

5. Exchange Services

5.2 Local Exchange Service (Cont'd)

5.2.11 Telephone Assistance Programs

A. Washington Telephone Assistance Program (WTAP)

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 (3) following.

2. Terms and Conditions

a. Certain qualifying residential customers are eligible for service under the WTAP. See the appropriate sections 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 interexchange services
- Access to directory assistance and operator services
- Toll restriction services

b. **Effective August 1, 2012, the federally funded monthly reduction off local exchange telephone service is \$9.25 for qualified customers. When combined with any applicable state program credits, 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.**

(N)
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 (N)

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).

3. Tribal Lifeline

(C)

a. Additional federal Lifeline support of up to \$25.00 is available for residents of Tribal Lands. Tribal Lands are defined as lands adjacent or contiguous to reservations that generally have been considered tribal lands for purposes of other federal programs targeted to federally recognized Indian tribes.

Designated counties are as follows: Whatcom, Skagit, Snohomish, King, Kitsap, Pierce, Mason, Thurston, Grays Harbor, Jefferson, Lewis, Cowlitz, Pacific, Klickitat, Grant, Yakima, Skamania, Pend Oreille, Stevens, Spokane, Lincoln, Ferry, Okanogan, Douglas, and Clallam. The cities are: Wenatchee, Ellensburg, Hoquiam, Asotin and Clarkston.

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3. Tribal Lifeline (Cont'd) (C)

b. Residents of Tribal Lands who qualify for Lifeline based on the requirements listed in (2a.) preceding are eligible for the additional **Tribal Lifeline support**. Residents of Tribal Lands who do not meet those requirements are eligible for the **Tribal Lifeline support** if they participate in one of the following programs: (C)

- Medicaid (N)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF) (N)
- Bureau of Indian Affairs (BIA) general assistance program
- Tribally administered Temporary Assistance for Needy Families (TANF) (T)
- Head Start programs (under income qualifying eligibility provision only)
- National School Lunch Program's free lunch program
- Food Distribution Program on Indian Reservations (N)

Residents of Tribal Lands are also eligible for Tribal Lifeline support when the household income of the named subscriber to the local telecommunications service is at or below 135% of the Federal Poverty Guidelines. (N)

c. The following applies for those eligible residents of Tribal Lands who qualify only for **Tribal Lifeline support**. The Company must obtain the customer's signature on a document in which the eligible customer certifies, under penalty of perjury, that such customer receives benefits from at least one of the programs mentioned above, and lives on or near a reservation. In addition to identifying the program or programs from which that customer receives benefits, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs. (C)

d. The **Tribal Lifeline support** applies to local residential access line service, including any mileage, zonal, or other nondiscretionary charges associated with basic residential service. However the reduction may not bring the basic local residential rate below \$1.00 per month. (C)

4. Tribal Link Up

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.