



**Eastex Telephone Cooperative, Inc.**

**Study Area Code 442068**

**Response to Line 920- Tribal Engagement Obligation**

Eastex Telephone Cooperative, Inc. ("Cooperative") serves the Alabama-Coushatta Tribe of Texas located in eastern Texas. The Cooperative reached out to the Alabama-Coushatta Tribe of Texas in 2013 to engage in discussion of the Alabama-Coushatta Tribe of Texas' needs assessment and deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services in a culturally sensitive manner, rights of way, land use permitting, facilities siting, environmental and cultural preservation processes, and compliance with Tribal business and licensing requirements per the requirements of 47 C.F.R. §54.313(a)(9). The following pages provide documentation of the Cooperative's engagement with the Alabama-Coushatta Tribe of Texas.

## Steve Alexander

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**From:** Vernon Woolley [vernonw@eastex.net]  
**Sent:** Monday, December 23, 2013 3:20 PM  
**To:** 'Steve Alexander'  
**Cc:** Rusty Dorman  
**Subject:** FW: ACIR Tribal Engagement Meeting - Monday, December 9 at 10 AM

Steve,

Here are the notes from our visit with the Reservation in early December. Please let me know if we need more info before we file the form 481 and I will get you what you need.

The morning of December 9, 2013 I met with Stephanie Williams (Tribal Administrator) of the Alabama-Coushatta Tribe of Texas. We went over all the items on form 481 and at this time the Tribe had no concerns and seem to be doing well. We also discussed the broadband services that the Coop has started providing since our last visit. Ms Williams was very pleased in the performance of their computer network after our service was installed. I ask Anthony Hendrix and Bryan Cox of Eastex Telephone to also attend the meeting and to give a presentation on WiFi and how this type of service would be very useful at any Tribal event and in the RV park that is on the lake inside the reservation. Ms Williams was very interested in being able to have a way for their customers and tourist to have access to internet, e-mail and texting while shopping at a annual event, camping or touring the reservation. Ms Williams also informed us that new changes where coming up in 2014 with the Inauguration of a new Principal Chief and Second Chief of the Tribe. They also will be adding an events coordinator and will be getting Eastex in touch with this person so Eastex can see how we can help with special events.

Over all they are pleased with our efforts and are looking forward to what technology Eastex can offer them in the future. I am looking forward to meeting the new Chief and building a working relationship with him and letting him know Eastex is here to serve ACIR with the latest in technology.

Thank You,

**Vernon Woolley**  
Branch Manager/Livingston Area  
Eastex Telephone Coop., Inc.  
PO Box 1510  
Livingston, TX 77351-1510  
(936) 327-5224 office  
(936) 967-1102 fax  
(936) 328-2842 cell  
vernonw@eastex.net

**From:** Cassandra Heyne [mailto:CHeyne@jsitel.com]  
**Sent:** Tuesday, December 03, 2013 10:54 AM  
**To:** Steve Alexander; Karen Gunkel  
**Cc:** 'Vernon Woolley'; 'Rusty Dorman'  
**Subject:** RE: ACIR Tribal Engagement Meeting - Monday, December 9 at 10 AM

Hi Steve,

I'm happy to hear that you have scheduled a meeting with the Tribe. As far as what you need to address, it can be very similar to what you did last year. Make sure and cover the items that are on the Form 481 (that you have to check to indicate compliance) which include:

1. Needs assessment and deployment planning with a focus on community anchor institutions

2. Feasibility and sustainability planning
3. Marketing services in a culturally sensitive manner
4. Compliance with rights of way
5. Compliance with land use permitting
6. Compliance with facilities siting rules
7. Compliance with environmental review processes
8. Compliance with cultural preservation review processes
9. Compliance with Tribal business and licensing requirements

Even if some of these items are not issues in your area, be sure to bring them up anyway just to confirm that "everything is OK."

Please let me know if you have any further questions.

Thanks!  
Cassandra

**Cassandra E. Heyne**  
**Senior Analyst – Regulatory Affairs**  
**John Staurulakis, Inc.**

7852 Walker Drive, Suite 200  
Greenbelt, MD 20770  
Phone: 301-459-7590  
Fax: 301-577-5575  
Email: [cheyne@jsitel.com](mailto:cheyne@jsitel.com)

**From:** Steve Alexander [<mailto:steve@eastex.net>]  
**Sent:** Tuesday, December 03, 2013 11:26 AM  
**To:** Cassandra Heyne; Karen Gunkel  
**Cc:** 'Vernon Woolley'; 'Rusty Dorman'  
**Subject:** ACIR Tribal Engagement Meeting - Monday, December 9 at 10 AM

Cassandra and Karen,

Eastex has schedule a Tribal Engagement Meeting with the Alabama Coushatta Tribe of Texas in order to meet our 2013 Tribal Engagement Requirements for the Form 481 to be filed by July 1, 2014. The meeting will be held next Monday, December 9 at 10 AM. I cannot attend the meeting, but please provide Vernon with information that needs to be addressed at this meeting in order for Eastex to meet its Tribal Engagement Requirements for 2013.

