

GENERAL SUBSCRIBER SERVICES TARIFF

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GENERAL SUBSCRIBER SERVICES TARIFF  
FOR  
TEC OF JACKSON, INC.  
IN THE  
STATE OF MISSISSIPPI

Effective July 1, 2015, certain services provided by TEC of Jackson, Inc. which were previously contained in the General Subscriber Services Tariff or the Specialized Common Carrier Service Tariff are no longer provided pursuant to tariffs filed with the Mississippi Public Service Commission. The rates, terms, and conditions for those services may be found in the TEC Terms and Conditions located on the Company's website at <http://www.tec.com>. When services are not provided pursuant to a filed tariff, the rates, terms and conditions shall be offered pursuant to the Master Service Agreement. This agreement is provided at [http://www.tec.com/Resources/0315-TJX\\_Master-Telecommunications-Service-Agreement.pdf](http://www.tec.com/Resources/0315-TJX_Master-Telecommunications-Service-Agreement.pdf).

This tariff contains regulations and rates applicable for the furnishing of the Lifeline Assistance Program offered by TEC of Jackson, Inc.

Switched Access rates can be found in TEC of Jackson, Inc.'s Interstate Access Tariff FCC No. 1 on file with the FCC. It is also located on the Company's website at <http://www.tec.com/Resources/0714-TJX-FCC-TARIFF.pdf>.

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EXPLANATORY MARKINGS

The following letters, when entered along the right margin of a Tariff Page, have the meanings shown below:

- (C) To signify change in regulations
- (D) To signify discontinued rate or regulation
- (I) To signify a rate increase
- (N) To signify a new rate or regulation
- (R) To signify a rate reduction
- (T) To signify a change in text, but no change in rate or regulation

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Service Charges

A. LIFELINE ASSISTANCE PROGRAM

1. General

- a. Lifeline Assistance Program consists of one program, Lifeline Assistance. This program was developed to reduce rates for low income customers. The Company participates in this assistance program to increase the availability of telecommunications services to all customers in its serving areas. The structure of this program is outlined in the following paragraphs.
  - 1) Where available, the broadband Internet access service provides a minimum broadband speed of 18 Mbps downstream/2 Mbps upstream and a minimum usage allowance of 1,000 Gigabytes per month. Dial-up service does not qualify as a broadband Internet access service for purposes of Lifeline Assistance. (C)
  - 2) If minimum broadband speed is not available, the subscriber may receive support for the highest performing generally available residential offering that meets or exceeds 4 Mbps downstream/1 Mbps upstream. (C)
- b. Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives a federally subsidized credit toward the monthly cost of primary residential telephone service or bundled broadband Internet access service. The Lifeline Assistance Program shall also be extended beyond a telephone subscriber's participation in the means-based programs referenced in paragraph A.2.b.1. following to also include any individual in the telephone subscriber's household. The telephone subscriber must, however, demonstrate that the household member relied upon for eligibility is eligible and participating in any of the means-based programs and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. Alternatively, to constitute a qualifying customer eligible to receive Lifeline Assistance, a customer must meet the income level requirements set forth in paragraph A.2.a below.

2. Regulations

- a. A customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;
  - 1) For purposes of these rules, "income" is defined as all income actually received by all members of a household. This includes salary before deduction for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.

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LIFELINE ASSISTANCE PROGRAM (continued)

2. Regulations (continued)

a. (continued)

2) A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parent or guardians are considered to be part of the same household as their parents or guardians.

b. Each subscriber to Lifeline Assistance must certify in writing to the Company under penalty of perjury, that he/she receives benefits under a program outlined in sub-paragraph A.2.b.1 ., below, and must, on the same document, agree to notify the Company if he/she ceases to participate in the programs(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

1 ) Unless other eligibility requirements are established by the Commission, Lifeline Assistance is also available to all residential subscribers who participate in one of the following programs:

- a) Medicaid,
- b) Supplemental Nutrition Assistance Program (SNAP),
- c) Supplemental Security Income (SSI),
- d) Veterans Pension and Survivors Benefits Programs, or
- e) Section 8 Federal Public Housing Assistance (FPHA).

