

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.1 TELEPHONE ASSISTANCE PROGRAMS

A. LIFELINE ASSISTANCE

1. General

(T)

a. The Lifeline Assistance Program is a plan which assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies for a single telephone line at the applicant's principal place of residence. Residents living on **Tribal Lands as defined in Title 47 of Federal Regulations, Section 54.40, paragraph (e)** may also qualify for the Federal portion of the Lifeline program based on terms and conditions for Tribal Lifeline. (T)

b. Pursuant to FCC order 15-71, adopted June 18, 2015, the Company does not provide Lifeline discounted service to resellers as of August 15, 2016. (N)

2. Eligibility Requirements:

(T) (M)

To be eligible for assistance, an applicant's **household income must be at or below 135% of the Federal Poverty Guidelines, or the applicant or one or more dependents of the applicant, and/or a member of the applicant's household must participate in one of the following qualifying programs:** (T)

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

(D)

(D)

(M) Material previously appeared on Original Sheet 16.1.

**5. EXCHANGE SERVICES**

5.2 LOCAL EXCHANGE SERVICE

5.2.1 TELEPHONE ASSISTANCE PROGRAMS

A. Lifeline Assistance (M)

3. Application for Assistance (T)

a. An applicant shall request telephone assistance through completion of a form provided by the company.

b. A customer is not eligible for Lifeline from the Company if he/she is currently receiving Lifeline credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one federal benefit per household which includes both wireline and wireless service.

c. Applicant must identify 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.

4. Monthly Credit (T) (M1)

	CREDIT USOC	CREDIT AMOUNT <sup>[2]</sup>	
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• Federal credit	See Note [1]	\$9.25	(T)
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<sup>[1]</sup> On an interim basis, until billing system changes can be implemented **the federal credit will be administered for CenturyLink QC using the following USOCs: ASGFR (\$5.85 Federal Credit for FCC End User Common Line (EUCL) Charge) + ASGF2 (\$3.40) = \$9.25.** (T) (M1)

<sup>[2]</sup> **The FCC Lifeline support amount cannot exceed \$9.25. See Tribal Lifeline for expanded federal lifeline benefits available to residents living on Tribal Lands.** (N) (N)

(M) Certain material previously appearing on this sheet now appears on Sheet 16.

(M1) Material previously appeared on 5th Revised Sheet 17.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.1 TELEPHONE ASSISTANCE PROGRAMS

(M)

B. Tribal Lifeline

1. Description

a. Tribal Lifeline provides additional lifeline support of up to \$25.00, in addition to the baseline Federal Lifeline support for qualifying low-income individuals living on tribal lands which includes reservation as defined by the Bureau of Indian Affairs (BIA) regulations.

b. **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.**

(N)  
|  
(N)

2. Eligibility Requirements

In order to qualify for **Tribal Lifeline benefits**, the applicant must: (T)

a. **live on Tribal Lands as defined in Title 47 of Federal Regulations, Section 54.40, paragraph (e), and**

b. **either participate in one or more of the qualifying programs specified in 5.2.1A. preceding or have a household income that is at or below 135% of the Federal Poverty Guidelines as determined by the U.S. Department of Health and Human Services and as approved by the State treasurer.**

(M1)  
|  
(T) (M1)

(M) Certain material previously appearing on this sheet now appears on Sheet 16.1.

(M1) Material previously appeared on 1st Revised Sheet 18.

**5. EXCHANGE SERVICES**

5.2 LOCAL EXCHANGE SERVICE

5.2.1 TELEPHONE ASSISTANCE PROGRAMS

**B. Tribal Lifeline (Cont'd)**

(T)

(D)

(D)

(M)

(M)

3. Terms and Conditions

- a. 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 qualifying programs **or has an annual household income at or below 135% of the Federal Poverty Guidelines** and lives on a federally recognized 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.

(T)

(T)

(M) Material now appears on Sheet 17.

**5. EXCHANGE SERVICES**

5.2 LOCAL EXCHANGE SERVICE

5.2.1 TELEPHONE ASSISTANCE PROGRAMS

**B. Tribal Lifeline** (T)

**3. Terms and Conditions (Cont'd)** (T)

- b. Tribal 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. The benefit may not bring the basic local residential access line rate below \$1.00 per month.
- c. A customer is not eligible for Lifeline from the Company if he/she is currently receiving Lifeline credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one federal benefit per household which includes both wireline and wireless service.

4. Monthly Credit <sup>[1]</sup>

	CREDIT USOC	CREDIT AMOUNT	
• Flat individual line (1FR)	ASGFT	<b>See Note</b> <sup>[2]</sup>	(D) (T)

<sup>[1]</sup> **The \$9.25 Federal Lifeline credit (ASGFR + ASGF2) applies in addition to the Tribal Lifeline credit.** (T)  
(T)

<sup>[2]</sup> The Tribal Lifeline Credit is up to \$25.00, but no more than necessary to reduce the Tribal Lifeline rate to \$1.00. The credit amount is calculated by adding the 1FR rate (**including EAS if applicable**) plus **the subscriber** line charge together. **The Federal Lifeline credit** is subtracted from the total and the remaining difference less \$1.00 which is the minimum Tribal Lifeline rate allowed, is the credit amount. (T)  
(T)

For example, **the Tribal Lifeline credit amount (ASGFT) for CenturyLink QC customers is as follows:** (\$20.00 + \$5.85 = \$25.85- \$9.25 = \$16.60 - \$1.00) = \$15.60 credit. (T)  
(T)

(D)