

WN U-4  
 UNITED TELEPHONE COMPANY OF THE NORTHWEST  
 d/b/a CenturyLink

Schedule AA  
 Second Revised Sheet 4  
 Cancels First Revised Sheet 4

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 By Darlene N. Terry, Manager - Tariffs

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DEFINITIONS

Lifeline Assistance

Lifeline Assistance is a Federally funded program that provides a reduction in the price of basic local residential access service to qualifying low-income subscribers. See also "Washington Telephone Assistance Program."

Line Connection

Installation of facilities provided by the Company for a circuit from the central office to the Network Interface Device, inclusive.

Line Extension

The outside plant required to extend existing facilities to render telephone service within an exchange.

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Listen on Hold

This feature allows a user to place a called party on hold and listen through the speaker. Should privacy be desired or an answer be required, the terminator picks up the handset, establishing a two-way voice path and disabling the speaker.

Local Access and Transport Area (LATA)

A geographic area encompassing designated exchanges for the provision and administration of communication services.

Local Exchange

That exchange in which the customer premises is located.

Local Measured Service

A local service for which charges may be based upon frequency, time of day, duration, and distance of calling.

Local Message

A message not subject to toll charges.

Local Service

Telephone service provided to customers within an exchange area.

Loudspeaker and Radio Paging Access

This service allows stations to access customer provided loudspeaker paging equipment.

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DEFINITIONS

Transfer for Uniform Call Distribution (UCD)

Expands the existing call transfer capability of UCD groups by allowing UCD group members to transfer calls to other UCD groups and by allowing non-UCD users to transfer calls to UCD groups.

Tribal Link Up

**Tribal Link Up is a federal program designed to provide a discount on connection charges for qualified residents living on federally recognized Tribal Lands. Tribal Lands include any federally recognized Indian tribe's reservation, pueblo, or colony.**

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Trunk Line

A telephone circuit between two central offices or between a private branch exchange and a company central office.

Two-Way DID Trunk

Two-way trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

Two-Way Trunk

Trunk which allows for the traffic to be transmitted from either the central office or the PBX.

Type Of Service

Refers to flat rate service, measured, pay telephone access line service.

Uniform Call Distribution

Allows for an even distribution of incoming calls to a listed directory number over a group of stations.

Uniform Call Distribution (UCD) Queue-Status Lamp

When assigned to a UCD group, the lamp option provides an indication at the customer premises of how long the first call in the incoming queue has been waiting for a UCD agent.

Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.

Washington Telephone Assistance Program (WTAP)

This program was established by Chapter 229, Washington Laws of 1987 as amended by Chapter 170, Laws of 1990 and Chapter 480-122 of the Washington Administrative Code; offers to eligible subscribers the Washington Telephone Assistance Program describes therein; and, applies to switched access lines within its exchange areas the excise tax described therein.

WATS

Wide Area Telephone Service, commonly called "Out-WATS" if established for outgoing calls and "800 Service" if established for incoming calls.

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Schedule AE-9  
First Revised Sheet 1  
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TELEPHONE ASSISTANCE PROGRAM

**A. Washington Telephone Assistance Program (WTAP)**

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**1. Description**

The Washington Telephone Assistance Program (WTAP) is designed to help low income households afford access to local exchange telephone service. The program is only available to customers who meet eligibility requirements established by statute.

Residents of Tribal Lands not qualified based on the preceding requirements, may qualify for the Federal Lifeline discounts per conditions in C. following.

**2. Terms and Conditions**

a. Certain qualifying residential customers are eligible for service under WTAP. See the appropriate section of the Washington Administrative Code (WAC) 388-273. If eligible, the program includes the following:

- Single party, voice grade access to the Public Switched Network
- Access to emergency service (e.g., 911, E911)
- Access to operator services
- Access to interexchange services, unless toll blocking is chosen
- Access to directory assistance
- Toll restriction services

b. Eligible applicants will receive a discount sufficient to reduce the monthly rate for the lowest available grade of flat rate local exchange telephone service to \$8.00 inclusive of the FCC's End User Access charge.

c. Deposit requirements do not apply to WTAP customers if call restriction (toll blocking) is employed.

d. A 50% reduction in the installation charges associated with installing the access line (up to \$22.00).

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(M) Material previously found on this sheet now appears on Sheet 2.

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First Revised Sheet 2  
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TELEPHONE ASSISTANCE PROGRAM

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**B. Lifeline Assistance**

1. Lifeline Assistance (Lifeline) is designated to provide for reduced rates for eligible telecommunications carrier's residential service for low-income customers who meet eligibility requirements.
2. Lifeline is a federally funded reduction of the subscriber line charge (SLC) and a reduction of local service. Eligible applicants will receive a discount sufficient to reduce the monthly rate for the lowest available grade of flat rate local exchange telephone service to \$8.00 inclusive of the FCC's End User Access charge. Effective August 1, 2003, eligible applicants living on federally recognized Native American reservations will receive an additional discount of up to \$25 sufficient to reduce this monthly rate to \$1.00 inclusive of the FCC's End User Access charge.
3. Federally recognized Native American reservations are included in the counties of Clallam, Cowlitz, Douglas, Ferry, Grant, Grays Harbor, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, Okanogan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Whatcom and Yakima and the cities of Asotin, Clarkston, Ellensburg, Hoquiam and Wenatchee.
4. Federal Universal Service Fund End User Charge will not be billed to Lifeline customers.
5. Local service for Lifeline subscribers may not be disconnected for non-payment of toll charges.
  - a. A toll restriction package will be provided to Lifeline subscribers at no charge.
  - b. Lifeline subscribers are not required to accept a toll restriction package as a condition to avoid disconnection of local service for non-payment of toll.
  - c. Lifeline subscribers are not required to pay a service deposit in order to initiate service if the subscriber voluntarily elects to receive a toll restriction package.
6. Partial payments from Lifeline subscribers will be applied first to local service charges and then to toll charges.
7. Lifeline subscribers will not be denied re-establishment of service on the basis that the subscriber was previously disconnected for non-payment of toll charges.
8. Lifeline will not be furnished on a Foreign Exchange.

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(M) Material now appearing on this sheet was previously found on Original Sheet 1.

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Original Sheet 3

**TELEPHONE ASSISTANCE PROGRAM**

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**C. Tribal Link Up**

(M)(C)

- 1. Beginning April 1, 2012, non-Tribal Lifeline customers are no longer eligible for Link Up support. Also beginning April 1, 2012, eligible residents of Federal Tribal Lands may receive Link Up support to cover 100% of the customary charges up to \$100 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.**

**An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.**

(M)(C)

- 2. Federally recognized Native American reservations are included in the counties of Clallam, Cowlitz, Douglas, Ferry, Grant, Grays Harbor, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, Okanogan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Whatcom and Yakima and the cities of Asotin, Clarkston, Ellensburg, Hoquiam and Wenatchee.**

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