

Selective Call Forwarding: Permits the End User to automatically forward to another number calls received from up to six End User pre-selected telephone numbers programmed into the features screening list. The End User controls when the feature is active, the forward-to numbers and can add or remove calling numbers from the feature's screening list.

Repeat Dialing: Permits the End User to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

- * - Calls to 800 Service numbers
- * - Calls to 900 Service numbers
- * - Calls preceded by an Interexchange Carrier access code
- * - International Direct Distance Dialed calls
- * - Calls to Directory Assistance
- * - Calls to 911

Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8)-code list or a thirty (30)-code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

Three Way Calling: Permits the End User to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The End User initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

3.11 Listing Services

3.11.1 For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory (ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

3.11.2 Non-Published Service

This optional Service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

3.11.3 Non-Listed Service

This optional Service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

3.12 Directory Assistance

3.12.1 Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance. Directory Assistance Call Completion allows the directory assistance operator to complete a call to the telephone number requested.

3.13 Operator Services

3.13.1 Provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party. Operator Services also includes verification and emergency interrupt Service.

3.14 Miscellaneous Services

3.14.1 Main Number Retention

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certified Local Exchange Carrier at the same Premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention Service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former Local Exchange Carrier.

3.14.2 Pay Per Call Blocking/Unblocking

This Service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's Switching Facilities permit.

3.14.3 Vanity Number Service

This Service provides for the reservation of special or unique telephone number and fax number for use with the Company-provided Exchange Services.

3.14.4 Presubscription Services

This Service provides for the Presubscription of local Exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

3.15 Non-Recurring Charges

3.15.1 Non-Recurring Charges apply to each line or trunk installed for the Customer. Non-Recurring Charges for Service apply to the ordering, installing, moving, changing, rearranging or furnishing of Telecommunications Services or Facilities. Service charges are categorized as follows:

3.15.2 Activation Fee – An Activation Fee will apply when a Customer initiates Service for the first time, when a Customer reapplies for Service after having been Disconnected by the Company or after choosing to discontinue Service with the Company.

(A) The Activation Fee may be paid in either of two ways:

(1) One-Time Payment – The full Activation Fee is paid in one lump-sum payment in addition to and at the time of payment of the first month's Monthly Recurring Charge and all applicable charges for Optional Services or Features.

(2) Deferred Payment – Part of the Activation Fee is paid in addition to and at the time of payment of the first month's Monthly Recurring Charge and all applicable charges for Optional Services or Features. The remainder of the Activation Fee is paid in addition to and at the time of payment of the second month's billing.

3.15.3 Line Connection Charge - Applies for establishing an exchange access line or trunk. The charge includes Service Ordering, Central Office work, exchange access line work and a standard voice miniature six-position network interface.

3.15.4 Line Change Charge - Applies per line to miscellaneous customer requested changes on existing Service for, but not limited to, number changes and suspend/restore.

3.15.5 Premises Work Charge - A Non-Recurring Charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

3.15.6 Secondary Service Charge - Applies per customer request for the receiving, recording, and processing of customer requests to change Services or add new or additional Services.

3.15.7 Restoration of Service - A restoration charge applies to the restoration of suspended Service and Facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended Service and Facilities is arranged. The restoration charge does not apply when, after Disconnection of Service, Service is later re-installed.

3.16 Blocking

3.16.1 Blocking Service is a feature that permits a Customer to restrict access from his or her telephone line to various discretionary Services. Blocking Service is available where equipment and Facilities permit. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls. The following blocking options are available to Residential and Business Customers:

(A) Option #1 - allows the Customer to block the following calls: Operator 0-, Operator 0+, DDD 1+, 1+900, 1+555-1212, 1+NPA-555-1212, 411, 440, IDDD 01, IDDD 011+, 976, 1+976 and N11 service (211, 311, 511, 711, 811).

(B) Option #2 - allows the Customer to block the following calls: 976, 1+976, IDDD 01, Operator 0- and Operator 0+.

(C) Option #3 - allows the Customer to block the following calls: Operator 0-, Operator 0+, DDD 1+, 1+900, 1+555-1212, 1+NPA-555-1212, IDDD 01 and IDDD 011+.

(D) Option #4 - allows the Customer to block the following calls: 976, 1+976 and 1+900.

(E) Option #5 - allows the Customer to block the following calls: 976, 1+976, 1+900 and N11 service (211, 311, 511, 711, 811).

