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A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. Effective December 8, 2017, new Lifeline service is available only to qualifying residence subscribers who reside in Connect America Fund II (CAF II) Funded Census Blocks, shown in Exhibit B of the Petition of AT&T Louisiana for Order Confirming Relinquishment of Eligible Telecommunications Carrier Designation in Specified Areas, Order No. S-34632, effective November 3, 2017. Effective March 16, 2018, Lifeline service will be available only to qualifying subscribers who reside in the CAF II Funded Census Blocks. (N)
- B. 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 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"). (T)
- C. Lifeline is supported by the federal universal service support mechanism. (T)
- D. 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. (T)

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. (M)

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 a Lifeline credit, a customer must be a current recipient of any of the following low income assistance programs:¹
 - a. Supplemental Security Income (SSI) (M)
 - b. Supplemental Nutrition Assistance Program (SNAP) (M)
 - c. Medicaid (M)
 - d. Federal Public Housing Assistance (M)
 - e. Veterans and Survivors Pension Benefit (T)(M)
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. (M)
3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program. (M)

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. Re-certification is required periodically consistent with the federal requirements in 47 C.F.R. 54.
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.

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 *eligible programs under* 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. ***Effective March 16, 2018, Lifeline discounts noted in this paragraph will apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks.***

(M1)

(C)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.3 Rates and Charges

- A. General (M)
 - 1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service. (M)
 - 2. Service Charges in A4 are applicable for installing or changing Lifeline service. (M)
 - 3. The Secondary Service Charge in A4 is not applicable when existing service is converted intact to Lifeline service. (M)
- B. Lifeline credit passed through to the customer: (M)
 - 1. Federal credit¹ (M)

	Monthly Credit	
(a) Supplemental Security Income (SSI)	\$9.25	(M)
(b) Supplemental Nutrition Assistance Program (SNAP)	9.25	(M)
(c) Medicaid	9.25	(M)
(d) Federal Public Housing Assistance	9.25	(M)
(e) Income at or below 135% of the Federal Poverty Guidelines	9.25	(T)(M)
(f) Veterans or Survivors Pension Benefit	9.25	(T)(M)

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. (M1)

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 *eligible programs under* 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. *Effective March 16, 2018, Lifeline discounts noted in this paragraph will apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks.* (C)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.32 Expanded Local Calling Area Service (T)

A3.32.1 General (M)

- A. Expanded Local Calling Area Service is that of furnishing facilities for communications between stations in different wire centers in the Expanded Local Calling Area as described in Section A1. for either two-point or conference service. This service is offered on a Station-to-Station basis, as either Dial (DDD), Dialed Calling Card, or Operator, or on a Person-to-Person basis. These four classes of calls are defined in Section A1., Definition of Terms. (M)
- B. Rates for service between points are based on airline mileage between wire centers. Wire center coordinates are specified in A3.36. (M)
- C. Customer or Other Common Carrier-provided terminal equipment or systems may be used with facilities furnished to the customer by the Company for Expanded Local Calling Area Service as specified in Section A15. following. (M)
- D. Expanded Local Calling Area Service is provided for use by the customer and may be used by others when so authorized by the customer. Use of the service is subject to terms and conditions in Section A2., with the exception of A2.2.1.B, which prohibits payment to the customer by another for use of the service. (M)
- E. Expanded Local Calling Area Conference Service is described in Section A13. (M)

A3.32.2 Two-Point Service

A. Service Between Land Wire Telephones

1. Rates And Charges

- a. Charges for each Expanded Local Calling Area message between any two points are determined as follows:
 - First minute and additional minute rates for all messages are specified in the Basic Rate Schedule in 1.b. following.
 - If any portion of a message occurs in a reduced rate period, the Basic Rate Schedule charges are discounted, as specified in 1.c. following.
 - For any Operator Station message, the Service Charge specified in A.1.d. following is added to the Basic Rate Schedule charge.

b. Basic Rate Schedule

The following table contains the first minute and additional minute rates for the Day and Evening rate periods for all call classes. These rates are based on chargeable time (duration) of the message, as specified in 2. following.

(1) Day Rate Period

Mileage Bands	Initial Minute	Additional Minute
F (1 - 10 miles)	.14	.09
G (11 - 16 miles)	.24	.19
H (17 - 22 miles)	.25	.24
I (23 - 30 miles Intra-Parish)	.25	.25
J (Greater than 30 miles Intra-Parish)	.25	.25
K (23 - 30 miles Inter-Parish)	.25	.25
L (31 - 40 miles Inter-Parish)	.25	.25
M (Greater than 40 miles Inter-Parish)	.25	.25