

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>
CS A*	23rd	3 *	18th	5 *	3rd
1 *	6th	3.1 *	1st	6 *	5th
1.1 *	1st	3.2 *	2nd	6.1 *	3rd
1.2 *	2nd	3.3 *	2nd	7 *	3rd
2 *	8th	3.3.1 *	Original		
		4 *	5th		

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.1 **GENERAL**

32.1.1 APPLICABILITY

Universal LifeLine Telephone Service (ULTS), also known as California LifeLine Telephone Program, California LifeLine, or simply as LifeLine, is a California Universal Service Public Policy Program that provides discounts on basic telephone service to eligible low-income households pursuant to the Moore Universal Telephone act and General Order 153. (T)

ULTS discounts are available to eligible customers ordering new, or currently subscribing to, the following basic services: flat rate individual service or measured rate individual service. (T)

32.1.2 TERRITORY

Within the SureWest Telephone exchange area as said area is defined on a map filed as part of the tariff schedules.

32.1.3 SERVICE ELEMENTS AVAILABLE UNDER ULTS

The service elements of ULTS are as follows:

- (A) Access to (1) single party local exchange service, or (2) service that is equivalent, in all substantial respects, to single party local exchange service.
- (B) Access to all interexchange carriers offering service in the ULTS customer's local exchange.
- (C) Ability to place calls.
- (D) Ability to receive free unlimited incoming calls.
- (E) Free touch-tone dialing.
- (F) Free unlimited access to 911/E-911.
- (G) Access to local directory assistance (DA). The Utility shall offer its ULTS customers the same number of free DA calls that the Utility provides to its non-ULTS residential customers.

(Continued)

	Issued By	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.1 **GENERAL** – (Cont'd)

32.1.3 **SERVICE ELEMENTS AVAILABLE UNDER ULTS** – (Cont'd)

- (H) Access to foreign Numbering Plan Areas.
- (I) ULTS rates and charges.
- (J) Customer choice of flat-rate local service or measured-rate local service with an allowance of 60 local calls per month.
- (K) Free provision of one directory listing per year as provided for in D.96-02-072 (T)
- (L) Free white pages telephone directory.
- (M) Access to operator service.
- (N) Voice grade connection to the public switched telephone network.
- (O) Free access to 800 or 800-like toll-free services.
- (P) One-time free blocking for information services and one-time billing adjustments for charges incurred inadvertently, mistakenly, or that were unauthorized.
- (Q) Access to telephone relay services as provided for in Public Utilities Code §2881 et seq.
- (R) Toll-free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries.
- (S) Toll-free access to customer service representatives fluent in the same language (English and non-English) in which ULTS was originally sold.
- (T) Free access to toll-blocking service.
- (U) Free access to toll-control service, but only if (1) the Utility is capable of offering toll-control service, and (2) the ULTS customer has no unpaid bill for toll service.
- (V) Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access ULTS.

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.1 **GENERAL** – (Cont'd)

32.1.3 **SERVICE ELEMENTS AVAILABLE UNDER ULTS** – (Cont'd)

(W) Free access to the California Relay Service via the 711 abbreviated dialing code.

ULTS does not provide discounts on optional services and equipment. Optional services and equipment are available to customers participating in ULTS at applicable tariffed rates and charges. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges. (T)

32.2 **RATES**

	Monthly Rate	
(A) ACCESS LINE SERVICE		
(1) Local Flat Rate Service Each Individual line	\$ 5.47	
(2) Local Measured Rate Service Each Individual Line	2.91	
		Rate per Call
Usage Charges:		
Originating Untimed Local Calls		
0-60		\$.00
Over 60		.08

(Continued)

	Issued By	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.2 **RATES** - (Cont'd) (T)

(B) SERVICE CONNECTION CHARGES

- (1) Connection of each access line
[See Special Condition Nos. (C)(2)(3)
and (5)] ----- \$10.00
- (2) Conversion; changes in class, type or grade
of service [See Special Condition Nos.
(C)(1), (2), (3) and (4)] ----- \$10.00

(C) FCC ACCESS CHARGE ALLOWANCE ----- A credit in the amount equal to
the applicable FCC End User
Common Line (EUCL)
Charge.