3.16.2 Rates

The Non-Recurring Charge for each line of Blocking Service is \$10.00 for options #1-#3. There is no Non-Recurring or Monthly Recurring Charge for options #4 or #5. The monthly rate of Blocking Service for options #1 - #3 is as follows:

Monthly Charge, each line \$5.00

SECTION 4 – DIRECTORY ASSISTANCE AND LISTING SERVICES**4.1 Directory Listings****4.1.1 General**

The following rules apply to standard listings in lightface type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

(1) Only information necessary to identify the Customer is included in these listings. The Company uses abbreviations in listings. The Company may reject a residence listing that is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or Service will not be accepted as a listing unless the Customer is legally doing business under that name.

(2) A name may be repeated in the white pages only when only when a different address or telephone number is used.

(3) The Company reserves the right to limit the length of any listing in the directory by using abbreviations when, in its judgment, the clearness of the listing or identification of the Customer is not impaired. Where more than one line is required to properly list the Customer, no additional charge will be made.

(4) The Company may refuse a listing that is known not to constitute a legally-authorized or adopted name, obscenities in the name, or any listing that, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, is a contrived name used for advertising purposes, to secure a preferential position in the directory, or is more elaborate than is reasonably necessary to identify the listed party. The Company, after notification of the Company, will withdraw any listing that is found to be in violation of its rules.

(5) In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory-publishing schedule.

4.1.2 Composition of Listings

(A) Names - the following names may be included in business Service listings:

(1) The name of Customer or joint user.

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- (2) The name of each business enterprise that the Customer or joint user conducts.
 - (3) The name by which the business of a Customer or joint user is known to the public.
 - (4) Only one such name representing the same general line of business will be accepted.
 - (5) The name of any person associated with the Customer or joint user in the same business.
 - (6) The name of any person, firm or organization that the Customer or joint user is authorized to represent, or the name of an authorized representative of the Customer or joint user.
 - (7) Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes.
 - (8) The name of a publication issued periodically by the Customer or joint user.
 - (9) The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
 - (10) The name of a member of Customer's domestic establishment when business Service is furnished in the Customer's residence.
 - (11) The name of a corporation that is the parent or a subsidiary of the Customer.
 - (12) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX Service, may be included in a residence type listing with the telephone number of the PBX Service.
 - (13) The name of the Customer to a sharing arrangement.

(B) Designation

- (1) The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in one than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

(2) A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

(3) A designation is not ordinarily provided in a residence type listing except for residential Service as permitted under the terms of this Tariff. A professional designation is permitted on residence Service in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business Service of that Customer or another Customer in the same or different directory.

(4) The listing of Service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residence Service is furnished in a church study, the listing may include the designation "study."

(C) Address

(1) Each residence or non-profit listing may, but does not have to, include the house number and street name of the residence where the telephone Service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

(D) Telephone Number

(1) Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

(2) A listing may include only the telephone number of the first line of a PBX system or incoming Service group, except that a trunk not included in the incoming Service group of a PBX system, or the first trunk of a separate incoming Service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

4.1.3 Types of Listings

(A) Standard Listing

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph 4.1.2(B) above.

(B) Indented Listing

An indented listing appears under a standard listing and may include only a designation, address and telephone number. An indented listing is allowed only when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers. For example:

Smith, John MD
Office 125 Portland 555-4180
Residence 9 Glenway 555-8345

(C) Alternate Telephone Number Listing and Night Listing

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing, such as the following:

If no answer call (telephone number)
Night calls (telephone number)
Night calls after __PM (telephone number)
Nights, Sundays and holidays (telephone number)
5PM to 9AM weekdays, Saturday until 9AM, Monday and holidays
(telephone number)

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another Service furnished the same Customer or the Service furnished a different Customer.

(D) Duplicate Listing

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

(E) Reference Listing

A Customer having Exchange Services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

(F) Cross Reference Listing

A cross-reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

4.1.4 Free Listings

The following listings are provided at no additional charge to the Customer:

One listing for each individual line Service or auxiliary line.

4.2 Non-Published Service

4.2.1 Non-Published Service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

4.2.2 This Service is subject to the rules and regulations for E911 service, where applicable.

4.2.3 The Company will complete calls to a Non-Published Number only when the caller dials direct or gives the operator the number. No exceptions will be made, even if the caller says it is an emergency.

4.2.4 When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a Non-Published Number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for Non-Published Service.

4.2.5 The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a Non-Published Service or the disclosing of said number to any person.

