OPEN MEETING AGENDA ITEM

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ORIGINAL

BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS
DOUG LITTLE, Interim Chairman
BOB STUMP
BOB BURNS
TOM FORESE
VACANT

Arizona Corporation Commission
DOCKETED
JAN 12 2016
DOCKETED BY

IN THE MATTER OF THE APPLICATION OF AMERICAN BROADBAND AND TELECOMMUNICATIONS COMPANY FOR DESIGNATION AS A WIRELESS ELIGIBLE TELECOMMUNICATIONS CARRIER IN THE STATE OF ARIZONA	DOCKET NO. T-20924A-15-0068 NOTICE OF FILING COMPLIANCE TARIFF

American Broadband and Telecommunications Company hereby files the attached tariff in this docket in compliance with the Order in this docket.

RESPECTFULLY SUBMITTED this 12th day of January 2016.

AMERICAN BROADBAND AND TELECOMMUNICATIONS COMPANY

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American Broadband and Telecommunications Company
d/b/a American Assistance

INFORMATIONAL WIRELESS SERVICES TARIFF

This tariff forth the descriptions, regulations and rates applicable to the furnishing of Commercial Mobile Radio Services ("CMRS" or "wireless") Lifeline services provided by American Broadband and Telecommunications Company d/b/a American Assistance (the "Company") in the State of Arizona where the Company is designated as an eligible telecommunications carrier.

This tariff is on file with the Arizona Corporation Commission. A complete description of the Terms and Conditions applicable to the furnishing of Company's wireless service can be found on the Company's website at http://www.americanassistance.com/.

If you have questions about the service provided by the Company, you may call 866-966-2628. If you are an existing customer and believe there is an error with your account, please call 866-966-2628, or you may contact the Arizona Corporation Commission for assistance at (602) 542-4251 or toll free at 800-222-7000 (in-state only) for assistance in resolving disputes with with the Company.

CHECK SHEET

The pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below contain all changes from the original tariff pages that are in effect as of the date on the bottom of this page.

Page	Revision	Page	Revision	Page	Revision	Page	Revision
1	Original	16	Original				
2	Original	17	Original				
3	Original	18	Original				
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5	Original	20	Original				
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EXPLANATION OF SYMBOLS

The following symbols shall be used in this Tariff for the purpose indicated below:

(C) To signify Changed Regulation

(D) To Delete or Discontinue

(I) Change Resulting in an Increase to a rate

(M) Moved from Another Tariff Location

(N) New

(R) Change Resulting in a Redaction to a rate

(S) Matter Appearing Elsewhere or Repeated for Clarification

(T) Change in Text But No Change to Rate or Charge

(Z) Correction

TARIFF FORMAT SHEET

A. Page Numbering - Page numbers appear in the upper-right comer of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added, the page appears as a decimal. For example, a new sheet added between Sheets 14 and 15 would be 14.1.

B. Page Revision Numbers - Revision numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the third revised Page 14. Because of deferrals, notice periods, etc., the most current page number on file with the Commission is not always the Tariff page in effect.

C. Paragraph Numbering Sequence – Within each section, there are eight levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.

2.1

2.1.1

2.1.1.A

2.1.1.A.1

2.1.1.A.l.(a)

2.1.1.A.1.(a)I

2.1.1.A.l.(a).I.(i)

2.1.1.A.l.(a).I.(i).(l)

D. Check Sheet - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remained the same, just revised revision levels on the same sheets). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current page on file with the Commission.

APPLICATION OF TARIFF

This tariff contains the service descriptions, regulations and rates applicable to wireless Lifeline Services provided by American Broadband and Telecommunications Company d/b/a American Assitance within the State of Arizona where the Company is designated as an Eligible Telecommunications Carrier.

The content of this tariff should not be construed to include all of the Terms and Conditions of Company's service. A complete listing of the Terms and Conditions applicable to the furnishing of the Company's wireless service in Arizona is available on the Company's website at http://www.americanassistance.com/.

TECHNICAL TERMS AND ABBREVIATIONS

Activation - Configuration of a wireless phone so that it is ready to be used to transmit and receive calls on the wireless network.

Airtime - Total time that a wireless phone is connected and in use for talking. This includes use for calls both received by and placed from the wireless phone.

Authentication - A feature used to reduce fraud by confirming the identity of a phone to the wireless network.

Call Waiting - A feature that allows a user to be notified of another incoming call while a call is already in progress, and gives the user the ability to answer the second call while the first call remains on hold.

Caller ID - A feature that displays an incoming caller's telephone number and/or name before the call is answered.

Carrier - A company that provides telecommunications services.

Commission – The Arizona Corporation Commission.

Company – American Broadband and Telecommunications Company d/b/a American Assistance.

Coverage Area - The geographic area served by a wireless carrier. Same as Service Area.

Designated Service Area – The portion of the Company's Service Area in which it has been authorized to serve eligible Lifeline Subscribers as an ETC.

Economic Unit – As used herein means all adult individuals contributing to and sharing in the income and expenses of a household.

