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## A3. BASIC LOCAL EXCHANGE SERVICE

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## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.31 Lifeline

#### A3.31.1 Description of Service

- A. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying residential subscribers. Basic terms and conditions are in compliance with *FCC rules and regulations including* the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012, *and the Lifeline and Link Up Reform and Modernization Third Report and Order, Further Report and Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016) ("Lifeline Reform and Modernization Order")*. (C)
- B. Lifeline is supported by the federal universal service support mechanism.
- C. Federal uniform support of \$9.25 is available for each Lifeline service and is passed through to an eligible customer via a monthly Federal Lifeline credit. The amount of credit will not exceed the charge for local service.

#### A3.31.2 Terms and Conditions

- A. General
  - 1. One low income credit is available per household and is applicable to the primary residential connection only. Lifeline support is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
  - 2. A Lifeline customer may subscribe to any local service offering available to other residence customers.
  - 3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
  - 4. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
  - 5. A Lifeline customer is exempt from the Late Payment Charge in Section A2.
  - 6. Lifeline service is exempt from the Installment Billing Service Fee.
  - 7. The Federal Universal Service Charge will not be billed to Lifeline customers.
  - 8. A Lifeline subscriber's local service will not be disconnected for non-payment of toll charges. Local service may be denied for non-payment of local calls in accordance with Section A2. Access to toll service may be denied for non-payment of toll charges. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
  - 9. Lifeline is not available for resale.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.31 Lifeline (Cont'd)

##### A3.31.2 Terms and Conditions (Cont'd)

###### B. Eligibility

1. To be eligible for Lifeline, a customer must be a current recipient of any of the following low income assistance programs:<sup>1</sup> (C)
  - a. Supplemental Security Income (SSI)
  - b. Supplemental Nutrition Assistance Program (SNAP)
  - c. Medicaid
  - d. Federal Public Housing Assistance (T)
  - e. **(DELETED)** (D)
  - f. **(DELETED)** (D)
  - g. **(DELETED)** (D)
  - h. Veterans and Survivors Pension Benefit (N)
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed one hundred and thirty-five percent (135%) of the Federal Poverty Guidelines are eligible for Lifeline.
3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

###### C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis. Re-certification is required *periodically consistent with the federal requirements in 47 C.F.R. 54*. (C)
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

**Note 1:** Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP) and National School Lunch Program's free lunch program are no longer criteria for the federal Lifeline program. Existing Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. (N)

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.31 Lifeline (Cont'd)

##### A3.31.3 Rates and Charges

**A. General**

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's local access bill for local service.
2. Service Charges in A4 are applicable for installing or changing Lifeline service.
3. The Secondary Service Charge in A4 is not applicable when existing service is converted intact to Lifeline service.

**B. Lifeline credit passed through to the customer:**

	<b>Monthly Credit</b>	
1. Federal Credit <sup>1</sup>		(C)
(a) Medicaid	<b>\$9.25</b>	
(b) Supplemental Nutrition Assistance Program (SNAP)	<b>9.25</b>	
(c) Supplemental Security Income (SSI)	<b>9.25</b>	
(d) Federal Public Housing	<b>9.25</b>	(T)
(e) <b>(DELETED)</b>	<b>9.25</b>	(D)
(f) <b>(DELETED)</b>	<b>9.25</b>	(D)
(g) <b>(DELETED)</b>	<b>9.25</b>	(D)
(h) Income at or below 135% of the Federal Poverty Guidelines	<b>9.25</b>	
(i) Veterans or Survivors Pension Benefit	<b>9.25</b>	(N)

##### A3.31.4 Tribal Lifeline

**A. Description of Service**

Qualified residents of federally recognized tribal lands may receive up to twenty-five dollars (\$25.00) per month in additional federal Lifeline support for their residential service.

**B. Terms and Conditions**

1. Tribal Lifeline support is in addition to traditional Lifeline support.
2. All Lifeline terms and conditions are applicable to Tribal Lifeline.

**C. Eligibility**

To qualify, in addition to meeting the tribal land residency requirement, the customer may be a current recipient of any of the programs identified for Lifeline, or may be a recipient of one of the following federal programs:

1. BIA (Bureau of Indian Affairs) general assistance
2. Tribally administered Temporary Assistance for Needy Families (TANF)
3. Head Start (income eligible)
4. Food Distribution Program on Indian Reservations

**D. Rates and Charges**

1. General

- a. The Tribal Lifeline credit is in addition to the federal Lifeline credit preceding.

#### A3.32 Classroom Communication Service (Obsoleted, See Section A103)

**Note 1:** Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP) and National School Lunch Program's free lunch program are no longer criteria for the federal Lifeline program. Existing Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria.

