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CenturyLink®

December 8, 2016

Docket Control  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 DEC 12 P 1:3

Re: Changes to the Lifeline Program  
Docket No. T-01051B-16-0419

Dear Sir or Madam:

Attached for filing is a revision to Qwest Corporation, d/b/a CenturyLink QC, Entity Code T-01051B.

On November 14, 2016, Qwest Corporation d/b/a CenturyLink QC filed a tariff revision in the above referenced docket to request changes to the Federal Lifeline Program. After discussions with the ACC Staff, CenturyLink amends that filing to remove the reference in Section 5.2.6.A.3.a. on Page 22.2 that indicated that applicants could request Lifeline assistance by completing a form from the Federal Communications Commission. This reference to the FCC has been deleted from the original page that was filed on November 14, 2016.

This page as well as the other original pages have been prepared with the same effective date of December 14, 2016 as was reflected in the original filing. If you have questions or need additional information regarding this filing, please contact me at the number below.

Sincerely,

*Dawn Salaver*

Dawn Salaver

Arizona Corporation Commission

DOCKETED

DEC 12 2016

DOCKETED BY *GB*

cc: Matthew Connelly  
Arizona Corporation Commission  
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AZ2016-014 revised (QC)

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Issued: 11-14-16

Effective: 12-14-16

**1. APPLICATION AND REFERENCE**

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Issued: 11-14-16

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## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

### 2.3 PAYMENT FOR SERVICE

#### 2.3.3 ADVANCE PAYMENTS AND DEPOSITS

##### B. Deposits (Cont'd)

4. Qualifying **Lifeline** Assistance Program customers can initiate service without (T) paying a deposit if they voluntarily elect toll restriction. Toll restriction is provided at no charge to **Lifeline** Assistance Program customers. (T)

##### C. Deposit Alternatives

1. Residential service applicants may choose to subscribe to an individual exchange access line for local calling, in lieu of a deposit for a full service arrangement. The access line is equipped with Toll Restriction and Billed Number Screening.

If applicable, this deposit option is contingent upon payment arrangements of any outstanding debt to the Company being met by the customer, as discussed and agreed upon between the Company and the customer. Upon agreement of a specific payment arrangement, a Service Agreement will be issued to the customer.

- a. Access to the toll network is not allowed. The customer agrees not to access the toll network by other available means.
- b. Collect and/or third number billed calls will be prohibited from being charged to this access line. Some calls, originating from locations that do not have screening capabilities, may not be capable of being intercepted and denied. These calls, e.g., International calls and calls that do not go through the Billing Validation Authority data base, will be billed to the customer if completed.
- c. Provision of Toll Restriction and Billed Number Screening on the access line does not alleviate the customer's responsibility for payment of any completed toll calls.
- d. The customer may subscribe to full service when satisfactory credit has been established on the residential service account or a deposit is paid.
- e. Regulations, terms, conditions, rates and charges as described elsewhere in this Tariff apply as appropriate.
- f. Service is subject to the availability of existing central office facilities.

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**5. EXCHANGE SERVICES**

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Issued: 11-14-16

Effective: 12-14-16

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Issued: 11-14-16

Effective: 12-14-16\*

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd) (N)

5.2.6 LIFELINE ASSISTANCE PROGRAMS (N)

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016. (M) (M)

Customers who received Lifeline Assistance prior to December 2, 2016 will continue to receive benefits until their annual re-certification date, at which time customers must demonstrate their continued eligibility by meeting the eligibility requirements in effect as of December 2, 2016. (N) (N)

A. Federal Lifeline Program (T) (M)

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies to a single telephone line or broadband service at the applicant's principal place of residence. (T) (T) (C)

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household<sup>(1)</sup> in one of the following programs: (T) (T)

- Federal Public Housing Assistance (FPHA) or Section 8 (C)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension (C) (M)

<sup>(1)</sup> A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses. (N) (N)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appeared on Page 27, Release 2.

Issued: 11-14-16

Effective: 12-14-16\*

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (N)

5.2.6 LIFELINE ASSISTANCE PROGRAMS (N)

A. Federal Lifeline Program (Cont'd) (T) (M)

3. Terms and Conditions

a. An applicant may request Lifeline assistance through completion and submission of a form provided by the Company or by an agent of the state. (T)

b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services). (T)

c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider. (C) (C)

d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application. (T)

e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.

f. Nonrecurring charges will not apply when establishing this program on existing service.

g. Partial payments made by Lifeline customers will be applied first towards local service charges.

h. Toll Restriction is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service. (T) (M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appeared on Page 27, Release 2.

Issued: 11-14-16

Effective: 12-14-16\*

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

(N)

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

3. Terms and Conditions

h. (Cont'd)

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. 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.

- i. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 5.2.6.C. following.

4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT	(T)	(N) (M)
<b>Federal Lifeline Program Credit, per month</b>	See Notes <sup>[1,2]</sup>	\$9.25		

<sup>[1]</sup> Credit is applied as follows: ASGFX (\$6.15) + ASGF2\* (\$3.10) = \$9.25

<sup>[2]</sup> \*When the state ALITAP (Senior Lifeline) credit also applies, the Federal Lifeline Program Credit USOCs are ASGFX + ASGF3.