(D) TOTAL TOLL RESTRICTION -----

- (1) Monthly Rate \$ 0.00
- (2) Installation Charge \$ 0.00

(Continued)

	Issued By	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 SPECIAL CONDITIONS

(A) ELIGIBILITY

(T)

Universal LifeLine Telephone Service is available to any residence customer who meets all of the following eligibility requirements:

- (1) The residence at which the service is requested is the customer's principal place of residence.

The residence is that portion of an individual house, building, flat or apartment (a dwelling unit) occupied entirely by a single family or individual functioning as one domestic establishment, also referred to as "household." A room or portion of a dwelling unit occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of ULTS.

- (2) The customer and the members of the customer's household collectively have one, and only one, ULTS line, except as provided elsewhere in this Section for households having a qualifying disabled member.

- (3) The customer's eligibility meets either the income-based criterion or the program-based criterion:

- (a) Income-based criterion allows a customer to enroll in ULTS based on his/her household income, i.e. members of the customer's household collectively earn no more than the following amount of annual income:

<u>HOUSEHOLD SIZE</u>	<u>INCOME LIMITATION¹</u>
1-2	
3	
4	
For each additional member of household	

¹ Refer to AT&T California's Network and Exchange Service Tariff, Schedule A5, Universal LifeLine Telephone Service for Income-Based Criterion.

(T)

(T)

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 SPECIAL CONDITIONS – (Cont'd)

(A) ELIGIBILITY – (Cont'd)

(T)

(3) (Cont'd)

(a) (Cont'd)

- (1) The income used to determine eligibility for the income-based ULTS program shall be based on Total Household Income, defined as all revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

Customers must also provide proof of their income. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Current income statement from an employer or paycheck stub for three consecutive months worth of the same type of statements within the last 12 months
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Workmen's Compensation
- A divorce decree
- Child support document
- Other official documents.

- (2) For households with self-employed members, the "income from self-employment" shown on IRS form 1040, Schedule C, line 29, shall be used to determine income-based eligibility to participate in the ULTS program.

- (b) Program-based criterion allows a customer to enroll in ULTS based on the customer's or a member of the customer household's participation in any of the means-tested programs approved by the commission. Approved means-test programs are:

(Continued)

	Issued By	Date Filed	<u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective	<u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No.	<u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 **SPECIAL CONDITIONS** – (Cont'd)

(A) **ELIGIBILITY** – (Cont'd)

(T)

(3) (Cont'd)

(b) (Cont'd)

- Medicaid of Medi-Cal
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
Also known in California as:
 - California Work Opportunity and Responsibility for Kids (CalWorks)
 - Stanislaus Work Opportunity and Responsibility for Kids (StanWorks)
 - Welfare to Work (WTW)
 - Greater Avenues for Independence (GAIN)
- National School Lunch's free lunch program (NSL)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Healthy Families Category A
- Women, Infants and Children (WIC)

(4) No customer who is claimed as a dependent on another person's income tax return shall be eligible for ULTS.

(L)

(L)

(L) Material now located on Sheet 3.3.1

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> JUN 01 2009
<u>Advice Letter No.</u> 1699	<u>Steve C. Oldham</u>	<u>Effective</u> JUL 01 2009
<u>Decision No.</u> _____	<u>President - CEO</u>	<u>Resolution No.</u> T-17202

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 SPECIAL CONDITIONS – (Cont'd)

(A) ELIGIBILITY – (Cont'd)

(5) Enrollment Process:

(a) Customers that verbally certify to the Utility they meet the ULTS income limits and have proof of income, or participate in an approved public program and/or who verbally certify that he/she qualifies for two (2) ULTS lines will receive a confirmation notice from the Utility informing them of the forthcoming arrival of application forms from the ULTS program, and the requirement to return all completed forms with all required documentation for completion and submission prior to being involved in the ULTS program. The notice shall also inform ULTS applicants that failure to return the completed forms and eligibility documentation by the deadline date will result in the denial of the application for discounted telephone service.

