



525 Junction Rd  
Madison, WI 53717  
www.tds telecom.com



0000174686

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL

2016 NOV 14 P 1:26

**ORIGINAL**

November 10, 2016

Docket Control  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007-2927

**RE: Southwestern Telephone Company;  
Revisions to Low-Income Assistance Programs Tariff  
Docket No. T-01072A-16-0395**

Docket Control:

Enclosed please find the original and 13 copies of the following *replacement* tariff sheet (s):

**Section 5                      Seventh Revised Sheet 10  
   Fourth Revised Sheet 11.1  
   Sixth Revised Sheet 12**

The purpose of these replacement sheets is to make ACC Staff suggested changes to the proposed tariff filing made under Cover Letter dated November 1, 2016.

The proposed effective date for this filing is December 2, 2016.

If you have any questions, please contact me at (608) 664-4169.

Sincerely,

Rachelle A. Ladwig  
Senior Administrator - Tariffs

Enclosures

Arizona Corporation Commission  
**DOCKETED**

NOV 14 2016

DOCKETED BY

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY  
Arizona

Section 5  
Seventh Revised Sheet 10  
Cancels Sixth Revised Sheet 10

LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAM (LIFELINE)

Lifeline Assistance was developed to reduce rates for low income customers. The Company participates in this assistance program to increase the availability of telecommunications services to all consumers in its serving areas. The structure of the program is outlined in the following paragraphs.

1. Lifeline Assistance

a. General

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.

b. Regulations

1) Lifeline Assistance is available to all residential customers who meet the following eligibility requirements: <sup>(1)</sup>

a) Customers must participate in one of the following programs:

Medicaid, Supplemental Nutrition Assistance Program (SNAP),  
Supplemental Security Income (SSI), Federal Public Housing  
Assistance, Veteran's and Survivor's Pension Benefit, or

(T)  
|  
(T)

Have household income that is at or below 135% of the Federal  
Poverty Guidelines.

(T)

(D)  
(D)

ISSUED: November 2, 2016

EFFECTIVE: December 2, 2016

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY  
Arizona

Section 5  
Fourth Revised Sheet 11.1  
Cancels Third Revised Sheet 11.1

LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

1. Lifeline Assistance (Continued)

b. Regulations (Continued)

- 6) Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- 7) Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- 8) Verification of a customer's continuing eligibility shall be performed by the Company on an annual basis.
- 9) Records will be maintained by the Company in accordance with Arizona Corporation Commission Decision No. 67941 and FCC C.F.R. 54.417.
- 10) One Lifeline discount is allowed per household. The FCC defines "household" as any individual or group living together at the same address as one economic unit.

c. Credits

The following credits\* will apply for each customer eligible for Lifeline Assistance:

	<u>Monthly Credit*</u>	
1) Federal Lifeline Assistance Benefit	(1)	(T)

\* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

(1) Authorized FCC rate.

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY  
Arizona

Section 5  
Sixth Revised Sheet 12  
Cancels Fifth Revised Sheet 12

**LOW-INCOME ASSISTANCE PROGRAMS**

A. **LOW-INCOME ASSISTANCE PROGRAMS** (Continued)

2. Lifeline Connection Assistance (Link-Up)

Per FCC Order 12-11 (Lifeline/Link-Up Order), Lifeline Connection Assistance (Link-Up) support is eliminated effective April 2, 2012.

3. Arizona Telephone Assistance Program

Customers of this service will receive a seventeen percent (17%) reduction on service charges. The credit is applicable only to the customer's principle residence line. State support is provided in accordance with A.R.S 46.701, et. seq. The Arizona Department of Economic Security instructs the Company on which accounts the benefits are to be applied to.

(N)

(N)

ISSUED: November 2, 2016

EFFECTIVE: December 2, 2016

BY: Joel Dohmeier, Vice-President