

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

3. Terms and Conditions
h. (Cont'd)

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

- i. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 5.2.6.C. following.

4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT
Federal Lifeline Program Credit, per month	See Note ^[1]	\$9.25

^[1] Credit is applied as follows: ASGFX* (\$6.14) ^[2] (R) + ASGF2 (\$3.11) ^[2] (I) = \$9.25 (C)
*When a Tribal Lifeline Credit also applies, the Federal Lifeline Program Credit USOCs are ASGFR + ASGF2.

^[2] **Effective August 1, 2019.** (N)

Qwest Corporation d/b/a CenturyLink QC
WN U-49 **SECTION 5**
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NETWORK SERVICES Cancels 15th Revised Sheet 19
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C. Tribal Lands Lifeline Program

3. Terms and Conditions (Cont'd)

b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below zero during any month.

c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT
Flat individual line (1FR)	ASGFT	Up to \$25.00 ^[1]

^[1] The Tribal Lifeline Credit is up to \$25.00 but will not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line (1FR), including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 5.2.6.A.4. is subtracted from the total and the remaining difference is the applicable credit amount. For example, the Tribal Lifeline credit amount (ASGFT) for CenturyLink QC customers is as follows: **(\$25.50 + \$6.14 (R) = (C) \$31.64 (R) - \$9.25) = \$22.39 (R) credit.** (C)