(b) If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within the last 30 days. The Utility will inform the customer that the Commission's certifying agent will notify the customer and the Utility once it determines whether or not the customer is currently, or within the last 30 days has been enrolled in ULTS. If eligibility cannot be confirmed, the customer will be treated as a new ULTS applicant and subject to the certification process.

(c) If a customer changes his or her principle place of residence, while maintaining ULTS eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residences occurs with the last 30 days.

(d) The Utility shall inform ULTS applicants that they will incur regular tariff rates and charges until the certification process is complete. The Utility shall offer ULTS applicants a payment plan for regular tariff non-recurring charges and deposits for basic service.

(e) Customers will be converted to ULTS upon the Utility receiving confirmation of the customer's eligibility from the certifying agent.

(L) Material now located on Sheet 3.3.1

(5) (a) is material formerly identified as (A)(6) & (7). (5)(b) & (C) is material formerly identified as (A)(8). Discontinued material formerly identified as (A)(9).

(Continued)

	Issued By	Date Filed	<u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective	<u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No.	<u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 **SPECIAL CONDITIONS** – (Cont'd)

(A) **ELIGIBILITY** – (Cont'd)

(5) Enrollment Process – (Cont'd):

- (f) The Utility shall inform ULTS applicants that once certified, they will receive a credit on their bill for ULTS discounts as of the application date and, if the ULTS customer has a net credit balance of at least \$10.00 on their next bill, the customer may request a refund check for any such net credit balance.
- (g) The Utility shall inform the customer of the availability of two (2) ULTS lines. A household shall be eligible to receive two (2) ULTS lines if: a) the household meets all ULTS eligibility criterion set forth in this Schedule, b) the household has a disabled member who has immediate and continuous access within the household to a Text-Telephone Device (TTY); and c) the TTY is issued by the Deaf and Disabled Telecommunications Program (DDTP) or a medical certificate indicating the household member's need for a TTY. The Utility will advise the customer they must provide proof for the need of a TTY.
- (h) The Utility shall inform the customer that he or she may opt to receive the instructions for completing the certification form in Braille (English only), or the instructions and the form in large print.

(N)

(N)

(T)(L)

(L)

(L) Material formerly located on Sheets 3.2 & 3.3

(Continued)

	Issued By	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 **SPECIAL CONDITIONS** - (Cont'd)

(B) **LIMITATIONS**

- (1) Universal LifeLine Telephone Service is restricted to residence local exchange service including all applicable extended area service. Foreign exchange, farmer lines, and other non-ULTS services are excluded from this offering. (T)
- (2) Universal LifeLine Telephone Service shall be subject to the conditions set forth in Cal. P.U.C. Schedule 2, Rule 11, "Discontinuance and Restoration of Service." Partial payments will be applied toward local service and non-recurring charges taxes and surcharges. Any remaining amount of the partial payment will be applied towards the toll charges. (T)

(T) Corrected Numbering: (1) was previously (2), and (2) was previously (3).

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

2.3 **SPECIAL CONDITIONS** - (Cont'd)
(B) **LIMITATIONS** - (Cont'd)

- (3) Recipients of Universal LifeLine Telephone Service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for a) ULTS, or b) a second ULTS line. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection charges will not apply to the change in service. The Utility may require a service deposit, if applicable. (T)
- (4) The Commission or the Commission's agent may audit and verify a customer's eligibility to participate in the ULTS program. Any ULTS customer who is found to be ineligible to participate in the ULTS program shall be removed from the ULTS program. Upon notification from the Commission or the Commission's agent, the Utility shall change the ineligible customer's ULTS to regular tariffed rates and charges for the services furnished. Such notification shall specify the effective date of the change. No service conversion charges shall be billed to the customer for this change in service. The Utility may require service deposits, if applicable. The Commission or the Commission's agent may bill the ineligible customers for any ULTS discounts that the customer should not have received for the period covered by the audit, plus interest equal to the 3-month commercial paper rate. (T)

(T) Corrected Numbering: (3) was previously (6), and (4) was previously (7).

