

**Federal Communications Commission
Form 481 Annual Reporting Data Collection Form**

**LINE 1210 DETAILS ON THE NUMBER OF MINUTES PROVIDED AS
PART OF THE PLAN**

LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM

6.4.1 General

A. Background

The Lifeline Discount Telephone Service (Lifeline Service) is a jointly sponsored federal and state telecommunications assistance program designed to make retail local exchange access service available at reduced rates to eligible residential customers. The Lifeline Program involves discounts to monthly rates for service.

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B. Services included in Lifeline Telephone Discount Service

Lifeline Services or functionalities available to qualifying low-income customers as enumerated in Title 47, Code of Federal Regulations, §54.101(a):

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Eligible voice telephony services must provide voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems; and toll limitation services to qualifying low-income consumers.

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LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.1 General (Cont'd)

C. Services not included in Lifeline Telephone Discount Service

Lifeline customers may receive services not included in Lifeline Telephone Discount Service. Lifeline customers will be entitled to obtain such services, where available, at their discretion, even though the Lifeline rate reduction does not apply to these services.

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D. Retroactive Participation

Customers may be automatically enrolled or may self-enroll in Lifeline. Reduced rates start at that time. Lifeline Discount Telephone Service will not be available on a retroactive basis.

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E. Regulations stated herein apply to Lifeline Discount Telephone Service only. As of September 1, 2001, the Tel-Assistance Service program is discontinued, and all customers that were receiving benefits under this program will be automatically enrolled in the Lifeline Service program. If a customer's Tel-Assistance discount is greater than the discount they would receive under the Lifeline program, the customer will continue to receive the larger discount. The larger discount will be given to the customer under the Lifeline program until the customer discontinues their service or no longer meets eligibility requirements

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LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.2 Customer Eligibility Requirements

Customer eligibility will be determined by the Texas Low-Income Discount Administrator (LIDA).

A. Lifeline Discount Telephone Service will be provided to customers with a household income at or below 150% of the Federal poverty level (as determined by the United States Office of Management and Budget and reported annually in the Federal Register) or in whose household resides a person who receives or has a child who receives:

1. Medicaid
2. Food Stamps
3. Low Income Home Energy Assistance Program (LIHEAP)
4. Supplemental Security Income (SSI)
5. Federal Public Housing Assistance (FPHA)
6. Health benefits coverage under the state child health plan under Chapter 62, Health and Safety Code (CHIP).

B. Tribal Lands Lifeline Discount will be provided to applicants residing on Tribal Lands and participating in one or more of the following criteria (referenced in Title 25, Code of Federal Regulations, Section 20.1, paragraph (v)):

1. Bureau of Indian Affairs general assistance
2. Tribally administered Temporary Assistance for Needy Families (TANF)
3. Head Start (must meet program's income qualifying standard)
4. National School Lunch Program (must satisfy income standard for free lunch program)

C. The discounted service must be provided in the eligible customer's name. Lifeline Service benefits are applicable only to the primary line at the customer's principal residential premises. A residential premises or dwelling place, is intended to be that location where an applicant resides, even if such residential premises, or dwelling place, is only a single room.

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LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.3 Customer Enrollment

A. General

The Company and the Commission seek to extend Lifeline Service to all qualifying customers. To this end, qualifying customers will be automatically enrolled where the criteria are met and may be self-enrolled when the qualifying criteria are met and automatic enrollment does not occur.

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The LIDA determines and certifies the eligibility of customers for the Lifeline Program.. The Company enrolls customers in the Lifeline Program at the direction of the LIDA.

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B. Automatic Enrollment

Customers receiving benefits under the programs listed in Section 6.4.2.A. and who have telephone service will be subject to the Lifeline automatic enrollment procedures as provided by the LIDA, unless they provide the LIDA with a request to be excluded from Lifeline service.

C. Company Procedures for Automatic Enrollment

On a monthly basis, the Company will send a list of customers to the LIDA. The LIDA will match the names with the Texas Department of Human Services (TDHS) file containing the names of applicants who receive benefits from qualifying assistance programs. The LIDA will then send a file to the Company of new consumers who are eligible for Lifeline service. The Company will utilize this file to give the Lifeline discount to eligible Company customers.

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LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.3 Customer Enrollment

D. Self-Enrollment

Applicants who participate in LIHEAP or FPHA, or whose household income level is at or below 150% of the federal poverty guidelines, may self-enroll for Lifeline service by completing an application form that they either participate in a qualifying program or meet the income requirements specified above. The Company or LIDA will send a blank application upon customer request. The customer must return the form to the LIDA. (C)

E. Tribal Land Applicants

Tribal Lands Applicants may also self-enroll under penalty of perjury that he/she resides on a reservation, as defined in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v), and receives benefits from at least one of the programs referenced in Section 6.4.2.A.

F. Time Requirements

The Company will enroll customers in or remove them from Lifeline within 30 days of receipt of the LIDA file. Reduced billing will commence with enrollment.