ETC – An Eligible Telecommunications Carrier; as used in this tariff, a carrier designated as eligible for reimbursement from the Federal Universal Service Fund for the provision of Lifeline service to eligible consumers.

Handset - Any handheld device used to transmit and receive calls from a wireless system. Also known as a wireless phone, a mobile phone, and other terms.

Lifeline or Lifeline Service – Wireline or wireless telephone service for which a federally-supported discount is available to eligible low-income consumers as defined in federal law.

TECHNICAL TERMS AND ABBREVIATIONS (cont.)

No Service Indicator - A feature of wireless phones that tells the user that wireless service is unavailable in a particular location. Usually an LED on the handset.

Prepaid Wireless Service - A service plan under which Lifeline Subscribers pay in advance for wireless services.

Service Area - The geographic area served by a wireless system. Same as Coverage Area.

Service Plan - A contract between a wireless carrier and a Lifeline Subscriber that details the terms of the wireless service including rates for access and per minute usage.

SMS (Short Messaging System) - A feature that allows users to receive and transmit short text messages using a wireless phone.

Subscriber – A customer for the Company's Lifeline wireless service.

Texts – The informal term referring to SMS messages.

USF – Federal Universal Service Fund.

Voice Mail - A system that answers calls and allows users to reply to, save, delete or forward messages.

SECTION I – REGULATIONS

1.1 General

1.1.1 The information in this Tariff is not intended to represent all of the Terms and Conditions applicable to the provision and use of the Company's wireless service. A complete listing can be found on the Company's website, located at http://www.americanassistance.com/.

1.2 Scope of Informational Tariff

1.2.1 This Tariff contains the regulations, terms, conditions and charges applicable to the Company's provision of basic Lifeline Service utilizing wireless service within the Designated Service Area.

1.3 Eligible Telecommunications Carrier Service Area

1.3.1 The Designated Service Area consists of the geographical area in which the Company is authorized to provide Lifeline Service to eligible Lifeline Subscribers. A list of the wire centers in which Company's Lifeline Service is available is provided in Section 3.1

1.4 Lifeline Subscriber Responsibility

1.4.1 Lifeline Subscriber is responsible for payment of all charges for services furnished to the Lifeline Subscriber.

1.4.2 Lifeline Subscriber is responsible for compliance with provisions of this Tariff as well as Company Terms and Conditions of service.

1.4.3 Lifeline Subscriber is responsible for compliance with applicable regulations of the federal Lifeline program, including, but not limited to:

(i) provision of valid eligibility documentation for enrollment purposes and subsequently in response to Company requests in connection with such verification and/or recertification as is required pursuant to federal law;

(ii) provision of timely notice to Company if Lifeline Subscriber ceases to be eligible for Lifeline services;

(iii) Lifeline Subscriber obligations identified in the Company's enrollment process materials, Company Terms and Conditions, or in any supplemental materials issued by Company or government agencies.

SECTION I – REGULATIONS (cont.)

1.5 Equipment Arrangements

1.5.1 Company will provide eligible Lifeline Subscribers with an E911-compliant handheld phone. This equipment may be provided at no additional charge.

1.5.2 Company-provided equipment will be as follows dependent upon the service provided:

(i) A handheld mobile phone kit that operates spectrum of the Company's underlying wireless carriers.

(ii) The kit will include an AC charger.

(iii) A handset operator's manual for new handsets.

(iv) The Company reserves the right to provide Lifeline Subscribers a refurbished handset.

(v) The Company reserves the right to provide Lifeline Subscribers any type of available handset that will work on the Company's network. Lifeline Subscribers have no right to expect or demand a particular make or model handset.

(vi) A handset warranty periods from the handset manufacturer apply to all handsets provided by Company to replace or repair defective or shipping damaged handsets.

(vii) Defective handsets will be repaired or replaced, free of charge within 30 days of receipt.

(viii) Lifeline Subscribers are responsible only for the cost of returning defective handsets within the 30 day Company warranty. Company will absorb all charges necessary to ship a repaired or replacement handset to customer.

(ix) After the Company's 30 day warranty, a $25.00 replacement fee, plus applicable sale tax, is required.

SECTION I – REGULATIONS (cont.)

1.6 Liability of the Company

1.6.1 Limitations

1.6.1.A Lifeline Subscriber acknowledges that the wireless service may not be completely private and is of such nature that wireless may be interrupted, lost or limited for many reasons other than the negligence of the Company, including, but not limited to, dialing errors, power failures, leaving wireless coverage area, malfunctioning equipment, interruptions in the Company's interconnections to wireline, wireless, or interexchange carriers, "dead spots" or other incomplete coverage areas within Company's local service area.

1.6.1.B Company shall not be liable for any damages arising from the causes listed above, or any other causes beyond the direct and exclusive control of the Company.

1.6.1.C Company's liability for its own negligence or any other reason may not in any event exceed the proportionate amount of the Service first giving rise to such claim or otherwise no more than an amount equal to the Service charge in the month in which the claim or claims first arose.

