Si bien estos delitos afectan directamente a las empresas que sufren la pérdida, también puede afectar negativamente a la comunidad comprometiendo las comunicaciones o la capacidad de respuesta de emergencia, como el servicio del 911. AT&T, junto con otras empresas que utilizan metales en sus negocios, cree que estas leyes, en combinación con leyes similares en todo el país, ayudarán a prevenir robos de metales secundarios.

Florida y otros estados requieren que los distribuidores de chatarra de metal mantengan registros detallados y extensos de sus transacciones, incluyendo el nombre del vendedor y su dirección, la información del vehículo y una declaración firmada reconociendo las sanciones para los vendedores y compradores que infrinjan la ley de los metales secundarios.

Las leyes contra el robo de metal establecen procedimientos que pondrán a los autores tras las rejas y protegen a la gente. Instamos a los propietarios de talleres, empleados y cualquier persona con información sobre los robos de cobre que llamen a AT&T Asset Protection al **800.807.4205**.

¡Escava con seguridad... llama al 811 antes de excavar!

Los servicios públicos subterráneos están por todas partes. Excavar sin saber dónde es seguro excavar puede causar un costo significativo, un tremendo daño e incluso la pérdida de vidas.

Ya sea que estés pensando en hacerlo tú mismo o contratar a un profesional, la excavación inteligente significa llamar al 811 antes de cada trabajo.

No hagas una suposición arriesgada acerca de si debes o no marcar tus tuberías de servicios públicos. Cada trabajo de excavación requiere una llamada: incluso pequeños proyectos como la plantación de árboles y arbustos. La profundidad de las tuberías de los servicios públicos varía, y puede haber varias tuberías de servicios públicos en un área común. Excavar sin llamar puede interrumpir el servicio de un vecindario entero, dañarte a ti y a los que viven a tu alrededor y posiblemente resultar en multas y costos de reparación. Al llamar al **811** antes de cada trabajo de excavación marcan tus tuberías subterráneas de servicios públicos de forma gratuita y ayudan a evitar consecuencias no deseadas.

En marzo de 2005, la Comisión Federal de Comunicaciones aprobó el uso del **811** como número de teléfono nacional "Llama antes de excavar". Este número de tres dígitos está diseñado para conectarte con el centro de notificación de cables enterrados del estado correspondiente. Estos centros ayudan a ubicar y marcar los servicios públicos enterrados en el lugar de trabajo – sin costo alguno para la persona que llama – ayudando a evitar las interrupciones del servicio no deseadas. Para obtener información específica sobre las leyes de tu estado, puedes llamar al centro o visitar su sitio web en sunshine811.com.

El sitio web está solo en inglés.

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StarLines[®]
Florida



Textear y
Manejar...
It Can Wait[®]
(Eso puede esperar)

EC 9SL11H
Volumen XIX
Número 1



It can wait:

Mantén la vista en la carretera, no en tu teléfono

Cuando veas que conductores junto a ti están mirando sus teléfonos, ya no es seguro asumir que están enviando mensajes de texto.

De hecho, una nueva investigación de AT&T indica que 7 de cada 10 personas se dedican a realizar actividades en el smartphone cuando están manejando. Casi 4 de cada 10 usuarios de smartphones entran en los medios sociales cuando están manejado. Casi 3 de cada 10 navegan por la red. Y sorprendentemente, ¡1 de cada 10 videochatea!

Nuestro objetivo es mostrar al público cómo bajar la vista al teléfono al conducir puede tener consecuencias devastadoras. Así que guarda tu teléfono, ponlo en silencio, descarga* una aplicación como AT&T DriveMode®, disponible para iPhone y Android, o simplemente apágalo hasta que llegues sano y salvo a tu destino. *It Can Wait* exhibe las consecuencias para conductores reales que no esperaron. Visita ItCanWait.com para aprender más y echa un vistazo a nuestros nuevos anuncios alarmantes en el canal de YouTube de AT&T.

Nuestro mensaje es simple, pero vital: Mantén la vista en la carretera, no en tu teléfono. Puede esperar. Porque ninguna publicación, ningún vistazo, correo electrónico, búsqueda o texto valen una vida. Tu seguridad es más importante.

