

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

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A. Federal Lifeline Program

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies to a single telephone line or broadband service, **or a bundle of broadband and single telephone line service** at the applicant's principal place of residence.

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2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household ^[1] in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

3. Terms and Conditions

- a. An applicant may request Lifeline assistance through completion and submission of a form provided by the Company or by an agent of the state or Federal Communications Commission.

^[1] A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).
- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, **a qualifying** broadband service or a **qualifying** bundled voice and data service package. Customers are not eligible to receive a 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. (C)
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- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.
- g. Partial payments made by Lifeline customers will be applied first towards local service charges.
- h. The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.** (N)
- i. At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.**
- j. All Lifeline recipients will be required to recertify their eligibility every year.** (N)

WA2019-016

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

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- k. Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.

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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.

- l. 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.

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(M) Material moved from Sheet 16.1.

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WA2019-016

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A. Federal Lifeline Program

4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT	(M)
Federal Lifeline Program Credit, per month	See Note ^[1]		(T) (M)
• Qualifying voice-only service			(N)
- Prior to December 1, 2019		\$9.25	(T)
- Effective December 1, 2019		7.25	(N)
- Effective December 1, 2020		5.25	(N)
• Qualifying Broadband or bundled service		9.25	(N)

^[1] Credit is applied as follows: ASGFX* (I) + ASGF2**

* **USOC ASGFX applies an amount equal to the Subscriber Line Charge found in Section 4.7.1 of the CenturyLink Operating Companies Tariff F.C.C. No. 11.**

** **USOC ASGF2 applies the remaining amount required to equal the federal credit.**

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WA2019-016

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

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 = \$31.64 - \$7.25) = \$24.39 credit.

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