1.6.1.D In no event shall the Company be liable for any special, incidental, punitive, multiple or consequential damages, losses or injuries, arising out of or related to the provision of the Services, failure to provide the Services, or in connection with a Company-issued mobile device.

1.6.1.E Lifeline Subscriber agrees to indemnify Company and hold harmless Company from any and all liabilities, penalties, claims, causes of action, and demands brought by third parties (including the costs, expenses, and attorneys' fees on account thereof) resulting from use of the Company Services or a Company-issued mobile device, whether based in contract or tort (including strict liability) and regardless of the form of action.

1.6.1.F The Company does not transmit messages but offers the use of its facilities when available, for communications between parties.

SECTION I – REGULATIONS (cont.)

1.6 Liability of the Company (cont.)

1.6.1 Limitations (cont.)

1.6.1.G When connection to points not reached by the facilities of Company's underlying carriers is established using the facilities of other companies, the Company is not liable for any act or omission of the other company or companies and their agents, servants or employees.

1.6.1.H Company intends to present and offer only generally acceptable data content; however it is impossible to proof all data content, titles and news articles for appropriate content. Company data content is not rated and Lifeline Subscribers are solely responsible for the use of such material, which may be offensive or objectionable to Lifeline Subscribers or to others. Lifeline Subscriber agrees not to hold Company responsible or liable for any offensive or objectionable materials, data or content.

1.7 Advance Payment for Service

1.7.1 Charges for service must be paid by the Lifeline Subscriber in advance. Payment may be made using cash, credit or debit, in person at Company storefronts, or at authorized payment locations. Payment may also be made using credit or debit via the telephone or internet. Auto-debit of prepayments may be arranged.

1.8 Assigning and Changing of Telephone Numbers

1.8.1 Lifeline Subscribers have no property right in assigned telephone numbers. The wireless phone number Company provides for Lifeline Subscriber's use is and will remain the property of Company. In the event that a Lifeline Subscriber cancels the Services, or if the Lifeline Subscriber's account expires, is deactivated or is otherwise terminated, Company may reassign that Lifeline Subscriber's wireless phone number to another Lifeline Subscriber, without giving notice. Company reserves the right to change a wireless number at any time and will attempt to notify Lifeline Subscribers prior to any such change.

SECTION I – REGULATIONS (cont.)

1.8 Assigning and Changing of Telephone Numbers (cont.)

1.8.2 Unless porting a number from an existing account, Lifeline Subscribers must accept the number that is assigned to them at the time of activation. In the event a Lifeline Subscriber desires and is eligible to port a number, they can arrange to do so during the enrollment process. Company will not charge for porting of numbers; however Company is not responsible for charges that a new Lifeline Subscriber's previous provider may impose for the number transfer.

1.8.3 Lifeline Subscribers ceasing to receive service from Company may transfer a wireless number prior to the wireless number being reissued to another Lifeline Subscriber by contacting Customer Service.

1.9 Termination of Service

1.9.1 The Company may terminate service, with notice, for the following reasons:

(i) Lifeline Subscriber's breach of any provision of the Company's rules, terms and conditions as identified in this Tariff or of the Company's Terms and Conditions as posted on Company's website or of Company reasonable requirements duly conveyed to Company's Lifeline Subscribers.

(ii) Due to Lifeline Subscriber's use of the service in any way that is illegal, abusive of Company or other Lifeline Subscribers or fraudulent, including sending unwanted messages or SPAM, or harassing, threatening, abusing, defaming or slandering any individual or entity. Lifeline Subscriber may not resell the Services or sell the mobile device to a third-party.

(iii) Any use of service that interferes with another Lifeline Subscriber's service or that is used for any purpose other than communication.

SECTION I – REGULATIONS (cont.)

1.9 Termination of Service (cont.)

1.9.1 (cont.)

(iv) Lifeline Subscriber's use of Directory Assistance to obtain a name, address or telephone number for any purpose other than to facilitate the making of a telephone call shall constitute an abuse of the service.

Once a termination of service has been completed, service will be reestablished only upon the basis of a new application for service.

1.9.2 If Company has a reasonable basis to believe that a Lifeline Subscriber no longer meets the eligibility criteria for Lifeline service, Company will notify the Lifeline Subscriber of impending termination of the Lifeline service. This notification of impending termination will be sent in writing and will be written in clear, easily understood language. The Lifeline Subscriber will be allowed 30-days following the date of the impending termination letter to demonstrate continued eligibility. A Lifeline Subscriber making such a demonstration must present proof of continued eligibility to the Company consistent with applicable annual re-certification requirements, as described in federal law. The Company will terminate any Lifeline Subscriber who fails to demonstrate continued eligibility within the 30-day time period. Notwithstanding the foregoing, Company will comply with any state dispute resolution procedures applicable to Lifeline termination.

1.10 Customer Initiated Cancellation of Service

1.10.1 In the event that a customer contacts the Company, by calling customer service, and states that he or she is not eligible for Lifeline or wishes to de-enroll from Lifeline or disconnect Lifeline services for any reason, the Company will disconnect service within 24 hours and de-enroll the customer within five business days.

