

GENERAL SUBSCRIBER SERVICES TARIFF

Moundville Telephone Co., Inc.

Section 2  
3<sup>rd</sup> Revised Sheet 6  
Cancels 2<sup>nd</sup> Revised Sheet 6

S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 Low-Income Assistance Programs

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers as provided for below. Lifeline program consumers will have the choice (where applicable) of applying their benefit to one of the following service offerings: fixed voice (home phone); mobile voice (cell phone); fixed broadband; mobile broadband or broadband-voice bundle. An eligible customer receives credit for the Low-Income Program, pursuant to the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016 and the APSC. (T)

A. Lifeline Assistance

1. **General**

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit pursuant to FCC Order 12-11, the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016 and APSC Docket No. 25980, dated June 29, 2006, eligibility for participation in the Alabama Lifeline Program shall also be extended beyond a telephone subscriber's participation in the means-based programs referenced below also include any individual in the telephone subscriber's household. The telephone subscriber must, however, demonstrate that the household member relied upon for eligibility is eligible and participating in the means-based programs below and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. (N) (N) (T)

2. **Regulations**

Unless other eligibility requirements are established by the Commission or the FCC, Lifeline Assistance is available to all residential subscribers who participate in one of the following programs or the Income Based Criteria listed below: (N) (T)

- 1) Medicaid,
- 2) Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps,
- 3) Supplemental Security Income (SSI),
- 4) Federal Public Housing Assistance (FPHA),
- 5) Federal Veterans and Survivors Pension Benefit. (T) (D) (D)

Income Based Criteria: Household gross monthly income does not exceed 135% of the Federal Poverty Guidelines, pursuant the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38, adopted March 31, 2016 amending the definition of income to align with the Internal Revenue Service's definition of gross income. (N) (T)

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 Low-Income Assistance Programs (Continued)

A. Lifeline Assistance (Continued)

2. **Regulations (Continued)**

- Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that he/she receives benefits under a program outlined in 1) through 5) above, and must, on the same document, agree to notify the Company if he/she ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certification pursuant to FCC Order 12-11, the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016 in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service Administrators. (T)
- a. All applications for this service are subject to verifications with the state agency responsible for administration of the qualifying program until such time the FCC establishes the National Verifier System and is in effect for verification. The Company may request additional documentation deemed necessary prior to providing Lifeline benefits such as an administrating agency's official designation of eligibility in a particular means-based program for the subscriber or a member of the subscriber's household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. (N)
- b. The Company will reconcile and confirm eligibility periodically with the responsible agency. The Company will survey at least annually the entire Lifeline subscriber base, pursuant to FCC Order 12-11, the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016, requesting that each surveyed subscriber verify under penalty of perjury that they, or a member of their household continue to participate in one of the means-based programs by the APSC as eligible for Lifeline funding. Lifeline subscribers who are subsequently determined to be ineligible shall be notified of their ineligibility in writing by the Company and provided 60 days from the date of such notice to rectify or otherwise demonstrate their eligibility prior to the discontinuance of their Lifeline benefits. All unresolved disputes regarding Lifeline or Linkup eligibility shall be brought to the attention of the APSC for resolution. (N)
- c. Subscribers already enrolled will be subject to the rolling recertification's based on their current service initiation date. The rules establishing and related to rolling recertification will be effective for all enrollments made beginning on or after January 1, 2017. Under the FCC Third Report and Order and the Order of Reconsideration, FCC 16-38 (adopted March 31, 2016) the order establishes the creation of a National Verifier. Upon establishment of the National Verifier the Company will comply with the rules and regulations of the National Verifier system for determining subscriber lifeline eligibility. (N)
- d. The Company will process all applications and apply the appropriate credit on the customer's monthly bill. A secondary service charge is not applicable for existing customers who subscribe to Lifeline Assistance. (N)

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 Low-Income Assistance Programs (Continued)

A. Lifeline Assistance (Continued)

2. Regulations (Continued)

- e. As a participant in Lifeline Assistance, customers are eligible to receive Toll Limitation Service at no charge. This service will only be provided at the customer's request.
- f. Local service deposit requirements will be waived for customers who voluntarily receive Toll Limitation Service.
- g. 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 subscribers who have previously unpaid toll charges or are relying on someone in their household to establish eligibility for Lifeline who has previously unpaid toll charge will be required to subscribe to toll blocking by the Company. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- h. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- I. To increase Lifeline service stability, the FCC Order implements port freezes. A subscriber must stay enrolled in qualifying Lifeline supported broadband internet access service for twelve (12) months and with Lifeline supported voice telephone provider for sixty (60) days. Exception to these rules are:
  - 1. A subscriber who is moving to another location, or
  - 2. The service provider is ceasing to offer services in the area where the subscriber resides.
- j. One low income credit is available per residential household, pursuant to FCC Order 12-11 and the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016. A household is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. A household is not permitted to receive Lifeline benefits from multiple providers.
- k. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- l. The PIC charge will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 Low-Income Assistance Programs (Continued)

A. Lifeline Assistance (Continued)

3. Credits

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

	<u>Monthly Credit*</u>
a. Lifeline Credit <sup>①</sup>	\$ 9.25

The Company shall apply the baseline payments received by the administrator of the Federal Lifeline Assistance program to the qualifying customer's service, (T)  
pursuant to FCC Order 12-11 and the Third Report and Order, Further Report (N)  
and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016 and (N)  
the APSC.

Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

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

<sup>①</sup>Rates are in compliance with FCC Order 12-11 and are effective on dates determined by the FCC under Order 12-11, and the Third Report and Order, Further Report and Order and Order of Reconsideration FCC 16-38 adopted March 31, 2016. (N)  
(N)

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Issued By: Larry P. Taylor  
Title: President

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