4.2.6 Rates and Charges

There is a monthly charge for each Non-Published Service. This charges does not apply if the Customer has other listed Service at the same location; if the Customer lives in a hotel, boarding house or club with listed Service; or if the Service is installed for a temporary period.

Non-Published Service charge, per month: \$2.75

4.3 Non-Listed Service

4.3.1 Non-Listed Service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

4.3.2 This Service is subject to the rules and regulations for E911 service, where applicable.

4.3.3 The Company will complete calls to a Non-Listed Number.

4.3.4 When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a Non-Listed Number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for Non-Listed Service.

4.3.5 The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a Non-Listed Service or the disclosing of said number to any person.

4.3.6 Rates and Charges

There is a monthly charge for each Non-Listed Service. This charges applies if the Customer has other listed Service at the same location; if the Customer lives in a hotel, boarding house or club with listed Service; or if the Service is installed for a temporary period.

Non-Listed Service charge, per month: \$1.50

4.4 Directory Assistance Services

4.4.1 A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number. No charge applies for the first call per month per

residence line. No charges apply to calls received from pay telephones or from telephones furnished for the use by handicapped persons. Local directory assistance call completion is an optional Service provided to users of directory assistance service where users may choose to have a call completed by the directory assistance operator to the telephone number requested.

SECTION 5 – OPERATOR SERVICES**5.1 General**

5.1.1 Company operators are available to assist customers with completing calls. Operator assistance is also available to verify and emergency interrupt service. Verification service aids the Customer with legitimate call completion problems. The operator will verify and provide the line status condition of the requested line. Emergency interrupt service aids the customer by having the busy line cleared if an emergency situation exists.

5.1.2 A per-call service charge applies in addition to the per minute usage rates when applicable. An operator-dialed surcharge of \$1.10 per-call applies in addition to the per-call service charges when the operator dials the terminating number for the customer. The per-call service charge applies in all rate periods and is as follows:

(A)	Customer Dialed Calling Card	\$0.75
(B)	Station to Station operator assisted	2.20
(C)	Person-to-Person operator assisted	4.85
(D)	Operator Busy Verification	6.45
(E)	Operator Emergency Interruption	6.45

SECTION 6 - DESCRIPTION OF RATES***6.1 Basic Local Service Rates**

The Company plans to provide service to all areas covered by AT&T, Verizon, Embarq, Consolidated Communications, and all other ILEC's in the exchange maps and boundary conditions of ILEC's in the State of Texas approved by the Public Utilities Commission.

- | | |
|---|---------|
| 1. One time activation fee for all plans
\$30.00 due at time of activation
\$30.00 equally divided into 6 installments
Of \$5.00 each beginning the 2 nd month of service | \$60.00 |
| 2. Basic Plan comes with unlimited local calling plus access to 911 | \$29.99 |
| 3. Plus Plan comes with unlimited local calling plus access to 911,
caller ID and call waiting. | \$36.99 |
| 4. Premium Plan comes with unlimited local calling plus access to 911,
caller ID, call waiting, call waiting ID, three-way calling, call blocker,
call forwarding, call return(*69), speed dialing. | \$39.99 |

6.2 Optional Calling Features and Rate Packages

Optional Features	Monthly Rates	Installation
Anonymous Call Rejection	\$8.00	\$30.00
Auto Redial	\$8.00	\$30.00
Call Blocker	\$8.00	\$30.00
Call Forwarding	\$8.00	\$30.00
Call Forwarding Busy Line	\$8.00	\$30.00
Call Return	\$8.00	\$30.00
Call Waiting	\$9.50	\$30.00
Speed Calling	\$8.00	\$30.00
Three Way Calling	\$8.00	\$30.00

* Rates do not include any Federal, State or Local sales taxes or fees.

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Extended Calling		
Non Published Number	\$4.00	\$30.00
Account Name Change	\$0.00	\$30.00
Telephone Number Change	\$0.00	\$30.00
Transfer of Service	\$0.00	\$40.00
Reconnect fee	\$0.00	\$40.00
Caller ID	\$8.00	\$30.00
Priority Calling	\$7.00	\$30.00
Selective Call Forwarding	\$7.00	\$30.00

*Non-recurring charges do not apply if features are ordered at the time of the initial installation of local service.

SECTION 7 - LIFELINE PROGRAM

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

7.1 General

7.1.1 A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to his/her monthly rate.

7.1.2 Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

7.1.3 Lifeline Program reductions do not apply to surcharges, taxes, long distance service, 976 and other information related telecommunications services and optional services such as custom calling features. Customers may obtain these services, where available, at their discretion.