1.11 Limitations on Service Obligations

1.11.1 The Company reserves the right to refuse an application for service made by a present or former Lifeline Subscriber who is indebted to the Company for telephone service previously furnished, until the indebtedness is satisfied.

1.11.2 The Company reserves the right to refuse an application for service made by a former Lifeline Subscriber who on past occasions has repeatedly ordered the same or similar product(s) or service(s) and subsequently cancelled such same or similar product or service.

SECTION II -- DESCRIPTION OF SERVICE

2.1 General

Services are limited to the operating range and capacity of the Company's underlying wireless systems in the Company's designated service area.

2.1.1 Service depends on over-the-air radio transmissions. Many factors beyond the Company's control may affect the Lifeline Subscriber's ability to make and receive calls on the Company wireless handset and the quality of those calls including, but not limited to, the location, the conditions of the atmosphere, terrain, nearby buildings and other structures, network capacity issues, system outages or failures of equipment to operate as expected, a problem that occurs with service Company purchases from another provider, system upgrades, performance of maintenance work, accidents or other events outside of the Company control. As a result, Services, including calls or attempted calls to emergency services, may be interrupted, may fail, or may be below normal quality levels. The Company takes no responsibility for service interruptions or problems caused by factors beyond the Company control.

2.1.2 Statements by the Company's employees, representatives, or agents regarding system coverage is intended to describe approximate coverage and should not be interpreted to mean that Service will be available without interruption.

2.1.3 Subject to applicable federal and state law, Service is available to Lifeline-qualified consumers who make a reasonable request for Service within the Company's designated service area, at rates and under the terms and conditions contained in this tariff and the Company's Terms and Conditions, which are incorporated by reference.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.2 Lifeline Service Conditions

2.2.1 Company's Lifeline Service is a federally-supported wireless telecommunications service that provides reduced monthly service rates and is made available to qualified low-income consumers.

2.2.2 Lifeline Subscribers are exempt from paying the Federal Universal Service Charge.

2.2.3 Eligible Lifeline Subscribers may apply Lifeline discounts to any Company retail wireless service plan that includes voice telephony service.

2.2.4 All Lifeline reimbursements received by Company will directly correlate to Service discounts passed through to Lifeline Subscribers, ensuring that Lifeline Subscriber receive 100% of all universal service support funding.

2.2.5 Lifeline discounts are set, pursuant to federal regulation, at $9.25 for non-tribal service.

2.3 Lifeline Service Eligibility

2.3.1 Eligibility is determined based on income or participation in assistance programs closely related to and based on income.

2.3.2 In Arizona, Lifeline Subscribers are eligible if their annual household income is at or below 150% of the Federal Poverty Guidelines or if the Lifeline Subscriber participates in at least one of the approved public assistance programs, as indicated below:

(i) Federal Public Housing Assistance/Section 8 (FPHA)
(ii) Supplemental Nutrition Assistance Program (SNAP)
(iii) Medicaid
(iv) Low Income Home Energy Assistance Program (LIHEAP)
(v) Supplemental Security Income (SSI)
(vi) National School Lunch Program's (Free program only)
(vii) Temporary Assistance for Needy Families (TANF)

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.3 Lifeline Service Eligibility (cont.)

2.3.3 Acceptable documentation of program eligibility includes: (1) the current or prior year's statement of benefits from a qualifying state or federal program; (2) a notice letter of participation in a qualifying state or federal program; (3) program participation documents (e.g., the consumer's Supplemental Nutrition Assistance Program (SNAP) electronic benefit transfer card or Medicaid participation card (or copy thereof)); or (4) another official document evidencing the consumer's participation in a qualifying state or federal program.

2.3.4 Acceptable documentation of income eligibility includes the prior year's state, federal, or Tribal tax return; current income statement from an employer or paycheck stub; a Social Security statement of benefits; a Veterans Administration statement of benefits; a retirement/pension statement of benefits; an Unemployment/Workmen's Compensation statement of benefits; federal or Tribal notice letter of participation in General Assistance; or a divorce decree, child support award, or other official document containing income information for at least three consecutive months' time.

2.3.5 All applications for service are subject to verification with the state agency responsible for administration of qualifying program.

2.3.6 Telephone service must be in the name of the individual receiving the benefit, or if qualifying through a dependent, must be in the name of the parent/guardian of the dependent.

2.3.7 One Lifeline benefit is available per household or Economic Unit and is applicable only to the customer's principle residence.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.4 Certification and Verification of Eligibility for Low-Income Programs

2.4.1 Certification and verification are the processes by which eligible consumers establish and confirm their qualification to receive Lifeline Service. Certification occurs at the time an individual applies to receive Lifeline Service, while verification occurs on a periodic basis after the Lifeline Subscriber has already been certified.

2.4.3 Lifeline Subscribers enrolling via the Internet and Toll-Free Voice, will be required to fax, mail or e-mail proof of eligibility documentation to the Company except that they may directly upload this documentation to the extent that the Company's online enrollment program permits.

