

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS

		SHEET
SECTION 1. APPLICATION AND REFERENCE		
1.1	APPLICATION OF TARIFF	1
1.2	TABLE OF CONTENTS	2
1.3	SUBJECT INDEX	3
1.4	EXPLANATION OF TARIFF CHANGE SYMBOLS	4
1.5	TRADEMARKS, SERVICE MARKS AND TRADE NAMES	5
5. EXCHANGE SERVICES		
5.1	EXCHANGE AREAS	1
5.1.1	LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS	1
5.1.2	MAPS	12
5.2	LOCAL EXCHANGE SERVICE	16
5.2.6	LIFELINE ASSISTANCE PROGRAMS.....	16 (T)
9. CENTRAL OFFICE SERVICES		
9.1	EMERGENCY REPORTING SERVICE	1
9.1.1	UNIVERSAL EMERGENCY NUMBER SERVICE – 911 -BSE	1

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Application of Tariff	1	
Emergency Reporting Service	9	
Exchange Areas	5	
Exchange Services	5	
Explanation of Tariff Change Symbols	1	
Lifeline Assistance Programs	5	(N)
List of Exchange Areas and Local Calling Areas	5	
Local Exchange and Local Calling Area	5	
Local Exchange Service	5	
Trademarks, Service Marks and Trade Names	1	(D)
Tribal Lifeline	5	
Tribal Link Up	5	
Universal Emergency Number Service - 911	9	

5. EXCHANGE SERVICES

SUBJECT	SHEET	
Exchange Areas	1	
Lifeline Assistance Programs	16	(N)
List of Exchange Areas and Local Calling Areas	1	
Local Exchange and Local Calling Area	2	
Local Exchange Service.....	12	
Tribal Lifeline	17	(D)
Tribal Link Up	20	
		(D)

WA2016-015

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)

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. (M) (M)

Customers who received Lifeline Assistance prior to December 2, 2016 will continue to receive benefits until their annual re-certification date, at which time customers must demonstrate their continued eligibility by meeting the eligibility requirements in effect as of December 2, 2016. (N) (N)

A. Federal Lifeline Program (T)

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** at the applicant's principal place of residence. (T) (C) (T)

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: (T) (C)

- **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. (T)

^[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.** (N) (N)

(M) Material moved within this page.

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, broadband service or a 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.**
- 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. 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.**

(T)
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(T)
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(N)
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(N)
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(T)
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(T)

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

(M)

5.2.6 LIFELINE ASSISTANCE PROGRAMS

(T)

A. Federal Lifeline Program

(T)

3. Terms and Conditions

(N)

h. (Cont'd)

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.

i. 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.

(N)

4. Monthly Credit

(M1)

	CREDIT USOC	CREDIT AMOUNT	
Federal Lifeline Program Credit, per month	See Note ^[1]	\$9.25	(T)

^[1] Credit is applied as follows: ASGF2* (\$5.85) + ASGF2 (\$3.40) = \$9.25

*When a Tribal Lifeline Credit also applies, the Federal Lifeline Program Credit USOCs are ASGFR + ASGF2.

(T)(M1)

(M) Material previously appearing on this sheet now appears on Sheet 18.

(M1) Material previously appeared on 1st Revised Sheet 16.1.

WA2016-015

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

(T) (M)

B. Reserved

(N)

C. Tribal Lands Lifeline Program

(T)

1. Description

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400. (T) (T)

2. Eligibility Requirements

To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 5.2.6.A.2 preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs: (T)

- 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)
- Food Distribution Program on Indian Reservations

(T) (M)

Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit. (N) (N)

3. Terms and Conditions

- a. Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs. (T) (T)

(M) Material previously appeared on 6th Revised Sheet 17.

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 \$1.00 per 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 no more than necessary to reduce to \$1.00 the rate 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 less \$1.00 is the applicable credit amount. 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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd) (T)

D. Tribal Link-Up Program

As of April 1, 2012, non-Tribal Lifeline customers are not eligible for Link-Up support. **Eligible** residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 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 \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required. (T)

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. (T)

CREDIT USOC

Tribal Link-Up Credit

LNK/
LNKEL

E. Application of Lifeline Assistance Programs to Concession Accounts (T)

Individuals in concession groups will receive 100% **Lifeline Assistance Program** benefits less the amount of **concession** discount. For example, **persons** who receive a 50% discount on **local exchange service and the End User Common Line Charges** will receive 50% of **the Lifeline Assistance Program** benefits. (T)