(Continued)

	Issued By	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 **SPECIAL CONDITIONS** - (Cont'd)

(B) **LIMITATIONS** - (Cont'd)

- (5) The Utility will annually mail a notification of ULTS availability to all residence customers. (T)
- (6) To remain in ULTS, each ULTS customer is subject to an annual verification process. The Commission's certifying agent will mail verification forms to each recipient of ULTS annually. Any customer who fails to qualify for continued ULTS eligibility and/or fails to return the completed verification form by the date specified, shall upon notification to the Utility by the Commission's certifying agent, be removed from the ULTS program. The customer's service rates will be converted to the regular tariffed rates for the type, class, and grade of service furnished. Non-recurring charges will not apply to the change in service. Deposit requirements will be applied in accordance with applicable tariff schedules. (T)

(T) Corrected Numbering: (5) was previously (8), and (6) was previously (9).

(Continued)

	<u>Issued By</u>	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 SPECIAL CONDITIONS - (Cont'd)

(C) RATE REGULATIONS

- (1) Reduced Service Connection Charges will apply to requests from qualifying households to a) establish ULTS, b) re-establish ULTS at the same residence at which ULTS was previously provided, c) establish ULTS at a new residence, d) switch ULTS from one utility to another, or e) change class, type or grade of service, including requests to change from Foreign exchange Service.
- (2) The Utility shall offer eligible recipients of ULTS the option of paying the ULTS connection charge in three equal monthly installments with no interest. The Utility may also offer eligible recipients of ULTS, a 12-month, interest-free deferred schedule for payment of the charges assessed for commencing ULTS. The interest charges not assessed to the customer shall be for ULTS connection charges of up to \$200 that are deferred for a period not to exceed one year. (N)
(N)
(T)
|
(T)
- (3) Deposits for establishment of service from applicants for new service, as outlined in Cal. P.U.C. Schedule A2, Rule 7, will not be required of eligible recipients to Universal LifeLine Telephone Service providing the applicant does not have any outstanding bill to any telephone utility within California or the applicant requests total toll restriction. Other than previously stated, establishment and re-establishment of credit shall be in accordance with Cal. P.U.C. Schedule A2, Rule 6. (T)
- (4) There is no Limit on the number of times a ULTS customer may pay the ULTS Conversion charge to effect a change in the class, type, or grade of service.
- (5) The Utility may not impose a "central office charge" in addition to the ULTS connection charge when installing ULTS.
- (6) The Utility may charge a late-payment fee when ULTS customers fail to timely remit some or all of the ULTS connection charge under a deferred payment schedule. (N)
|
(N)

(Continued)

	Issued By	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President – CEO</u>	Resolution No. <u>T-17202</u>

A32. UNIVERSAL LIFELINE TELEPHONE SERVICE

32.3 SPECIAL CONDITIONS - (Cont'd)

(C) RATE REGULATIONS - (Cont'd)

- (7) In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule. (T)
- (8) Optional services and equipment are not included in Universal LifeLine Telephone Service rates, but will be provided to Universal Lifeline Telephone Service customers at applicable tariffed rates and charges. (T)
- (9) Universal LifeLine Telephone Service rates and the allowance credits shall be (T)
applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.
- (10) Each Universal LifeLine Telephone Service per D.00-10-028, ordering paragraph 93, authorized the Utility to consider all ULTS lines applicable for reimbursement from the CHCF-B. (T)

(T) Corrected Numbering: (7) was previously (4), (8) was (5), (9) was (6), and (10) was (8).

	<u>Issued By</u>	Date Filed <u>JUN 01 2009</u>
Advice Letter No. <u>1699</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2009</u>
Decision No. _____	<u>President - CEO</u>	Resolution No. _____