2.4.4 Potential Lifeline Subscribers are required to list their primary residential address on the application/certification form and to identify all of the programs in which they participate.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.4 Certification and Verification of Eligibility for Low-Income Programs (cont.)

2.4.5 Applicants are required to provide a residential address with their application/certification form and may not use a P.O. Box for their physical address.

2.4.6 Lifeline service will not be provided until proof of eligibility has been received and confirmed by the Company. Additional verification of identity is obtained by requiring enrollees to complete a call to Company personnel upon receipt of the handset in order to activate Service.

2.4.7 Annual re-certification of a Lifeline Subscriber's eligibility is a prerequisite for the Lifeline Subscriber's continued receipt of Lifeline-supported services. Re-certification may be achieved through Company querying of applicable eligibility databases or by obtaining a signed certification from each Lifeline Subscriber. If Company cannot verify a Lifeline Subscriber's continued eligibility, that Lifeline Subscriber's Lifeline Service will be discontinued.

2.5 Service Activation

2.5.1 An outbound call must be made in order for the service to be activated and for Company to seek Lifeline reimbursement for that customer. For phones sold in-person, the customer must complete an outbound call in front of the representative upon taking possession of the phone in order to complete the enrollment process. In the event phones are mailed to the customer's address, the customer must dial an activation code which will connect them to a customer service representative. The customer then has to provide the customer service representative with identification information and confirm Lifeline service was ordered.

2.6 Non-Usage Policy

2.6.1 Consistent with federal law, Company has implemented a non-usage policy to ensure that Lifeline support is received only by qualified Lifeline Subscribers who use the service and to prevent reimbursement from the USF to Company for Lifeline support provided to inactive Lifeline Subscribers.

2.6.2 Lifeline Service must be personally activated by the Lifeline Subscriber and the Service will be deactivated and the Lifeline Subscriber de-enrolled if the Lifeline Subscriber does not use the Service for a period of 60 days.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.6 Non-Usage Policy (cont.)

2.6.3 Lifeline Subscribers that do not use the Service for a period of 60 days will be issued a de-enrollment notice that failure to use the Lifeline service within a 30-day notice period will result in de-enrollment. Lifeline Subscribers can "use" the service by: (1) completing an outbound call; (2) purchasing minutes from the Company to add to the Lifeline Subscriber's plan; (3) answering an incoming call from a party other than the Company; or (4) responding to a direct contact from the Company and confirming that the Lifeline Subscriber wants to continue receiving the service.

2.6.4 If, after 30 days, the Lifeline Subscriber has not resumed using the Service, Company will de-enroll the Lifeline Subscriber from the Lifeline program.

2.6.5 A Lifeline Subscriber who has been deactivated under this plan may subsequently re-enroll in the Lifeline program provided that the former Lifeline Subscriber remains qualified for Lifeline benefits. He or she will be re-enrolled in the program and will be provided the monthly allotment of minutes following re-enrollment.

2.6.6 Once a Lifeline Subscriber has been de-enrolled from Lifeline, Company will cease seeking reimbursement from the USF for the Lifeline Subscriber.

2.7 Airtime Usage

2.7.1 Company's Lifeline Subscribers receive a specified amount of minutes and SMS messages each month, as determined by their selection among the Company plans described in Section 2.9. Lifeline Subscribers may purchase additional minutes and SMS capability ("top-ups") on a non-recurring basis as described in 2.9.

2.7.2 Deduction of minutes for a completed call from a customer's handset will begin when the SEND key is pressed and will end when either party ends the call, rounded up to the nearest minute. Call detail records will only be provided upon affirmative request of Lifeline Subscriber or where required by applicable law.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.7 Airtime Usage (cont.)

2.7.3 Minutes used for calls to 911, to 611 (customer service) or from Company customer service will not be deducted from a Lifeline Subscriber's account.

2.8 Emergency (911) Calls

2.8.1 There is no deduction of minutes for 911 emergency service calls.

2.8.2 Company handsets can reach 911 Emergency services regardless of minutes remaining on the handset.

2.8.3 As previously stated, many factors beyond the Company's control may affect the ability to make and receive calls on a Company handset which include, but are not limited to, atmospheric conditions, terrain, nearby buildings and other structures, network capacity issues, system outages or failures of equipment to operate as expected, a problem that occurs with service Company purchases from another provider, system upgrades, performance of maintenance work, accidents or other events outside of the Company's control. If a customer is in an area where the handset is searching for a wireless signal or where there is no wireless signal or wireless service, it is highly probable that a call to 911 will not go through. In such an event, Lifeline Subscribers should dial 911 from the nearest landline phone. Company takes no responsibility for service interruptions or problems caused by factors beyond the Company's control.