7.1.4 The Lifeline Program rate reductions do not apply to service connection charges; however, customers eligible for the Link-Up America Program will receive a 50% reduction, not to exceed \$30.00 on applicable service connection charges.

7.1.5 A customer eligible for the Lifeline Program is automatically eligible for the Link-Up America Program. However, a customer may qualify and receive assistance under the Link-Up America Program independently of the Lifeline Program.

7.1.6 All Lifeline services, including but not limited to verification procedures, are subject to state Lifeline certification and verification requirements as contained in the rules of the Public Utility Commission of Texas as they may from time to time be amended.

7.1.7 The Company may not disconnect a Lifeline Program customer's service for the non-payment of toll charges. However, the Company may implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Company will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. If the customer pays all outstanding toll charges, the Company shall remove mandatory toll blocking at the customer's request.

7.1.8 Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

7.1.9 The Lifeline Program rate reductions will not be available on a retroactive basis.

7.1.10 The Company may not charge Lifeline customers a monthly number-portability charge.

7.1.11 Lifeline customers may subscribe to Company bundled services however the applicable Lifeline discount will only apply to the basic network service contained in bundled services.

7.2 Designated Lifeline Program Services

The Company shall offer the following services or functionalities as designated Lifeline Program services:

1. Single party service
2. Local usage
3. Voice-grade access to the switched network
4. Dual tone multifrequency (DTMF) signaling or its functional equivalent
5. Access to emergency services
6. Access to operator services
7. Access to interexchange services
8. Access to directory assistance services
9. Toll blocking service

7.3 Eligibility Requirement

7.3.1 Qualifying Low-income (Eligible) Customer Criteria

An eligible customer shall be defined as an individual whose annual household income is at or below 150% of the federal poverty guidelines or in whose household resides a person who receives or has a child who receives:

- a. Medicaid
- b. Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (FPHA)
- e. Low-Income Home Energy Assistance Program (LIHEAP)
- f. Health benefits under the State Child Health Plan (CHIP)

An eligible customer also includes a resident of a Tribal land as defined in 47 C.F.R. §S4.400. The Lifeline Program rate reductions will be provided to each eligible customer. The Low-Income Discount Administrator (LIDA) will provide a list of eligible customers to the Company each month.

7.3.2 Obligations of the Customer

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines but do not receive benefits under Medicaid, Food Stamps, SS1, FPHA, LIHEAP, or CHIP programs may provide the LIDA with self-enrollment for Lifeline Program benefits. LIDA can be reached at 1-866-4LITEUP. Current customers receiving benefits under these programs will be subject to the Lifeline Program as provided by the LIDA unless they provide a written request to the Company to be excluded from the Lifeline Program.

b. A customer who is eligible for the Lifeline Program but does not have telephone service at the time the LIDA provides its eligibility list to the Company, shall be responsible for initiating a request for the Lifeline Program from the Company.

7.3.3 Obligations of the Company

a. LIDA will provide a list of eligible customers to the Company on a monthly basis. Upon receipt of the list, the Company shall begin reduced billing for those customers.

7.3.4 Discontinuance of Service

a. Discontinuance of Lifeline Discounts for customers automatically enrolled: The eligibility period for automatically enrolled customers is the length of their enrollment in HHSC benefits plus a period of 60 days for the renewal. Automatically enrolled customers will have an opportunity to renew their HHSC benefits or self-enroll with LIDA upon the expiration of their automatic enrollment.

b. Discontinuance of Lifeline Discounts for customers who have self-enrolled: Individuals not receiving benefits through HHSC programs, but who have met Lifeline income qualifications, are eligible to receive the Lifeline Discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months.

7.4 Deposit and Credit Requirements

7.4.1 The Company shall be prohibited from charging a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

7.4.2 The Company may charge a service deposit if the eligible customer denies Subscription to toll blocking upon subscribing to the Lifeline Program.

7.4.3 In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers for the Lifeline Program.

7.5 Service Connection Charges

7.5.1 Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.

7.5.2 Service connection charges do apply when:

a. Existing eligible customers request additional non-qualifying services at the time Lifeline Program reduced billing is initiated.

b. New customers (those without existing local exchange access service) eligible for the Lifeline Program establish service.

c. Customer makes subsequent moves or changes after initial connection to the Lifeline Program.

7.5.3 In instances where service connection charges apply, customers qualifying for the Lifeline Program automatically qualify for the Link-Up America Program and may be eligible to receive a reduction in the applicable service connection charges.