Please reply or call if you have any questions.

Vernon,

Here are Cassandra's (Phone: 301-459-7590) and Karen's (512.338.0473 voice) phone numbers in case you need to contact them.

Thanks,

Steve Alexander, CPA  
Chief Financial Officer  
Eastex Telephone Cooperative, Inc.  
PO Box 150, Henderson, TX 75653-0150  
903-854-1121

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**Eastex Telephone Cooperative, Inc.**

**Study Area Code: 442068**

**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 and facilities only, including tone dialing service. The rates for other ancillary services not specifically shown below are presented in Eastex Telephone Cooperative's tariff(s) on file with the Public Utility Commission of Texas. Unless otherwise specified, the rates and charges quoted below are for periods of one month at same location, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates:<sup>(1)(2)</sup>

<b>Exchange Name</b>	<b>R-1 Rate</b>	<b>Res. EAS Charge</b>
Blanchard	\$ 16.00	\$ -
Chester	\$ 12.50	\$ 3.50
Coldsprings	\$ 13.00	\$ 3.00
DeBerry	\$ 12.50	\$ 3.50
Elysian Fields	\$ 12.50	\$ 3.50
Evergreen	\$ 12.50	\$ 3.50
Goodrich	\$ 16.00	\$ -
Goodsprings	\$ 10.60	\$ 3.50
Hudson	\$ 12.50	\$ 3.50
Huxley	\$ 13.50	\$ 2.50
Laneville	\$ 10.60	\$ 3.50
Maydelle	\$ 12.50	\$ 3.50
Minden	\$ 10.60	\$ 3.50
Mt. Enterprise	\$ 10.60	\$ 3.50
Oak Hill	\$ 10.60	\$ 3.50
Oakhurst	\$ 13.05	\$ 2.95
Onalaska	\$ 16.00	\$ -
Pinehill	\$ 10.60	\$ 3.50
Ruby	\$ 16.00	\$ -
Segno	\$ 16.00	\$ -
Waskom	\$ 12.50	\$ 3.50

<sup>(1)</sup> 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.

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

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. 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.

**1. General**

a. 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.

b. 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.

c. 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.

d. The Lifeline Program rate reductions do not apply to service connection charges; however, customers eligible for the Tribal Link Up Program will receive a 100% reduction not to exceed \$100.00 on applicable service connection charges, as provided in Section 5 of this tariff.

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By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL** (Continued)

**F. Lifeline Program** (Continued)

**1. General** (Continued)

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

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f. 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.

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

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h. Lifeline Service rate reductions apply to basic network service. The Cooperative shall provide access to and the customer may choose to subscribe to vertical services, including bundled services where offered by the Cooperative, at the tariffed rate, however, the Lifeline discount is applied first to the billed charge for basic telephone service.

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i. The Cooperative shall waive monthly number portability charges, subject to its tariff, for Lifeline customers.

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By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Lifeline Program (Continued)

2. Designated Lifeline Program Services

The Cooperative shall offer the following voice telephony services:

- a. Voice-grade access to the public network or its functional equivalent. T
- b. Local usage at no additional charge to end-users. D
- c. Access to emergency services such as 9-1-1 and E 9-1-1 as implemented locally. T
- d. Toll limitation, including toll blocking or toll control. D

By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**3. Eligibility Requirement**

**a. 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 assistance programs identified in Chapter 47 of the Code of Federal Regulations § 54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline.

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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 Cooperative each month.

**b. Obligations of the Customer**

i. Customers whose annual household income is at or below 150% of the federal poverty guidelines or who participate in FPFA 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, Food Stamps, 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.

ii. 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 Cooperative, shall be responsible for initiating a request for the Lifeline Program from the Cooperative.

By: Mr. Allen Dorman

Effective:

MEMBERS SERVICES TARIFF  
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Lifeline Program (Continued)

3. Eligibility Requirements (Continued)

c. Obligations of the Cooperative

i. LIDA will provide a list of eligible customers to the Cooperative on a monthly basis. Upon receipt of the list, the Cooperative shall begin reduced billing for those customers in accordance with the terms of the LIDA's procedures.