*Se necesita un dispositivo compatible. La funcionalidad varía según el sistema operativo. Tarifas: Se aplican tarifas de mensajes de texto y de datos para su descarga y uso, incluyendo Auto-Respuestas, DriveMode para el iPhone: Función de Auto-Respuesta disponible solamente para los clientes de AT&T. Auto-respuestas solamente a mensajes SMS (Short Message Service) y MMS (Multimedia Messaging Service) y no a los iMessages o mensajes enviados por servicios de terceros. iOS Auto-Reply: Requiere la activación del servicio AT&T Message Backup & Sync. No envía auto-respuestas a las llamadas telefónicas. Otras funcionalidades tales como el encaminamiento de las llamadas al correo de voz, el bloqueo de las llamadas entrantes y el bloqueo de los mensajes SMS salientes no están disponibles. Se pueden enviar Alertas Parentales solamente a los números móviles de AT&T. Generalidades: Pueden aplicarse restricciones técnicas, de red y otras restricciones de servicio.

Asistencia de Emergencia AT&T – Mantente conectado

Visita nuestro sitio web de Asistencia de Emergencia en att.com/emergency.

Es importante contar con un plan de comunicaciones de emergencia para tu familia o negocio. ¿No sabes por dónde empezar? Nosotros te podemos ayudar. Nuestro sitio web emergencia contiene información y herramientas para ayudarte a prepararte para una emergencia climática. Pon a prueba tus conocimientos y obtén consejos para estar conectado antes, durante y después de una emergencia.



Ninguna publicación, ningún vistazo, correo electrónico, búsqueda o texto valen una vida.

Asistencia de bajos ingresos disponible para su servicio telefónico

¿Sabías que podrías tener disponible la asistencia de bajos ingresos para ayudarte con la factura de tu teléfono residencial? El servicio Lifeline ofrece asistencia con los gastos recurrentes mensuales a los suscriptores de teléfono residencial calificados. Este programa hace que el servicio telefónico sea más accesible para las personas que de otra forma no podrían permitírselo.

Podrías ser elegible si actualmente recibes beneficios basados en los ingresos de un plan como:

- Asistencia Temporal para Familias Necesitadas (Temporary Assistance for Needy Families, TANF)
- Programa de Asistencia de Nutrición Suplementaria (Supplemental Nutrition Assistance Program, SNAP) (conocido anteriormente como Cupones de Alimentos [Food Stamps])
- Medicaid
- Seguridad de Ingreso Suplementario (Supplemental Security Income, SSI)
- Programa de Asistencia de Energía para Hogares con Bajos Ingresos (LIHEAP)
- Programa de almuerzo gratis Almuerzo Escolar Nacional (National School Lunch, NSL)
- O, Asistencia Federal de Vivienda Pública/Sección 8
- Además, si vives en territorios tribales reconocidos a nivel federal y eres elegible para recibir beneficios a través de la Oficina de Asuntos Indígenas de Asistencia Tribal Temporal para las Familias Necesitadas, Subvención de Head Start o el Almuerzo Escolar Nacional, calificarás para Tribal Link-Up y Asistencia Lifeline extendida.

Los clientes pueden autoinscribirse utilizando el formulario de solicitud de Lifeline automatizado en línea en el sitio web de la Comisión de Servicios Públicos de la Florida: www.psc.state.fl.us. Si tus ingresos equivalen o son inferiores al 150% del nivel federal de pobreza, pero no estás recibiendo beneficios de uno de los programas enumerados, es posible que puedas calificar poniéndote en contacto con la Oficina del Defensor Público de la Florida en Tallahassee en el **800.540.7039**.

Para obtener más información, visita el sitio web Lifeline de AT&T en att.com/lifeline o llama al **855.301.0355**. Si sabes de otras personas que podrían calificar para la asistencia de bajos ingresos, díles que AT&T Florida podría proporcionarles el servicio telefónico a una tarifa reducida.

Existen otros descuentos si vives en territorios tribales federales.

Lifeline es un programa de beneficios del gobierno y hacer declaraciones falsas intencionalmente para obtener este beneficio se castiga con multa o prisión, y podría resultar en la terminación del servicio Lifeline. La inscripción en Lifeline requiere cierta documentación de elegibilidad y no es transferible. Limitado a un descuento por hogar. Los servicios de AT&T no se ofrecen en todas las áreas. Existen otras restricciones.

¿Te mudas? Traslada tus servicios de AT&T en att.com/tumudanza o en el **800.MOVE.ATT (800.668.3288).**