

TARIFF DISTRIBUTION

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STATE: NORTH CAROLINA

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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

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NORTH CAROLINA
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BY: President - North Carolina
Charlotte, North Carolina

GENERAL SUBSCRIBER SERVICE TARIFF

Thirty Second Revised Page 1
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A3. BASIC LOCAL EXCHANGE SERVICE

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Nineteenth Revised Page 32
Cancels Eighteenth Revised Page 32

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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 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 rates are as prescribed by the North Carolina Utilities Commission and are set forth in this tariff.
- 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 North Carolina is \$9.25. The amount of credit will not exceed the charge for local service. The access line may be a flat rate, message rate or measured line. Local usage charges (excluding operator surcharges) are those applicable for calling within the local or expanded local areas. For the purpose of this credit, the monthly rate and the message rate associated with the MetroConnection Plan Option 2 for residence customers qualify as local usage charges.

A3.31.2 Terms and Conditions

- A. General
 - 1. One low income credit is available per household and is applicable to the primary residential service 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.

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Twelfth Revised Page 32.0.1
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A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Terms and Conditions (Cont'd)

A. General (Cont'd)

3. The following toll blocking options will be offered to Lifeline subscribers at no charge:
 - a. Customized Code Restriction Option 1 or Option 3,
 - b. Customized Code Restriction Option 1 or Option 3 including blocking of calls to the expanded local calling area and
 - c. Billed Number Screening.
4. The deposit requirement is not applicable to a Lifeline customer who elects Customized Code Restriction Option 1 or 3 to establish 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. The Federal Universal Service Charge will not be billed to Lifeline customers.
6. 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 service charges in accordance with Section A2. Access to toll service may be denied for non-payment of toll charges. In such cases, Customized Code Restriction Option 3 and Billed Number Screening, as described in A13.21, will be applied to Lifeline service at no charge to the subscriber. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.
7. Lifeline *is not available for resale*.
8. Partial payments made by customers will be applied first to local service charges, then to toll charges.

B. Eligibility

1. To be eligible for Lifeline, a customer must be a current recipient of any one of the following low income assistance programs:
 - a. Temporary Assistance to Needy Families (TANF)
 - b. Supplemental Security Income (SSI)
 - c. Supplemental Nutrition Assistance Program (SNAP)
 - d. Medicaid
 - e. Low-Income Home Energy Assistance Program (LIHEAP)
 - f. Federal Public Housing Assistance/Section 8
 - 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 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.

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Fifteenth Revised Page 32.0.2
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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 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. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state or federal 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 send the customer a written notice of ineligibility. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
4. **(DELETED)**

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(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.

B. The total Lifeline credit consists of one federal credit.

1. Federal credit

	Monthly Credit
(a) Temporary Assistance for Needy Families (TANF)	\$9.25
(b) Supplemental Security Income (SSI)	9.25
(c) Supplemental Nutrition Assistance Program (SNAP)	9.25
(d) Medicaid	9.25
(e) Low-Income Home Energy Assistance Program (LIHEAP)	9.25
(f) Federal Public Housing Assistance/Section 8	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