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**A4. SERVICE CHARGES**

**A4.4 Dual Service (Cont'd)**

**A4.4.1 General (Cont'd)**

D. Payment for Dual Service is provided for by billing the nonrecurring charge from A4.4.2 following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap.

**A4.4.2 Rates and Charges**

A. Exchange Access Line

- 1. Per line, trunk or main station line

	<b>Nonrecurring Charge</b>	<b>USOC</b>
(a) Residence	<b>\$20.00</b>	<b>NA</b>
(b) Business	<b>24.00</b>	<b>NA</b>

**A4.5 Reserved For Future Use**

**A4.6 Reserved For Future Use**

**A4.7 Tribal Link-Up**

(N)

**A4.7.1 General**

(N)

A. Tribal Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers residing on federally recognized Tribal lands by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with FCC rules and regulations including the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012, and the Lifeline and Link Up Reform and Modernization Third Report and Order, Further Report and Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016) ("Lifeline Reform and Modernization Order").

(N)

B. Tribal Link-Up is supported by the federal universal service support mechanism.

(N)

C. A federal credit amount of one hundred percent (100%) of the non-recurring charges for connection of service, up to a maximum of one hundred dollars (\$100.00), is available to be passed through to the subscriber.

(N)

**A4.7.2 Terms and Conditions**

(N)

A. General

(N)

- 1. Customers eligible under Tribal Link-Up are also eligible for monthly recurring assistance under the Lifeline program. (N)
- 2. One Tribal Link-Up connection assistance is available per household and is applicable to the primary residential connection only. (N)
- 3. The Tribal Link-Up credit is available 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. (N)
- 4. To receive the credit, proof of eligibility must be provided prior to installation of service. (N)
- 5. The total charges for connecting service, including service and any other applicable installation charges, are considered in the credit calculation. (N)

## A4. SERVICE CHARGES

### A4.7 Tribal Link-Up (Cont'd)

(N)

#### A4.7.2 Terms and Conditions (Cont'd)

(N)

##### B. Eligibility

(N)

1. To be eligible for a Tribal Link-Up credit, in addition to meeting a tribal land residency requirement, the customer must be a current recipient of any of the following low income assistance programs. (N)
  - a. Supplemental Security Income (SSI) (N)
  - b. Supplemental Nutrition Assistance Program (SNAP) (N)
  - c. Medicaid (N)
  - d. Federal Public Housing Assistance (N)
  - e. BIA (Bureau of Indian Affairs) general assistance (N)
  - f. Tribally administered Temporary Assistance for Needy Families (TANF) (N)
  - g. Head Start (income eligible) (N)
  - h. Food Distribution Program on Indian Reservations (N)
  - i. Veterans and Survivors Pension Benefit (N)
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose household's total gross annual income does not exceed one hundred and thirty-five percent (135%) of the federal poverty guidelines, meet the requirements for eligibility. (N)

##### C. Certification

(N)

1. Proof of eligibility in any of the qualifying low income assistance programs or the income based criterion should be provided to the Company at the time of application for service. The Tribal Link-Up credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation without proof of eligibility, the requested service will be provided without the Tribal Link-Up credit. (N)
2. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Tribal Link-Up program. (N)

#### A4.7.3 Rates And Charges

(N)

- A. The federal credit available for a Tribal Link-Up connection is a one hundred percent (100%) reduction, up to one hundred dollars (\$100.00), of the customary charge for commencing telecommunications service for a single telecommunications connection at a subscriber's principal place of residence. (N)
- B. Upon request, qualifying residents may also receive a deferred schedule of payments of up to two hundred dollars (\$200), and any interest charges associated with the connection charge shall be deferred for a period not longer than one (1) year. (N)

### A4.8 Trouble Determination Charge

#### A4.8.1 General

- A. Residence and Business basic exchange services which terminate in a communications system, such as PBX or Key, are defined as Other Residence or Business Services. These customers shall be responsible for the payment of Company charges for visits by the Company to the customer's premises which are required in connection with a customer's service difficulty or trouble report when it is determined that the source of the difficulty or trouble is on the customer's side of the demarcation point. This charge does not include any isolation work beyond the demarcation point.
- B. Effective 1-1-87, the Company no longer provides maintenance and further isolation of wire and set troubles as a regulated service in compliance with the FCC order in CC Docket 79-105.

#### A4.8.2 Rates and Charges

- A. Trouble determination for Other Residence or Business Service customers will be provided based on Premises Work Charges as described in A4.2.5 applicable to Business customers.