(T) (M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appeared on Pages 29, 30, 31 and 32.

Issued: 11-14-16

Effective: 12-14-16\*

## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE (Cont'd)

#### 5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)

##### B. Arizona Low-Income Telephone Assistance Program (ALITAP) (T)

###### 1. Definition

The Arizona Low-Income Telephone Assistance Program, **also referred to as Senior Lifeline Program**, provides for a credit against the recurring monthly rate for the provision of local residential **voice** service for certain low-income customers. (T)

###### 2. Application

- a. The Low-Income Telephone Assistance Program credit is only available to low-income customers who meet eligibility requirements established by A.R.S. 42-5016, 46-701, 702, 703, 704. Applicants must be a head of household, be 65 years of age or older and have a household income at or below 100% of the Federal Poverty Guidelines.
- b. The monthly credit will be based on the sum of a 17% discount on the following local exchange service offerings:
  - Flat rate individual service.
  - Low Use Option service.
  - Monthly increments.
  - Local area calling usage <sup>[1]</sup>
  - Maintenance of inside wiring.
  - Service station service.

<sup>[1]</sup> Local area calling usage receives a discount limited to an amount that in addition to the exchange access service does not exceed the comparable flat rate total.

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

Issued: 11-14-16

Effective: 12-14-16\*

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)

B. Arizona Low-Income Telephone Assistance Program (ALITAP) (Cont'd) (T)

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 **approved** application. (T)
- 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% reduction** on the nonrecurring charge (T) once during a calendar year, decreasing the charge to \$22.82. The credit is applicable only to the customer's principal residence line.<sup>[1]</sup>

(M)

(M)

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

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appearing on this page now appears on Page 24.2.

Issued: 11-14-16

Effective: 12-14-16\*

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

**B. Arizona Low-Income Telephone Assistance Program (ALITAP) (Cont'd)**

**4. Monthly Credit**

	<b>CREDIT USOC</b>	<b>CREDIT AMOUNT<sup>[1]</sup></b>	(T)	(M)
• Flat individual line (1FR)	ASGSX	2.80		
• Low Use Option (RMN)	ASGSX	1.80		
• Service Station Line <sup>[2]</sup> - 1-party flat line (1SS)	ASGSX	2.80		
• Maintenance of Inside Wire (WMR/OWM)	ASGSW	0.81		
• Exchange Zone Number 1	ASGSP	\$0.09		
• Exchange Zone Number 2	ASGSQ	0.26	(T)	(M)

<sup>[1]</sup> The monthly credits specified above reflect the applicable credits per A.R.S. 46.703 for service for the Arizona Low-Income Telephone Assistance Program (ALITAP) and reflect the 17% discount. **Customers who qualify for these monthly credits under ALITAP will also receive the Federal Lifeline Program monthly credit specified in 5.2.6.A.4.** (T) (M)

<sup>[2]</sup> Obsolete Service Station Line is found in 105.2.5. (T) (M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appeared on Pages 29, 30 and 32.

Issued: 11-14-16

Effective: 12-14-16\*

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

(T) (M)

C. Telephone Assistance Program for the Medically Needy

(T)

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.

2. **This program will be discontinued on April 1, 2017 and will no longer be available to** (T)  
**new customers who enroll on or after that date. Customers who were enrolled in this** (M)  
**program prior to April 1, 2017 will receive the monthly credit as long as they recertify** (T)  
**annually and do not leave the program for any reason.**

Customers who initially submit an incomplete or invalid recertification application in any annual recertification after April 1, 2017 and who submit a valid completed application within 30 days following notification by CenturyLink QC that the initial application was incomplete, will be allowed to re-enroll in the program effective upon the date of receipt of the completed application. No further extensions or exceptions will be granted after this 30 day period.

(M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appeared on Page 24, Release 2.

Issued: 11-14-16

Effective: 12-14-16\*

## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)

##### C. Telephone Assistance Program for the Medically Needy (Cont'd) (T)

###### 2. Application

- a. The Telephone Assistance Program for the Medically Needy is available to low-income households that meet specific financial eligibility criteria and demonstrate a special medical need requiring a telephone in the home. Customers are financially eligible if their annual income is at or below 150% of current federal poverty guidelines. Certification of medical need should be obtained by use of a simple, standardized form to be completed by a physician and attached to the application. The expected duration of the medical condition must be stated on the form. (D)

- b. The program provides a credit to cover the monthly charge for basic local residential phone service including any applicable monthly exchange zone increments. The program also covers the Universal Service Fund surcharge. In addition, the program covers 100%<sup>[1]</sup> of the nonrecurring charge to install the primary residential line as well as the nonrecurring charge for the exchange zone increment if applicable. (D)

In addition, normal deposit requirements will be waived for program participants. (D)

- c. The funding for this program was established by the Arizona Corporation Commission in Decision No. 57462, dated July 15, 1991. Qwest was ordered to set aside \$1,000,000 annually for this program. In Decision No. 68604, dated March 23, 2006, the Arizona Corporation Commission increased the funding for this program to \$2,000,000. Effective January 1, 2016, the Company will no longer be required to set aside the \$2,000,000 annual funding amount required by Decision No. 68604 or to carry over any previously mandated funding amounts. The Company will provide the credits to customers and all funding required for the continued administration of the program as an in-year current operating expense, with no duty to set aside or maintain an accrual or dedicated fund. (D)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38. (D)

[1] This \$27.50 credit (LNKMX) took effect April 1, 2012, with the elimination of Non-Tribal Link-Up support.

