

**TARIFF DISTRIBUTION**

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PURPOSE: Eliminate Lifeline local exchange monthly credit

**TARIFF SECTION**

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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 low income residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in FCC 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996 and the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012. Specific terms and conditions are as set forth in this guidebook.
- 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 total monthly Lifeline credit available to an eligible customer in Florida is \$9.25. The amount of credit will not exceed the charge for local service.

#### A3.31.2 Regulations

- 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 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 Installment Billing Service Fee in Section A4.
  6. The Federal Universal Service Charge will not be billed to Lifeline customers.
  7. A Lifeline subscriber's basic local service will not be disconnected for non-payment of toll charges or ancillary services, but may be disconnected for non-payment of basic local service charges, taxes and fees. Access to toll service may be denied for non-payment of toll charges. Access to ancillary services may be denied for non-payment of basic or non-basic local charges. A Lifeline subscriber's request for reconnection of basic local service will not be denied if the service was previously denied for non-payment of toll or ancillary charges. Partial payments will first be applied to basic local service.
  8. Lifeline eligible customers who have previously been disconnected for nonpayment of local charges may obtain local service equipped with toll blocking upon payment of outstanding debt for non-toll charges, taxes and fees. Toll blocking shall not be removed prior to receipt of full payment of all outstanding toll charges.
  9. The outstanding non-toll balance may be paid in up to twelve installment payments with a minimum per month payment of \$5.00. This installment option is separate from any other installment arrangements (such as Installment Billing of non-recurring charges in Section A4). Should the customer default on this payment arrangement, service will be disconnected and the customer must pay the outstanding non-toll balance in full before local service will be re-established. Installment payments are not available on defaulted amounts previously installment billed.
  10. Payment for other outstanding debt will be pursued in the same manner as for non-Lifeline customers.
  11. The non-discounted federal Lifeline credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this Guidebook, for their eligible end users. Any additional credit to the end user will be the responsibility of the reseller. Eligible carriers, as defined by the FCC, are required to establish their own Lifeline programs.
  12. **(DELETED)**

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