



November 23, 2016

Public Service Commission of Utah
160 East 300 South, 4th Floor
Salt Lake City, Utah 84111

RE: A.L. 2016-P12

Dear Commissioners:

Attached for your notification are the following revisions to the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Price List, submitted with a November 23, 2016 issue date and a December 2, 2016 effective date:

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This filing includes Lifeline revisions compliant with the Third Report and Order, Further Report and Order, and Order on Reconsideration, FCC 16-38, In the Matter of Lifeline and Link Up Reform and Modernization (WC Docket No. 11-42), Telecommunications Carriers Eligible for Universal Service Support (WC Docket No. 09-197) and Connect America Fund (WC Docket No. 10-90) adopted on March 31, 2016 and released April 27, 2016.

Changes in eligibility requirements for the Federal Lifeline Program include the addition of Veterans Pension Benefit and Survivors Pension program as a qualifying program. The following programs are removed from the list of programs that qualify customers for Lifeline assistance: Participation in the Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Family Program (TANF), and the National School Lunch Program's free lunch program. These programs will no longer qualify customers for federal Lifeline assistance. Applicants whose household income is at or below 135% of the federal poverty guidelines are eligible for Lifeline assistance, regardless of their participation in one of the qualifying programs.

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These revisions acknowledge the inclusion of qualifying broadband service as a service to which the Federal Lifeline Program credit may be applied. Because the state Lifeline credit is only applicable in conjunction with voice services, this filing establishes separate subsections for the federal and state lifeline support programs. The state lifeline section supports the adoption of the federal eligibility criteria, and language is added to distinguish that the state credit may not be applied towards broadband service.

Revisions to the "Federal Lifeline Program" and "Tribal Lands Lifeline Program" sections acknowledge the inclusion of qualifying broadband service as a service to which Lifeline credits may be applied. Customers are limited to one Lifeline credit per household, regardless of the qualifying service to which the credit is applied.

Additional revisions are solely for the purpose of standardizing tariff language across all CenturyLink Incumbent Local Exchange Carrier tariffs. With these revisions, CenturyLink tariffs will use the same language for the applicable tariffed regulations associated with the Federal and Tribal lifeline programs.

If you have any questions regarding this filing, please contact me.

Sincerely,



Dawn Salaver

cc: James Farr, CenturyLink

UT2016-013 (QC)

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**EXCHANGE AND NETWORK
SERVICES
UTAH**

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Joint User

A person, firm or corporation who is designated by the customer as a user of exchange service furnished to the customer and to whom a portion of the charge for the service will be billed under a joint user arrangement.

Lifeline Assistance

A program sponsored by the FCC which provides discounted basic local residential or broadband service to qualifying low-income subscribers. The State Telephone Assistance Program credit available to customers who qualify for the Federal Lifeline Program does not support broadband service.

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Line Only

A CO or PBX line generally terminated in a Multiline Telephone set which, for record purposes, is associated with and assigned to another line.

Local Service

The furnishing of telecommunication services to the Company's customers within an exchange for local calling. This service also provides access to and from the telecommunication network for long distance calling.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Reasons For Termination

The Company may terminate service, with notice, due to:

1. Non payment

Any sum due the Company beyond the payment date.

EXCEPTION: Lifeline Assistance Program services may not be disconnected for nonpayment of toll. (T)

2. Abandonment

In the event of the abandonment of the service.

3. Obscenities

Use of foul or profane language over the lines of the Company.

4. Abuse

a. Use of service that interferes with another customer's service or that is used for any purpose other than communication.

b. Directory Assistance to obtain a subscriber's listed name, address or telephone number for any purpose other than to facilitate the making of a telephone call shall constitute an abuse of the service.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.3 ADVANCE PAYMENTS AND DEPOSITS

A. Advance Payments

1. In accordance with the Company's practice of requiring that all regularly recurring charges for services, equipment, and facilities be paid monthly in advance, an applicant for telephone service, equipment or facilities, may be required to pay in advance at the time application for such is made, the installation charges and/or nonrecurring charges applicable, together with at least one month's charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the Company, the estimated amount of construction charges. An applicant to buy facilities or equipment may be required to pay the sales price in advance, at the time of application, if in the opinion of the Company such is necessary to satisfy reasonable credit standards.
2. The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for any applicable rates and charges, and for toll messages.

B. Deposits

1. When the Company deems it necessary in protecting its earned revenues, an applicant for service or a present customer may be required to make and keep intact a deposit in such amount as may be required from time to time by the Company as a guarantee of the payment of charges for services rendered. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the regulations of the Company as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for services rendered.

Qualifying applicants for the **Lifeline** Assistance Programs may initiate service without paying a deposit if they voluntarily elect to have Toll Restriction on their line. Toll Restriction will be provided at no charge to qualifying Telephone Assistance Programs customers.

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2. The deposit will bear simple interest at 1% a year computed from the date of its receipt by the Company, at the time the deposit is refunded, or service is terminated or annually upon request of the customer.