G. Discontinuance of Lifeline Discounts for customers automatically enrolled.

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

8. Discontinuance of Lifeline Discounts for customers who have self enrolled.

Individuals not receiving benefits through TDHS programs, but who have met Lifeline income qualifications in Section 6.4.2.A., are eligible to receive the Lifeline Discount for seven (7) months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven (7) months.

LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.4 Lifeline Discounts

A. Qualified Lifeline Statewide Enrollees will receive discounts on monthly bills as follows.

1. Federal Subscriber Line Charge Waiver

Federal Lifeline support provides a \$9.25 credit off monthly voice telephone service rates to a qualifying low-income customer, pursuant to Title 47, Code of Federal Regulations, § 54.403.

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3. Additional State-approved Reduction

A qualifying low-income customer shall receive an additional state-approved reduction of intrastate charges

	<u>Rate</u>
Additional State Approved Reduction	\$3.50

LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.4 Lifeline Discounts (Cont'd)

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B. Lifeline Tribal Lands Discounts

In addition to the Lifeline service provided herein, the rate for local monthly service for an eligible Tribal lands resident shall be reduced by an additional amount, as follows:

Additional Federal approved reduction (10/1/00)	\$25.00
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The monthly local residential rate (including any mileage, zonal, or other non-discretionary charges associated with basic residential service) for qualifying low-income individuals living on tribal lands may not be reduced below \$1 per month.

6.4.5 Deposits and Payments for Service

A. Credit verification

The credit verification procedures used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Discount Telephone Service Program.

B. Deposits

The deposit standards used for all applicants who apply for service with the Company will be used for applicants who apply for service under the Lifeline Discount Telephone Service Program. However, as provided in Section IV.E.5., the Company will not collect a deposit if the Lifeline customer signs up for toll blocking service.

LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.5. Deposits and Payments for Service (Cont'd)

C. Payment for Service

Once service has been established for a Lifeline Service customer, he/she will be expected to adhere to the same bill payment policy and procedures expected of any other Company customer. See Section 6.4.5.H. for eligibility for an extended deferred payment plan.

D. Toll Blocking

The Company will offer toll blocking service at no charge to all qualifying low-income customers at the time such customer subscribes to Lifeline Service. If the customer elects to receive toll blocking, that service shall become part of the customer's Lifeline Service and the customer's monthly bill will not be increased by otherwise applicable toll blocking charges.

E. Service Deposit Prohibition

If a qualifying low-income customer voluntarily elects toll blocking from the Company, the Company may not collect a service deposit pursuant to Substantive Rule §26.24 (relating to credit requirements and deposits) in order to initiate Lifeline Service.

F. Disconnection prohibition

Customers receiving service through the Lifeline Program may not be disconnected for non-payment of toll charges unless the Company receives a waiver from the Commission for this requirement.

G. Service Connection Charges

1. Current customers converting to Lifeline Service shall not be charged for changes in telephone service arrangements that are made in order to qualify for Lifeline Service, or for service order charges associated with transferring the account into Lifeline Service

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LOCAL EXCHANGE SERVICE

6.4 LIFELINE PROGRAM (Cont'd)

6.4.5. Deposits and Payments for Service (Cont'd)

G. Service Connection Charges (Cont'd)

2. If the eligible customer changes the telephone service or initiates new service, the Company will begin reduced billing at the time the change of service becomes effective or at the time new service is established.
3. After the initial connection to the Lifeline Program, any subsequent changes may be subject to the applicable service connection charges.
4. When a customer, who is removed from the program by LIDA, leaves the Lifeline Telephone Discount Program and converts to non-Lifeline services, no service connection charges are applicable. If the customer voluntarily exits from the Lifeline program and converts to a non-Lifeline service, service charges may be applicable.
5. New residential applicants (those without existing local exchange access service) eligible for the Lifeline Program will be subject to the applicable service connection charges.

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H. Deferred Payment Plan

Any Lifeline customer may elect to subscribe at no charge to Toll restriction Service, and to restrict their line from incoming Billed to Third Party, Collect and Calling Card calls. Any Lifeline customer who expresses an inability to pay their past due account balance may elect to enter into an extended deferred payment plan, not to exceed twelve (12) months. Lifeline customers who elect this payment arrangement will be required to obtain, at no charge, Toll Restriction Service and to maintain restrictions on their line to deny incoming Billed to Third Party, Collect and Calling Card calls, until such time as the terms of the extended deferred payment plan are met. Such customers remain responsible for payment of any charge(s) initiated and billed to the account after the terms of the extended deferred payment plan have been agreed upon, as outlined in this Tariff. For such charges, the Company retains the sole discretion as to whether to extend additional payment arrangements.

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**LINE 1222 DETAILS ON THE NUMBER OF MINUTES PROVIDED AS
PART OF THE PLAN**

Consolidated Communications of Fort Bend Company (CCFB) residential and business lines are flat rated for unlimited local calling.

**LINE 1223 ADDITIONAL CHARGES FOR TOLL CALLS, AND RATES
FOR EACH SUCH PLAN**

Additional charges for toll calls will apply according to the Interexchange Carrier the customer has presubscribed to.