2.8.4 Statements by Company, its employees, representatives, or agents regarding system coverage is intended to describe approximate coverage and should not be interpreted to mean that Service will be available without interruption.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.9 Lifeline Service Plans

2.9.1 The Company's Lifeline brand and trade name in Arizona is "American Assistance."

2.9.2 All Lifeline plans include a free handset, free calls to 911 Emergency Services, free calls to and from Company Customer Service; free balance inquiries, free Caller ID, free Call Waiting, free Three-Way Calling, free Voicemail, and domestic long distance calling at no extra per-minute charge. Caller ID may display both the Lifeline Subscriber's billing name and their wireless number when placing outbound calls. Company does not have the ability to block Lifeline Subscribers' name and number when making outbound calls.

2.9.2 Lifeline Subscribers will be able to call 611 (Customer Service) and 911 (Emergency) regardless of their minutes balance. Calls to these numbers are not counted towards usage.

2.9.3 Lifeline Subscribers are responsible for paying all charges including, but not limited to 1) charges for optional Service features selected by the Lifeline Subscriber; 2) all applicable surcharges, fees, taxes, and regulatory charges related to basic and optional Service(s) selected by Lifeline Subscriber. Lifeline Subscribers are responsible for all charges applicable to Lifeline Subscriber handset service.

2.9.4 Changes to a surcharge, fee or tax will become effective as provided by the taxing authority and changes to applicable contribution amounts for the USF and other regulatory charges shall become effective immediately.

2.9.5 Eligible Lifeline Subscribers may elect one (1) of the following Service plans:

(i) 250 voice minutes per month at no charge to Lifeline-eligible consumers;

(ii) 500 minutes per month for voice calls at a low monthly rate to Lifeline-eligible consumers; and

(iii) the ability to apply the $9.25 Lifeline credit to a non-Lifeline package with unlimited minutes of voice telephone and text messages at a low monthly rate, in addition to its non-Lifeline packages.

The plans offered by the Company do not offer roll over voice minutes or roll over text messages, month to month.

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.9 Lifeline Service Plans (cont.)

2.9.5 (cont.)

Additional Minutes Plans ("Top-Ups")

- Lifeline Subscribers may purchase additional minutes plans on a non-recurring basis. Unused minutes and messages expire at the end of Lifeline Subscriber's monthly period and may not be used in subsequent months. If Lifeline Subscriber use all of their monthly voice minutes and messages before a new monthly cycle starts and they add an Additional Minutes Plan to their account, they will be charged based on the Additional Minutes Plan they choose for voice calls and messages. Even following purchase of an additional minutes plan, if Lifeline Subscriber uses all of the minutes included in the plan, Lifeline Subscriber will not have the ability to make calls or send receive messages, except to place 911 calls and 611 calls to customer services, until another additional minutes plan is purchased or a new monthly cycle starts. The current supplemental minute offering are as follows:

Plan Option 1 **Lifeline 250 Voice Minutes**	Free cell phone 250 Free Voice Minutes per Month 250 Free Text Messages per Month	FREE
Plan Option 2 **Lifeline 500 Voice Minutes**	Free cell phone 500 Voice Minutes per Month 500 Text Messages per Month	$10.70/month
Plan Option 3 **$9.25 Lifeline Credit**	Apply the $9.25 Lifeline credit to any non-Lifeline rate plan: Unlimited Voice/Text and 1 GB Data - $49.95/month 1500 Minute Talk/1500 Text – $29.95 1000 Texts and 250 Talk Minutes – $19.95 4000 Combined Voice Minutes and Text – $34.25	

Top-Up Available for All Plans		
Plan	**Top-Up Amount**	**Voice/Talk**
100 Talk	$6.99	100 Talk Minutes
250 Talk and Text	$9.99	250 Talk Minutes + 250 Text Messages
500 Talk and Text	$19.99	500 Talk Minutes + 500 Text Messages
1,000 Talk and Text	$29.99	1,000 Talk Minutes + 1,000 Text Messages
100 Text	$2.99	100 Text Messages
300 Text	$4.99	300 Text Messages
500 Text	$7.99	500 Text Messages
1,000 Text	$12.99	1,000 Text Messages

These supplemental packages, or "top-up" minutes, will be available for purchase at the Company's website and at its retail locations

SECTION II -- DESCRIPTION OF SERVICE (cont.)

2.10 Calling Scope

2.10.1 Airtime includes both local and toll calls to or from all fifty (50) United States and Puerto Rico.

SECTION III – SERVICE AREA

3.1 Lifeline Service Area

The Company offers Lifeline service in the following wire centers:

