

TARIFF DISTRIBUTION

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Specify that Lifeline is no longer available for resale and remove references pertaining to the resale of Lifeline

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G003	61	0006
G003	61.1	0006
G004	8	0004
G004	8.1	0013

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 charges for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 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 prescribed by the Louisiana Public Service Commission and 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 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. Lifeline service is exempt from the Installment Billing Service Fee.
 6. The Federal Universal Service Charge will not be billed to Lifeline customers.
 7. 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 charges in accordance with 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.
 8. Lifeline *is not available for resale*.

(C)

B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any of the following low income assistance programs.
 - a. Supplemental Security Income (SSI)
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Medicaid
 - d. Federal Public Housing Assistance/Section 8
 - e. Low-Income Home Energy Assistance Program (LIHEAP)
 - f. Temporary Assistance for Needy Families (TANF)
 - g. National School Lunch Program's free lunch program
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed 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.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Terms and Conditions (Cont'd)

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs or for the income based criterion 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. Recertification is required annually.
2. It is the customer's responsibility to notify the Company when the customer is no longer participating in any of the qualifying programs or is no longer eligible based on the requirements established for the income based criterion.
3. 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.
4. 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.
5. **(DELETED)**

(D)

A3.31.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line 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:

1. Federal credit

	Monthly Credit
(a) Supplemental Security Income (SSI)	\$9.25
(b) Supplemental Nutrition Assistance Program (SNAP)	9.25
(c) Medicaid	9.25
(d) Federal Public Housing Assistance/Section 8	9.25
(e) Low-Income Home Energy Assistance Plan (LIHEAP)	9.25
(f) Temporary Assistance for Needy Families (TANF)	9.25
(g) National School Lunch Program's free lunch program	9.25
(h) Income at or below 135% of the Federal Poverty Guidelines	9.25

A4. SERVICE CHARGES

A4.7 Tribal Link-Up

A4.7.1 General

- 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 the FCC's Order on Universal Service in WC Docket Nos. 11-42, 03-109, 12-23; CC Docket No. 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 prescribed by the Louisiana Public Service Commission and are as set forth in this guidebook.
- B. Tribal Link-Up is supported by the federal universal service support mechanism.
- 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.
- D. **(DELETED)**

(D)

A4.7.2 Terms and Conditions

- A. General
 - 1. Customers eligible under Tribal Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
 - 2. One Tribal Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
 - 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.
 - 4. To receive the credit, proof of eligibility must be provided prior to installation of service.
 - 5. The total charges for connecting service, including service and any other applicable installation charges, are considered in the credit calculation.
 - 6. The non-discounted federal credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this Guidebook, for their eligible end users. Eligible carriers, as defined by the FCC, are required to establish their own Tribal Link-Up program.
- B. Eligibility
 - 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.
 - a. Supplemental Security Income (SSI)
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Medicaid
 - d. Federal Public Housing Assistance/Section 8
 - e. Low-Income Home Energy Assistance Program (LIHEAP)
 - f. Temporary Assistance for Needy Families (TANF)
 - g. National School Lunch Program's free lunch program
 - h. BIA (Bureau of Indian Affairs) General Assistance
 - i. Tribally administered Temporary Assistance for Needy Families (TANF)
 - j. Head Start (income eligible)
 - k. Food Distribution Program on Indian Reservations
 - 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.

A4. SERVICE CHARGES

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

A4.7.2 Terms and Conditions (Cont'd)

C. Certification

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.
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.
3. **(DELETED)**

(D)

A4.7.3 Rates And Charges

- 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.
- 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.

A4.8 Trouble Determination Charge

A. General

1. 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. Charges for Trouble Determination, as defined in Section A1, do not include any further isolation work beyond the demarcation point. Customers will not be charged for dispatch work performed in connection with a service difficulty or trouble report when it is determined that the trouble originated from a source other than from the customer's side of the demarcation point.

B. Charges

1. Company trouble determination to the network interface or demarcation point is provided at the following rates and charges for Other Residence or Business Services. 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.
 - a. Premises Work Charges in A4.3.