

Totelcom Communications, LLC

Study Area Code: 442060

Rates, Terms and Conditions for Lifeline Service

Response to Form 481, Line 1210

Local exchange service rates and charges as specified below are for basic local exchange service, including Tone Dialing Service, and facilities only. The rates for other ancillary services not specifically shown below are presented in Totelcom Communications, LLC's tariff(s) on file with the Public Utility Commission of Texas. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates:⁽¹⁾⁽²⁾

Exchange Name	R-1 Rate	Res. EAS Charge
Carbon	\$ 16.00	\$ -
De Leon	\$ 16.00	\$ -
Desdemona	\$ 16.00	\$ -
Gorman	\$ 16.00	\$ -
Newburg	\$ 16.00	\$ -
Olden	\$ 16.00	\$ -
Proctor	\$ 16.00	\$ -
Sidney	\$ 16.00	\$ -

⁽¹⁾ Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Texas Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

⁽²⁾ Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

TOTELCOM COMMUNICATIONS, LLC
Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. 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.

A. General

1. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate.

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.

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.

4. Assistance is provided to the qualifying low-income customer by:

a. A one-year, non-interest assess, 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, specified in Section 2 of this tariff, customarily assessed for the establishment of telephone services.

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By: Toney Prather
Title: President

Effective: April 2, 2012

TOTELCOM COMMUNICATIONS, LLC
Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

A. General (Continued)

5. 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 no charge. T

6. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) 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. T

7. The Lifeline Program rate reductions will not be available on a retroactive basis unless approved by the Public Utility Commission of Texas or the Low-Income Discount Administrator (LIDA). T

8. Lifeline customers will not be assessed the monthly local number portability charge which is subject to National Exchange Carrier Association, Inc. Tariff No. 5. T

B. Designated Lifeline Program Services

The Company shall offer voice telephony services that provide the following functionalities as designated Lifeline Program services: T

1. Voice grade access to the public switched network or its functional equivalent
 2. Minutes of use for local service provided at no additional charge to the customer
 3. Access to emergency services
 4. Toll blocking service
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By: Toney Prather
Title: President

Effective: April 2, 2012

TOTELCOM COMMUNICATIONS, LLC
Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement

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 benefits from at least one of the following programs:

- a. Medicaid
- b. Supplemental Nutrition Assistance Program ("SNAP" f/k/a Food Stamps)
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (FPHA) or Section 8
- e. Low-Income Heat and Energy Assistance Program (LIHEAP)
- f. Health benefits coverage under the state Children's Health Insurance Program (CHIP)
- g. National School Lunch Program's Free Lunch Program
- h. Temporary Assistance for Needy Families

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The Lifeline Program rate reductions will be provided per eligible customer. The Low-Income Discount Administrator (LIDA) will provide a list of eligible customers to the Company each month.

2. Obligations of the Customer

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines or who participate in FPHA or LIHEAP programs may self-enroll for Lifeline Program benefits by completing an application form and returning it to LIDA. LIDA will send a blank application upon customer request. LIDA can be reached at 1-866-4LITEUP. Current customers receiving benefits under Medicaid, SNAP, SSI or CHIP will be subject to the Lifeline Program automatic enrollment procedures as provided by the LIDA unless they provide a written request to the LIDA to be excluded from the Lifeline Program.

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By: Toney Prather
Title: President

Effective: June 1, 2012

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Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement (Continued)

3. Obligations of the Company

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 within 30 days.

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 Texas Health and Human Services Commission (THHSC) benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their THHSC benefits or self-enrollment 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 THHSC 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.

By: Toney Prather
Title: President

Effective: April 2, 2012

TOTELCOM COMMUNICATIONS, LLC
Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

D. Deposit and Credit Requirements

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.

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

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.

E. Service Connection Charges

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

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.

By: Toney Prather
Title: President

Effective: April 2, 2012

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TOTELCOM COMMUNICATIONS, LLC
Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

F. Lifeline Program Rate Reduction

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 rules.

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

By: Toney Prather
Title: President

Effective: April 2, 2012

TOTELCOM COMMUNICATIONS, LLC
Local Exchange Tariff

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LOCAL EXCHANGE SERVICE

IV. LIFELINE PROGRAM (Continued)

F. Lifeline Program Rate Reduction (Continued)

2. Amounts

The Company shall apply Lifeline Program rate reductions, per eligible customer, as described below.

	Monthly Rate Reduction
a. Federal Reduction applied to Federal Subscriber Line Charge and Residential Local Exchange Access Line Charge	47.C.F.R Section 54.403
b. Maximum State Reduction to Residential Local Exchange Access Line Rate	\$3.50
c. Additional Small Rural Local Exchange Company Universal Service Plan Area Discount Composed of up to 25% of the Local Exchange Access Line Rate Increase Amount	SR 26.412 (f) (1) (E) (i-ii)

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**PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED**

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By: Toney Prather
Title: President

Effective: Upon Approval

Totalcom Communications, LLC

Study Area Code: 442060

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Totalcom Communications, LLC hereby certifies that throughout 2014, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and currently, it is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service at with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, and offering broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream is reasonable, the Company offers broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream.

Totelcom Communications, LLC (SAC 442060)

**Response to Line 3012 - List of Community Anchor Institutions to Which the ETC Newly
Began Providing Service**

The FCC's *USF/ICC Transformation Order* requires a listing of community anchor institutions to which the ETC newly began providing broadband service. Totelcom Communications, LLC did not newly begin providing community anchor institutions with access to broadband service in calendar year 2014.

REDACTED – FOR PUBLIC INSPECTION

ATTACHMENT - LINE 3026
ATTACHMENT REDACTED IN ENTIRETY