CARRIER NAME	CLLI	SWITCH NAME
QWEST CORPORATION	AGFIAZSRDS0	SUNRISE
QWEST CORPORATION	AZCYAZ03RS1	ARIZONA CITY
QWEST CORPORATION	BCKYAZMADS0	BUCKEYE
QWEST CORPORATION	BISBAZMARS1	BISBEE
QWEST CORPORATION	BLCNAZMARS1	BLACK CANYON
QWEST CORPORATION	BNSNAZMADS0	BENSON
QWEST CORPORATION	BNSNAZSDDS0	BENSON SAINT DAVID
QWEST CORPORATION	BRDSAZMADS0	BEARDSLEY
QWEST CORPORATION	CHNDAZMADS0	CHANDLER MAIN
QWEST CORPORATION	CHNDAZSODS0	CHANDLER SOUTH
QWEST CORPORATION	CHNDAZWEDS0	CHANDLER WEST
QWEST CORPORATION	CHVYAZMADS0	CHINO VALLEY
QWEST CORPORATION	CLDGAZMARS1	COOLIDGE
QWEST CORPORATION	CMVRAZMARS1	CAMP VERDE
QWEST CORPORATION	CMVRAZRRRS1	RIMROCK
QWEST CORPORATION	CRCYAZMARS1	CIRCLE CITY
QWEST CORPORATION	CRNDAZMADS1	CORONADO
QWEST CORPORATION	CSGRAZMADS0	CASA GRANDE
QWEST CORPORATION	CTWDAZMADS0	COTTONWOOD-MAIN
QWEST CORPORATION	CTWDAZSORS1	COTTONWOOD-SOUTH
QWEST CORPORATION	CVCKAZMADS0	CAVE CREEK
QWEST CORPORATION	DDVLAZNMRS1	DUDLEYVILLE
QWEST CORPORATION	DGLSAZMARS1	DOUGLAS
QWEST CORPORATION	DRVYAZNODS0	DEER VALLEY NORTH
QWEST CORPORATION	ELOYAZ01RS1	ELOY
QWEST CORPORATION	FLGSAZEADS0	FLAGSTAFF EAST
QWEST CORPORATION	FLGSAZMADS0	FLAGSTAFF MAIN
QWEST CORPORATION	FLGSAZSORS1	FLAGSTAFF SOUTH
QWEST CORPORATION	FLRNAZMARS1	FLORENCE
QWEST CORPORATION	FTMDAZMADS0	FORT MCDOWELL
QWEST CORPORATION	FTMDAZNORS1	RIO VERDE
QWEST CORPORATION	GDYRAZCWDS0	COLDWATER
QWEST CORPORATION	GLBNAZMARS1	GILA BEND
QWEST CORPORATION	GLDLAZMADS0	GLENDALE MAIN
QWEST CORPORATION	GLOBAZMARS1	GLOBE
QWEST CORPORATION	GNVYAZMADS0	GREEN VALLEY
QWEST CORPORATION	GRCNAZMARS1	GRAND CANYON
QWEST CORPORATION	HGLYAZMADS1	HIGLEY
QWEST CORPORATION	HGLYAZQCDS2	QUEEN CREEK
QWEST CORPORATION	HMBLAZMARS1	HUMBOLDT

SECTION III – SERVICE AREA

3.1 Lifeline Service Area

CARRIER NAME	CLLI	SWITCH NAME
QWEST CORPORATION	HYDNAZMARS1	HAYDEN
QWEST CORPORATION	JSCYAZMARS1	JOSEPH CITY
QWEST CORPORATION	KRNYAZMARS1	KEARNY
QWEST CORPORATION	LTPKAZMADS0	LITCHFIELD PARK
QWEST CORPORATION	MARNAZ02RS1	MARANA WEST
QWEST CORPORATION	MARNAZMARS1	MARANA
QWEST CORPORATION	MAYRAZMARS1	MAYER
QWEST CORPORATION	MESAAZGIDS0	GILBERT
QWEST CORPORATION	MESAAZMADS0	MESA
QWEST CORPORATION	MIAMAZMARS1	MIAMI
QWEST CORPORATION	MMTHAZMARS1	MAMMOTH
QWEST CORPORATION	MRCPAZMADS0	MARICOPA
QWEST CORPORATION	MSPKAZMADS0	MUNDS PARK
QWEST CORPORATION	NGLSAZMARS1	NOGALES
QWEST CORPORATION	NGLSAZMWDS0	NOGALES MIDWAY
QWEST CORPORATION	NWRVAZMADS0	NEW RIVER
QWEST CORPORATION	ORCLAZMARS1	ORACLE
QWEST CORPORATION	PAGEAZMADS0	PAGE
QWEST CORPORATION	PHNXAZ81DS0	PHOENIX-FOOTHILLS
QWEST CORPORATION	PHNXAZBWDS0	PHOENIX-BETHANY WEST
QWEST CORPORATION	PHNXAZCADS0	PHOENIX-CACTUS
QWEST CORPORATION	PHNXAZEADS0	PHOENIX-EAST
QWEST CORPORATION	PHNXAZGRDS0	PHOENIX-GREENWAY
QWEST CORPORATION	PHNXAZLVDS0	PHOENIX-LAVEEN
QWEST CORPORATION	PHNXAZMADS1	PHOENIX-MAIN
QWEST CORPORATION	PHNXAZMRDS0	PHOENIX-MID RIVERS
QWEST CORPORATION	PHNXAZMYDS0	PHNX-MARYVALE
QWEST CORPORATION	PHNXAZNEDS0	PHOENIX-NORTHEAST
QWEST CORPORATION	PHNXAZNODS1	PHOENIX-NORTH
QWEST CORPORATION	PHNXAZNWDS0	PHOENIX-NORTHWEST
QWEST CORPORATION	PHNXAZPPDS0	PHOENIX-PECOS
QWEST CORPORATION	PHNXAZPRDS0	PHNX PEORIA
QWEST CORPORATION	PHNXAZSEDS0	PHNX SOUTHEAST
QWEST CORPORATION	PHNXAZWEDS0	PHOENIX WEST
QWEST CORPORATION	PIMAAZMARS1	PIMA
QWEST CORPORATION	PINEAZMARS1	PINE
QWEST CORPORATION	PLMNAZMARS1	PALOMINAS
QWEST CORPORATION	PRSCAZEARS2	PRESCOTT EAST
QWEST CORPORATION	PRSCAZMADS0	PRESCOTT MAIN
QWEST CORPORATION	PRVYAZPPDS0	PINNACLE PEAK
QWEST CORPORATION	PTGNAZELRS1	PATAGONIA ELGIN
QWEST CORPORATION	PTGNAZMARS1	PATAGONIA