Issued: 11-14-16

Effective: 12-14-16\*

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)**

**C. Telephone Assistance Program for the Medically Needy (Cont'd) (T)**

**3. Terms and Conditions**

- a. **For applications received prior to April 1, 2017**, the credit will commence on the date that **CenturyLink QC** 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. (T)
- 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. (T)
- c. The specific terms and conditions governing this program are contained in a Report to the Arizona Corporation Commission dated September 1, 1991. (T)

**4. Monthly Credit**

	<b>CREDIT USOC</b>	<b>CREDIT AMOUNT</b>	(T)	(M)
• Flat individual line (IFR)	ASGSM	\$24.62 <sup>[1]</sup>		
• Exchange Zone Number 1	ASGSS	0.50 <sup>[2]</sup>		
• Exchange Zone Number 2	ASGST	1.50 <sup>[2]</sup>	(T)	(M)

<sup>[1]</sup> **This amount includes a state credit of \$15.37 plus the amount equivalent to the federal lifeline credit.** (N)  
 (N)

<sup>[2]</sup> The monthly state credit **amount** reflects the 100% credit for the appropriate zone. (T) (M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material previously appeared on Pages 31 and 32.

Issued: 11-14-16

Effective: 12-14-16\*

## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)

(T)

##### D. Tribal Lands Lifeline Program

(M)

##### 1. Description

**The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals living on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.** (T)

##### 2. Eligibility Requirements

- a. **To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 5.2.6.A.2 preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:** (T)

- Bureau of Indian Affairs (BIA) general assistance program
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start programs (under income qualifying eligibility provision only)
- Food Distribution Program on Indian Reservations

**Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.** (N)

(N)

##### 3. Terms and Conditions

- a. **Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs.** (T)

(C)

(M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material now appearing on this page previously appeared on Page 33, Release 2. Material previously appearing on this page now appears on Page 22.1.

Issued: 11-14-16

Effective: 12-14-16\*

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

(T)

**D. Tribal Lands Lifeline Program**

(T) (M)

**3. Terms and Conditions (Cont'd)**

b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.

(M)

(M)

c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

(N)

(N)

**3. Monthly Credit <sup>[1]</sup>**

(M)

	CREDIT USOC	CREDIT AMOUNT	
--	----------------	------------------	--

(T)

• Flat individual line (1FR)	ASGFT	Up to \$25.00 <sup>[1]</sup>	
------------------------------	-------	------------------------------	--

<sup>[1]</sup> The Tribal Lifeline Credit is up to \$25.00, but no more than necessary to reduce to \$1.00 the rate for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line (1FR), including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 5.2.6.A.4. is subtracted from the total and the remaining difference less \$1.00 is the applicable credit amount. For example, Tribal Lifeline customer in Exchange Zone 2: (\$18.47 + \$1.50 + 6.15 = \$26.12 - \$9.25 = \$16.87 - \$1.00) = \$15.87 credit. The actual Tribal Lifeline credit amounts are as follows:

- Base Rate Area	\$14.37
- Exchange Zone 1	14.87
- Exchange Zone 2	15.87

(T) (M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M) Material now appearing on this page previously appeared on Page 34, Release 9. Material previously appearing on this page now appears on Page 29.

Issued: 11-14-16

Effective: 12-14-16\*

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)

(T)

D. Tribal Link-Up

(T)

(M)

As of April 1, 2012, non-Tribal Lifeline customers are not eligible for Link-Up support. Eligible residents of Federal Tribal Lands may receive Link Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on tribal lands. Tribal Link-Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link-Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

CREDIT  
USOCS

- Tribal Link Up

LNK/  
LNKEL

(M)

\* Changes reflected herein were implemented on December 2, 2016 in compliance with FCC 16-38.

(M1) Material now appearing on this page previously appeared on Page 28, Release 1. Material previously appearing on this page now appears on Pages 22.3 and 24.1.

Issued: 11-14-16

Effective: 12-14-16

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

(T)

(M)

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(M) Material previously appearing on this page now appears on Pages 22.3 and 24.1.

Issued: 11-14-16

Effective: 12-14-16

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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Issued: 11-14-16

Effective: 12-14-16

**5. EXCHANGE SERVICES**

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**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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Issued: 11-14-16

Effective: 12-14-16

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**d/b/a CenturyLink QC  
COMPETITIVE EXCHANGE  
AND NETWORK SERVICES**

**Qwest Corporation  
Tariff No. 3  
Arizona**

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Issued: 11-14-16

Effective: 12-14-16

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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AZ2016-014