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd) (M₁)

5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016. (M₂)
(M₂)

Customers who received Lifeline Assistance prior to December 2, 2016 will continue to receive benefits until their annual re-certification date, at which time customers must demonstrate their continued eligibility by meeting the eligibility requirements in effect as of December 2, 2016. (N)
|
(N)

A. Federal Lifeline Program (T)

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Local Exchange Service rate. The assistance applies to a single telephone line or broadband service at the applicant's principal place of residence. (T)
(C)

2. Eligibility Requirements (T)

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household ^[1] in one of the following programs: (T)

- **Federal Public Housing Assistance (FPHA)** (C)
- **Medicaid**
- **Supplemental Nutrition Assistance Program (SNAP)**
- **Supplemental Security Income (SSI)**
- **Veterans Pension Benefit and Survivors Pension** (C)

^[1] **A household is defined, for purposes of administering this program, as individual or group of individuals who live together at the same address and income and expenses.** (N)
|
(N)

(M₁)Material previously appearing on this page now appears on page 32.

(M₂) Material previously appeared on page 30, Release 3.

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program (Cont'd)

3. Terms and Conditions

- a. An applicant may request Lifeline assistance through completion and submission of a form provided by the Company or by an agent of the state or Federal Communications Commission.
- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).
- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.
- g. Partial payments made by Lifeline customers will be applied first towards local service charges.

(T)

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(C)

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

(T)

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

- h. Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.**

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

- i. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 5.2.6.C. following.**

(T)

4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT	
Federal Lifeline Program Credit, per month	See Note ^[1]	\$9.25	(T)

(M)

^[1] Credit is applied as follows: ASGFX (\$6.41) + ASGF2 (\$2.84) = \$9.25

(T)

(M) Material previously appearing on this page now appears on page 32 of this section.

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)

(T)

B. Utah Low-Income Telephone Assistance Program

(M₁) (T)

1. Description

The Utah Low-Income Telephone Assistance **Program provides** for a discount on the recurring monthly rate for the provision of local residential service for certain low-income customers. **The state credit is not available for broadband services.**

2. Eligibility **Requirements**

Customers who qualify for the Federal Lifeline Program are eligible to receive the State Telephone Assistance Program monthly credit on their voice service.

3. Terms and Conditions

a. A customer is not eligible for State Credit from the Company if he/she is currently receiving credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one credit per household which includes both wireline and wireless service.

b. If, after applying the State Credit, the Net rate is less than zero, the State Credit amount will be reduced by the amount required to achieve a net rate of zero.

(M₁)

4. Monthly Credit

(M₂)

	CREDIT USOC	CREDIT AMOUNT		
State Credit, per month	ASGSX	\$3.50	(M ₂)	(T)

(M₁) Material previously appearing on this page now appears on page 32.1.

(M₂) Material previously appeared on page 31, Release 17.

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

(T)

C. Tribal Lands Lifeline Program

(M₁)

(T)

1. Description

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.

2. Eligibility Requirements

To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 5.2.6.A.2 preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:

- **Bureau of Indian Affairs (BIA) general assistance program**
- **Tribally administered Temporary Assistance for Needy Families (TANF)**
- **Head Start programs (under income qualifying eligibility provision only)**
- **Food Distribution Program on Indian Reservations**

Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.

(M₁)

(T)

3. Terms and Conditions

- a. Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the **qualifying programs** or have an annual household income at or below 135% of the federal poverty **guidelines**. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the **qualifying program or programs**.**

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(T)

(T)

(M₂)

(M₁) Material previously appeared on page 32, Release 4.

(M₂) Material previously appearing on this page now appears on page 33.

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (T)

C. Tribal Lands Lifeline Program (C)

3. Terms and Conditions (Cont'd)

- b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.
- c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, **broadband service or a bundled voice and data service package**. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier **or Lifeline Broadband Provider**. (C) (M)

4. Monthly Credit (T)

Type of Service	USOC	CREDIT AMOUNT
Flat individual line (1FR) with EAS	ASGFT	Up to \$25.00 ^[1]
Multi-Party line (2FR) with EAS	ASGFW	

[1] The Tribal Lifeline Credit is up to \$25.00, but no more than necessary to reduce to **\$1.00 the rate for the service against which the credit is applied**. The credit amount is calculated by adding the **applicable rates for a flat individual line (1FR) or Multi-Party line (2FR), including Extended Area Service plus other non-discretionary charges for basic residential service and the interstate subscriber line charge**. **The Federal Lifeline credit specified in 5.2.6.A.4.** is subtracted from the total and the remaining difference less \$1.00 is the applicable credit amount. **(Example, St. George 1FR \$19.00 + \$1.00 + \$6.41 = \$26.41 - \$9.25 = \$17.16 - \$1.00 = \$16.16.) Actual credit amounts are as follows:**

1FR with EAS in Cedar City, Monroe and St. George - \$16.16
2FR with EAS in Cedar City, Monroe and St. George - \$15.06

(M) Material previously appeared on page 32.1, Release 2.

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)

D. Tribal Link-Up Program (T)

As of April 1, 2012, non-Tribal Lifeline customers **are not eligible** for Link-Up support. **Eligible** residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required. (T)

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously. (T)

**CREDIT
USOCS**

- Tribal Link-Up

LNK/
LNKEL

E. Application of Lifeline Assistance Programs to Concession-able Accounts (T)

Individuals in concession groups will receive 100% **Lifeline Assistance Program** benefits less the amount of concession-able discount. For example, **persons who receive a 50% discount on local exchange service and the End User Common Line Charges** will receive 50% of the **Lifeline Assistance Program** benefits. (D)
(T)
|
(T)