7.6 Implementation

7.6.1 Implementation

The Company shall provide reduced billing to all Lifeline Program eligible customers within its service area in accordance with the Commission's Substantive Rule 26.412.

In instances where a customer inquires about participation in the Lifeline Program, the Company shall provide contact information for the LIDA.

7.6.2 Amounts

	Monthly Rate Reduction
a. Waiver of Federal Subscriber See Note 1 Line Charge	See Note 1
b. Federal Reduction to Residential Local Exchange Access Line Rate	\$1.75
c. State reduction in monthly intrastate charges due	\$3.50
d. Federal matching reduction	\$1.75
e. Additional Federal Discount to Residents Of Tribal lands as applicable	\$25.00

Note 1: The monthly rate reduction will be the rate tariffed by the incumbent local exchange carrier serving the area of the qualifying low-income customer.

SECTION 8 -LINK UP AMERICA PROGRAM

8.1 General

8.1.1 The Link-Up America Program is a federally sponsored telephone assistance program designed to make basic telephone service accessible to qualifying low-income customers who are currently not on the public switched network.

8.1.2 The Company shall provide Link-Up America Program assistance to all qualifying low-income customers within its service area.

8.1.3 A customer eligible for the Lifeline Program is automatically eligible for the Link-Up America Program. However, a customer may qualify and receive assistance under the Link-Up America Program independently of the Lifeline Program.

8.1.4 Assistance is provided to the qualifying low-income customer by one or both of the following programs:

a. A fifty percent (50%) reduction of the service connection charges not to exceed \$30 for connection of telephone service at the qualifying low-income customer's principal place of residence.

b. A one-year, non-interest assessed, deferred payment plan for payment, up to \$200, of service connection charges associated with the establishment of telephone service for the qualifying low-income customer. Service connection charges include those charges customarily assessed for the establishment of telephone services. Deferred payment of these charges will not be subject to late fees or additional service fees.

8.1.5 Nothing in this section shall prohibit a customer who is otherwise eligible for the Link-Up America Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

8.1.6 All LinkUp services, including but not limited to verification procedures, are subject to state Lifeline certification and verification requirements as contained in the rules of the Public Utility Commission of Texas as they may from time to time be amended.

8.2 Eligibility Requirement

8.2.1 Qualifying Low-income (Eligible) Customer Criteria

The Link-Up America Program will be provided for a primary single access line at the qualifying customer's principal place of residence. An eligible customer shall be defamed as an individual whose annual household income is at or below 150% of the federal poverty guidelines, or in whose household resides a person who receives or has a child who receives:

- a. Medicaid
- b. Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (FPHA)
- e. Low-Income Home Energy Assistance Program (LIHEAP)
- f. Health benefits under the State Child Health Plan (CHIP)

An eligible customer also includes a resident of a Tribal land as defined in 47 C.F.R. §54.400.

8.2.2 Obligations of the Customer

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines but do not receive benefits under Medicaid, Food Stamps, SSI, FPHA, LIHEAP, or CHIP programs or is not a resident of a Tribal land may provide the Low-Income Discount Administrator (LIDA) with self-enrollment for Link-Up America Service benefits. LIDA can be reached at 1-866-4LITEUP. The customer will remain eligible for the Link-Up America discounts in accordance with the procedures established in the LIDA Guide.

b. A customer who is eligible for the Link-Up America Program, but does not have telephone service at the time the LIDA provides its eligibility list to the Company, shall be responsible for initiating a request for the Link-Up America Program from the Company.

8.2.3 The LIDA shall provide a list of eligible customers to the Company.

8.2.4 A qualifying customer is eligible to receive the benefit of the Link-Up America Program a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link-Up America Program assistance was previously provided.

8.3 Credit and Billing

8.3.1 Credit Reference

The credit verification procedures used for all applicants who apply for service with the Company will also be used for eligible customers applying for service under the Link-Up America Program.

8.3.2 Deposits

The deposit standards used for all applicants who apply for service with the Company will also be used for eligible customers applying for service under the Link-Up America Program, however, deposit requirements will be waived for eligible customer of the Link-Up America Program who voluntarily elect to receive toll blocking.

8.3.3 Billing Standards

Once service has been established for a Link-Up America Program applicant, the customer will be expected to adhere to the same bill payment policies expected of any other customer.

8.4 Local Exchange Service

The Company shall inform the Link-Up America Program applicant of the lowest priced options for one-party basic residential service. However, if the Link-Up America Program applicant chooses a higher grade of service, the service order will be issued for that service.