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d. Discontinuance of Service

i. 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.

By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL** (Continued)

**F. Lifeline Program** (Continued)

**3. Eligibility Requirements** (Continued)

**d. Discontinuance of Service** (Continued)

ii. Discontinuance of Lifeline Discounts for customers who have self-enrolled. Individuals not receiving benefits through THSC 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.

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**4. Deposit and Credit Requirements**

a. The Cooperative 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.

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

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

By: Mr. Allen Dorman

Effective:

EASTEX TELEPHONE COOPERATIVE, INC.  
HENDERSON, TEXAS

SECTION 4

2<sup>nd</sup> Revised Page 15.1

Replacing 1<sup>st</sup> Revised Page 15.1

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**5. Service Connection Charges**

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

b. Service connection charges do apply when:

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

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

iii. Customers make subsequent moves or changes after the initial connection to the Lifeline Program.

c. In instances where service connection charges apply, customers who qualify for the Lifeline Program and who also reside on Tribal Lands may be eligible for the Tribal Lands Link Up Program, to receive a reduction in the applicable service connection charges as provided in Section 5 of this tariff.

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By: Mr. Allen Dorman

Effective:

EASTEX TELEPHONE COOPERATIVE, INC.  
HENDERSON, TEXAS

SECTION 4

2nd Revised Page 15.2

Replacing 1st Revised Page 15.2

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**6. Lifeline Program Rate Reduction**

**a. Implementation**

The Cooperative shall provide reduced billing for all Lifeline Program eligible customers within its service area in accordance with Commission's Substantive Rules.

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

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By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**  
**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**6. Lifeline Program Rate Reduction (Continued)**

**b. Amounts**

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

	Monthly Rate <u>Reduction</u>	T
1) Federal Lifeline support amount. The Cooperative shall grant qualifying low-income consumers support of \$10.00 per month or equal to the support amount as directed by the Federal Communications Commission in Chapter 47 of the Code of Federal Regulations § 54.403 regarding Lifeline support.	up to \$10.00	T DTR D T
2) Maximum State Reduction to Residential Local Exchange Access Line Rate.	up to \$3.50	T D D T

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Lifeline Program (Continued)

7. Tribal Lands Customers

The Cooperative will apply additional Lifeline Program rate reductions per eligible customer residing on Tribal Lands [referenced in 47, Code of Federal Regulations, Section 54.409(b)].

a. Eligibility Requirement

Qualifying Low-Income Tribal Lands Consumer

A consumer who lives on Tribal Lands and is at or below 150% of the Federal Poverty Guidelines for a household of that size; or

A consumer, their dependents, or their household who reside on Tribal Lands based upon CFR 47 § 54.400 and who participate in one of the federal or state assistance programs identified in Chapter 47 of the Code of Federal Regulations § 54.409(a) and (b) and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline, or

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By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**7. Tribal Lands Customers (Continued)**

**b. Obligations of the Tribal Lands Consumer**

i. Prior to implementation of the Lifeline Program, the Cooperative shall require the eligible Tribal Lands customer to sign a document certifying that:

ii. The customer resides on a reservation, as defined in 47 CFR §54.400(e);

iii. The customer meets the income eligibility criteria in 47 CFR §54.409 (a)(1) or (a)(3) or participates in one of the programs previously identified in this subsection. Acceptable documentation of a state, federal, or Tribal tax return, employer paycheck stub, and other proof in 47 CFR §54.410(b)(1)(i)(B); and

iv. The Tribal Lands customer agrees to notify the Cooperative if the customer ceases to participate in the identified program(s).

**c. Lifeline Program Rate Reduction**

In addition to the Lifeline Program rate reductions described in Section 4(F)(6), the Cooperative shall apply an additional federal reduction to the residential local exchange access line rate of up to \$25 per eligible Tribal Lands customer.

Monthly Support

i. Qualified Tribal Lands Lifeline Customer Residential Local Exchange Access Line Maximum Support up to \$25.00

By: Mr. Allen Dorman

Effective:

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Lifeline Program (Continued)

7. Tribal Lands Customers (Continued)

c. Service Connection Charges

The Lifeline Program rate reductions do not apply to service connection charges.<sup>1</sup> A Tribal Lands customer eligible for the Tribal Link-Up Program will receive a 100% reduction on service connection charges, up to \$100 in federal Link-Up support per eligible Tribal Lands customer's principal place of residence.

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<sup>1</sup> Applicable service connection charges are provided in Section 5 of this tariff.

