

WN U-5
UNITED TELEPHONE COMPANY OF THE NORTHWEST
d/b/a CENTURYLINK

PREFACE
First Revised Sheet 1
Cancels Original Sheet 1

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SECTION 2
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TELEPHONE ASSISTANCE PROGRAM

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SECTION 2
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TELEPHONE ASSISTANCE PROGRAM

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A. LIFELINE ASSISTANCE PROGRAM

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.

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(M) Material now appearing on this page previously appeared on Original Sheet 2 of this section.

TELEPHONE ASSISTANCE PROGRAM

A. LIFELINE ASSISTANCE PROGRAM (CONTINUED)

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2. Lifeline is a federally funded reduction of local service. Effective August 1, 2012, the monthly reduction off local exchange telephone service is \$9.25 for qualified **customers**. **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.

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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. Residents of Tribal Lands who qualify for Lifeline based on the state eligibility requirements are eligible for the additional Tribal Lifeline support. Residents of Tribal Lands who do not meet the state eligibility requirements are eligible for the Tribal Lifeline support if they participate in one of the following programs:

- Medicaid
- 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)
- Bureau of Indian Affairs (BIA) general assistance program
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start programs (under income qualifying eligibility provision only)
- National School Lunch Program's free lunch program
- Food Distribution Program on Indian Reservations

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.

(M) Material previously found on this page now appears on First Revised Sheet 1 of this section.

TELEPHONE ASSISTANCE PROGRAM

A. LIFELINE ASSISTANCE PROGRAM (Continued) (T)

5. Federal Universal Service Fund End User Charge will not be billed to Lifeline customers.
6. 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.
7. Partial payments from Lifeline subscribers will be applied first to local service charges and then to toll charges.
8. 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.
9. Lifeline will not be furnished on a Foreign Exchange.

TELEPHONE ASSISTANCE PROGRAM**B. TRIBAL LINK UP**

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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.

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.