

**ORIGINAL**  
**NEW APPLICATION**

Reed Peterson  
Director – State Regulatory Affairs  
20 East Thomas Road – 1<sup>st</sup> Floor  
Phoenix, Arizona, 85012

Office: 602-630-8221  
Fax: 602 630 5337  
Reed.Peterson@centurylink.com



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AZ CORP COMMISSION  
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2016 MAR 14 PM 3 55

March 14, 2016

Docket Control  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85012

T-01051B-16-0092

Arizona Corporation Commission  
**DOCKETED**

MAR 14 2016

DOCKETED BY	<i>[Signature]</i>
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Re: Qwest Corporation d/b/a CenturyLink-QC  
Docket No. T-01051B-15-\_\_\_\_\_  
Tariff Changes in connection with the Medically Needy Telephone Assistance Program.

Dear Sir or Madam:

That attached tariff pages are being filed to request that the Medically Needy Telephone Assistance Program be grandfathered to existing customers and that no new customers be accepted into the program effective April 1, 2017.

This program was instituted by the Commission in 1991 at a time when U S WEST (a predecessor company of CenturyLink) was essentially a monopoly provider of telephone service in its territory. The program provides a subsidy to low income households that demonstrate a special medical need requiring a telephone in the home. The program is only available to CenturyLink customers and is not offered by any other providers or in areas outside of CenturyLink's serving territory. At its peak, the program provided benefits to over 10,000 customers. However, as the number of CenturyLink's landline customers has dwindled due to the effects of competition from wireless, cable telephony, and VoIP competitors, the number of customers currently receiving benefits has fallen to around 2,200.

CenturyLink will continue to provide benefits to all current customers, as well as any others who enroll in the program prior to April 1, 2017. After that date, no new customers will be accepted and customers who leave the program for any reason, such as failure to re-qualify, failure to recertify, or a lapse in service, will not be accepted back into the program. Following approval of this filing, CenturyLink will notify its entire residential customer base that the program is being discontinued on 4/1/17. Customers who are currently on the program will also receive 2 separate notifications concerning these changes prior to 4/1/17. After that date, customers who formerly qualified for the program will still be eligible for the FCC Lifeline Program and if over the age of 65, for the Senior Telephone Discount Program, both of which offer subsidies for basic local telephone service. Customers also have the option of obtaining free or subsidized wireless service from numerous providers throughout the community.

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These tariff pages have been prepared with an effective date of July 1, 2016. Please let me know if you have any questions concerning this matter.

Sincerely,

A handwritten signature in cursive script that reads "Reed Peterson".

Attachment

Issued: 3-14-16

Effective: 7-1-16

## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.6 TELEPHONE ASSISTANCE PROGRAMS

##### A. Arizona Low-Income Telephone Assistance Program (ALITAP) (Cont'd)

###### 3. Terms and Conditions

- a. The Arizona Low-Income Telephone Assistance Program credit will begin with the date the Company receives a valid application from the customer or when new service is established for a qualifying customer. The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.
- b. The regular nonrecurring charges, terms and conditions applicable to these service offerings specified in 5.2.6 will apply. The nonrecurring charges to change to or from this program due to eligibility status will be waived.
- c. Customers of this service will receive a 17% percent reduction on the nonrecurring charge once during a calendar year, decreasing the charge to \$22.82. The credit is applicable only to the customer's principal residence line.[1]

##### B. Telephone Assistance Program for the Medically Needy

###### 1. Definition

The Telephone Assistance Program for the Medically Needy provides a credit to cover the monthly charges for basic local residential phone service and other charges as more fully set forth below for certain low-income medically needy customers. **Effective April 1, 2017 this program will be discontinued and no longer available to new customers who enroll on or after that date. Existing customers already enrolled in this program as of April 1, 2017 will continue to receive the credit as long as they recertify annually and do not leave the program for any reason.**

(N)  
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(N)

[1] The 17% reduction of the nonrecurring charge equals \$4.67 (LNKAX).