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Lifeline Program (Continued)

7. Tribal Lands Customers (Continued)

d. Tribal Lifeline Eligibility Form

Eastex Telephone Cooperative, Inc.  
Tribal Lands Lifeline/Link Up Service  
Authorization and Self-Certification Form

Applicant's Name \_\_\_\_\_

Applicant's Address \_\_\_\_\_

Home Phone Number ( ) \_\_\_\_\_ Work Phone Number ( ) \_\_\_\_\_  
(Your contact number during weekdays between 8 a.m. and 5 p.m.)

Applicant's Date of Birth \_\_\_\_\_  
Applicant's Social Security Number \_\_\_\_\_ or  
Official Tribal Government ID Number \_\_\_\_\_

1. I also certify that:
  - \_\_\_\_\_ My telephone service is listed in my name
  - \_\_\_\_\_ My telephone service is listed in another's name, and I want to be contacted for a billing name change at no charge
  - \_\_\_\_\_ I do not currently have telephone service and want to be contacted for Link Up and Lifeline
  - \_\_\_\_\_ The address listed above is my primary service residence
  - \_\_\_\_\_ To the best of my knowledge, I reside on a tribal land/reservation (as defined in Title 25 Code of Federal Regulation, Section 20.1, paragraph (v))  
Name of Reservation \_\_\_\_\_
2. I hereby certify that I participate in at least one of the following programs (check all that apply):
  - \_\_\_\_\_ Food Stamps
  - \_\_\_\_\_ Low Income Home Energy Assistance Program (LIHEAP)
  - \_\_\_\_\_ Medicaid
  - \_\_\_\_\_ Supplemental Security Income (SSI)
  - \_\_\_\_\_ Federal Public Housing Association (FPHA)
  - \_\_\_\_\_ State Child Health Plan
  - \_\_\_\_\_ Bureau of Indian Affairs general assistance program
  - \_\_\_\_\_ Tribally Administered Temporary Assistance for Needy Families (TANF)
  - \_\_\_\_\_ Head Start (Income qualified customers only)
  - \_\_\_\_\_ National School Lunch Program (free lunch program only)
  - \_\_\_\_\_ Food Distribution Program on Indian Reservations

Or

By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. 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.

**1. General**

a. 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.

b. 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.

c. 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.

d. The Lifeline Program rate reductions do not apply to service connection charges; however, customers eligible for the Tribal Link Up Program will receive a 100% reduction not to exceed \$100.00 on applicable service connection charges, as provided in Section 5 of this tariff.

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By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**1. General (Continued)**

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

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i. The Cooperative shall waive monthly number portability charges, subject to its tariff, for Lifeline customers.

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**MEMBER SERVICES TARIFF**  
**LOCAL EXCHANGE SERVICE**

**I. GENERAL** (Continued)

**F. Lifeline Program** (Continued)

**2. Designated Lifeline Program Services**

The Cooperative shall offer the following voice telephony services:

- a. Voice-grade access to the public network or its functional equivalent.
- b. Local usage at no additional charge to end-users.
- c. Access to emergency services such as 9-1-1 and E 9-1-1 as implemented locally.
- d. Toll limitation, including toll blocking or toll control.

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By: Mr. Allen Dorman

Effective:

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL (Continued)**

**F. Lifeline Program (Continued)**

**3. Eligibility Requirement**

**a. 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 assistance programs identified in Chapter 47 of the Code of Federal Regulations § 54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline.

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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 Cooperative each month.

**b. Obligations of the Customer**

i. 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, Food Stamps, 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.

ii. 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 Cooperative, shall be responsible for initiating a request for the Lifeline Program from the Cooperative.

By: Mr. Allen Dorman

Effective:

MEMBERS SERVICES TARIFF  
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Lifeline Program (Continued)

3. Eligibility Requirements (Continued)

c. Obligations of the Cooperative

i. LIDA will provide a list of eligible customers to the Cooperative on a monthly basis. Upon receipt of the list, the Cooperative shall begin reduced billing for those customers in accordance with the terms of the LIDA's procedures.

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d. Discontinuance of Service

i. 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.

**MEMBER SERVICES TARIFF**

**LOCAL EXCHANGE SERVICE**

**I. GENERAL** (Continued)

**F. Lifeline Program** (Continued)

**3. Eligibility Requirements** (Continued)

**d. Discontinuance of Service** (Continued)

ii. 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.

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**4. Deposit and Credit Requirements**

a. The Cooperative 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.

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

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

By: Mr. Allen Dorman

Effective: