

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM

A. STATE LIFELINE PROGRAM

The State Lifeline Program ("State Lifeline") is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

1. General

a. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.

b. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.

c. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.

d. State Lifeline rate reductions do not apply to service connection charges.

e. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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By: Scotty Hart
Title: CEO/General Manager

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

A. STATE LIFELINE PROGRAM (Continued)

1. General (Continued)

f. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

h. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

2. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

3. State Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer
Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

A. STATE LIFELINE PROGRAM (Continued)

3. State Eligibility Requirement (Continued)

b. Obligations of the Customer

i. A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

ii. A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

4. Deposit and Credit Requirements

a. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.

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IV. LIFELINE PROGRAM (Continued)

A. STATE LIFELINE PROGRAM (Continued)

4. Deposit and Credit Requirements (Continued)

b. The Company may charge a service deposit if:

i. The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.

ii. The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.

c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of State Lifeline.

5. Service Connection and Charges

a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.

b. Service connection charges do apply when:

i. Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.

ii. New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.

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IV. LIFELINE PROGRAM (Continued)

A. STATE LIFELINE PROGRAM (Continued)

5. Service Connection and Charges (Continued)

iii. Any subsequent moves or changes after the initial connection to State Lifeline.

c. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

6. State Lifeline Program Rate Reduction

a. Implementation

The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

b. Amounts

The Company shall apply State Lifeline rate reductions, per eligible customer, as described below

a. State Reduction. The Company shall give qualifying low-income consumers a state-approved reduction of up to a maximum of \$3.50 in the monthly amount of intrastate charges due in addition to the Area Discount described below.

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

A. STATE LIFELINE PROGRAM (Continued)

6. State Lifeline Program Rate Reduction (Continued)

b. Area Discount. The Lifeline Area Discount is \$0.70 for Ransom Canyon and \$0.38 for all other exchanges.

c. Combined Lifeline discounts. The Company shall apply the above discounts, however, the combined discounts shall not result in a rate of less than zero charged for the customer's basic local service.

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

1. General

a. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.

b. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.

c. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to \$100.00, on applicable service connection charges, as provided in Section 5 of this tariff.

d. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

1. General (Continued)

e. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

f. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

g. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.

h. 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.

i. Partial payments made by Lifeline customers will be applied first toward charges for local service.

2. Designated Federal Lifeline Program Services

a. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

**2. Designated Federal Lifeline Program Services
(Continued)**

b. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or unregulated. Customers may subscribe to these services, where available, at their discretion.

c. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.

d. All designated federal Lifeline Program services are subject to minimum service standards and exceptions delineated in 47 Code of Federal Regulations §54.408.

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3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer
Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

By: Wade Maner
Title: CEO/General Manager

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

3. Eligibility Requirement (Continued)

b. Obligations of the Customer

i. A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

ii. A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

4. Deposit and Credit Requirements

a. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

b. The Company may charge a service deposit if:

i. The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.

ii. The Company receives a waiver from having to provide toll blocking due to technical limitations.

c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program

5. Service Connection and Charges

a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.

b. Service connection charges may apply when:

i. Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.

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MEMBER SERVICES TARIFF

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IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

5. Service Connection and Charges (Continued)

ii. New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.

iii. Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.

c. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 5 of this tariff.

d. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

6. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

a. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.

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LOCAL EXCHANGE SERVICE

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IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

6. Federal Lifeline Program Rate Reduction (Continued)

b. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:

i. advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and

ii. allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.

iii. If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.

c. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

7. Federal Lifeline Program Support Amount

The Company shall apply federal Lifeline Program rate reductions, per eligible customer, as described below.

a. The qualifying low-income customer can only receive one federal discount on one service option outlined below. The discount shall only be given if the customer and service meet qualifying criteria as specified above.

b. The Company shall grant federal support to qualifying low-income consumers of eligible broadband service up to \$9.25 per month, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.

c. The Company shall grant federal support to qualifying low-income consumers of eligible voice-only service as follows, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.

- up to \$7.25 per month from December 1, 2019 to November 30, 2020;

- up to \$5.25 per month from December 1, 2020 to November 30, 2021;

- no support per month beginning December 1, 2021 except in allowable circumstances defined by the FCC.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

B. FEDERAL LIFELINE PROGRAM (Continued)

7. Federal Lifeline Program Support Amount
(Continued)

d. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.

e. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to \$25 per month will be made available to qualifying eligible residents of Tribal lands.

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