SECTION III – SERVICE AREA

3.1 Lifeline Service Area

CARRIER NAME	CLLI	SWITCH NAME
QWEST CORPORATION	PYSNAZMADS0	PAYSON
QWEST CORPORATION	SCDLAZMADS0	SCOTTSDALE MAIN
QWEST CORPORATION	SCDLAZSHDS0	SHEA
QWEST CORPORATION	SCDLAZTHDS0	THUNDERBIRD
QWEST CORPORATION	SEDNAZMADS0	SEDONA
QWEST CORPORATION	SEDNAZSORS3	SEDONA SOUTH
QWEST CORPORATION	SFFRAZMADS0	SAFFORD
QWEST CORPORATION	SMTNAZMARS1	SOMERTON
QWEST CORPORATION	SNMNAZMADS0	SAN MANUEL
QWEST CORPORATION	SPRRAZMARS1	SUPERIOR
QWEST CORPORATION	SPRSAZEADS0	SUPERSTITION EAST
QWEST CORPORATION	SPRSAZMADS0	SUPERSTITION MAIN
QWEST CORPORATION	SPRSAZWEDS0	SUPERSTITION WEST
QWEST CORPORATION	SRVSAZMADS0	SIERRA VISTA MAIN
QWEST CORPORATION	SRVSAZNORS1	SIERRA VISTA NO
QWEST CORPORATION	SRVSAZSODS0	SIERRA VISTA SO
QWEST CORPORATION	TCSNAZCADS0	CATALINA
QWEST CORPORATION	TCSNAZCODS0	CORTARO
QWEST CORPORATION	TCSNAZCRDS0	TCSN CRAYCROFT
QWEST CORPORATION	TCSNAZEADS0	TUCSON EAST
QWEST CORPORATION	TCSNAZFWDS0	FLOWING WELLS
QWEST CORPORATION	TCSNAZMADS1	TUCSON MAIN
QWEST CORPORATION	TCSNAZMLRS2	MOUNT LEMMON
QWEST CORPORATION	TCSNAZNODS0	TUCSON NORTH
QWEST CORPORATION	TCSNAZRNDS0	RINCON
QWEST CORPORATION	TCSNAZSEDS0	TUCSON SOUTHEAST
QWEST CORPORATION	TCSNAZSODS0	TCSN SOUTH
QWEST CORPORATION	TCSNAZSWDS0	TUCSON SOUTHWEST
QWEST CORPORATION	TCSNAZTVDS0	TANQUE VERDE
QWEST CORPORATION	TCSNAZWERS1	TUCSON WEST
QWEST CORPORATION	TEMPAZMADS0	TEMPE MAIN
QWEST CORPORATION	TEMPAZMCDS0	MCCLINTOCK
QWEST CORPORATION	TLSNAZMADS0	TOLLESON
QWEST CORPORATION	TMBSAZMARS1	TOMBSTONE
QWEST CORPORATION	TNCKAZMARS1	TONTO CREEK
QWEST CORPORATION	TUBCAZMARS1	TUBAC
QWEST CORPORATION	VAILAZNORS1	VAIL NORTH
QWEST CORPORATION	WCBGAZMARS1	WICKENBURG
QWEST CORPORATION	WHTKAZMARS2	WHITE TANKS
QWEST CORPORATION	WHTLAZMADS0	WHITLOW
QWEST CORPORATION	WLCXAZMARS1	WILLCOX
QWEST CORPORATION	WLMSAZMARS1	WILLIAMS

SECTION III – SERVICE AREA

3.1 Lifeline Service Area

CARRIER NAME	CLLI	SWITCH NAME
QWEST CORPORATION	WLTNAZMARS1	WELLTON
QWEST CORPORATION	WNBGAZOIRSI	WINTERSBURG
QWEST CORPORATION	WNSLAZMADSI	WINSLOW
QWEST CORPORATION	YRNLAZMARSI	YARNELL
QWEST CORPORATION	YUMAAZFTDSI	YUMA FORTUNA
QWEST CORPORATION	YUMAAZMADSO	YUMA
QWEST CORPORATION	YUMAAZSEDSO	YUMA SOUTHEAST