(C)

(C)

c. Qualifying subscribers must provide the Company with acceptable documentation as proof of their eligibility to receive Lifeline service under the income-based or program-based requirements; the documentation must be securely retained by the Company. If the Company has a reasonable basis to believe that the subscriber no longer meets the qualifying criteria for Lifeline Assistance, the Company must notify the subscriber of impending termination of the subscriber's Lifeline Assistance in writing separate from the subscriber's monthly bill. If the subscriber fails to provide proof of eligibility within thirty (30) days following the Company's written request to the subscriber to recertify eligibility, the credit will be discontinued on the bill and the subscriber will be de-enrolled from Lifeline Assistance within five (5) business days after the expiration of the subscriber's time to respond to the request.

(C) (M)

(C) (M)

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LIFELINE ASSISTANCE PROGRAM (continued)

2. Regulations (continued)

- d. The program administrator will confirm a subscriber's continued eligibility to receive Lifeline Assistance on an annual basis by requiring the subscriber to sign a certification as to his/her present qualifications for Lifeline Assistance. The program administrator must notify the subscriber in writing separate from the subscriber's monthly bill that failure to respond to the recertification request will trigger de-enrollment. If the subscriber fails to provide proof of eligibility within sixty (60) days following the program administrator's written request to the subscriber to recertify eligibility, the credit will be discontinued on the bill and the subscriber will be de-enrolled from Lifeline Assistance within five (5) business days after the expiration of the subscriber's time to respond to the recertification efforts. (C)
- e. If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice. (C)
- f. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll blocking as part of Lifeline Assistance at no charge. "Toll Blocking" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence. Local service deposit requirements will be waived for customers, who voluntarily receive Toll Limitation Service. (C)
- g. Lifeline Assistance will not be disconnected for non-payment of toll charges, however, in the event toll charges are not paid within ten (10) days of the mailing of the Company bill, the Company will implement Toll Blocking immediately thereafter. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- h. The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects Toll Blocking from the Company, where available. If Toll Blocking is unavailable, then the Company may charge a service deposit.
- i. One low income credit is available per household and is applicable to the primary residential connection only.
- j. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- k. The PIC charge will not be billed to Lifeline customers who subscribe to Toll Blocking and do not presubscribe to a long distance carrier.

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LIFELINE ASSISTANCE PROGRAM (continued)

2. Regulations (continued)

i. Lifeline subscribers may apply their Lifeline discount to the Company's family shared calling plans, broadband Internet bundled service, and bundled service packages or packages containing optional calling features available to Lifeline customers. The calling plan must be in the name of the eligible subscriber, and a household may receive only one Lifeline supported service. Partial payments from Lifeline subscribers purchasing bundled packages or packages containing optional calling features will first be applied to pay down the allocated price of the Lifeline voice services.

m.

(D)

n.

(D)

GENERAL SUBSCRIBER SERVICES TARIFF

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LIFELINE ASSISTANCE PROGRAM (continued)

3. Credits

- a) The following monthly credit\* will apply for each customer eligible for Lifeline Assistance:

	Monthly Credit*
1) Federal Credit	\$ 9.25**
Total Credit Amount	\$ 9.25

- b) This credit will first be applied to the Federal Subscriber Line Charge, if applicable, and any additional credit balance will be applied to the Lifeline Assistance supported service. (C)  
(C)  
(C)
- c) Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.
- d) Each eligible Lifeline customer who elects to receive Toll Blocking service will receive the credit below not to exceed the amount of the Toll Blocking service monthly charge.

	Monthly Credit
1) Toll Limitation Service Credit	\$3.00

\*Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

\*\* The Federal Subscriber Line Charge Credit will equal the Federal Subscriber Line Charge as approved by the FCC. Credit is based on the FCC Subscriber Line Charge in effect at the time of filing.



GENERAL SUBSCRIBER SERVICES TARIFF

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LIFELINE ASSISTANCE PROGRAM (continued)

4. Tribal Lifeline

a) Description of Service

Qualified residents of federally recognized tribal lands may receive up to twenty-five dollars (\$25.00) per month in additional federal lifeline support for their residential service.

b) Regulations

- 1) Tribal Lifeline support is in addition to traditional Lifeline support.
- 2) All Lifeline regulations are applicable to Tribal Lifeline.

c) Eligibility

To qualify, in addition to meeting the tribal land residency requirement, the customer may be a current recipient of any of the programs identified or Lifeline, or may be a recipient of one of the following federal programs:

- 1) Bureau of Indian Affairs general assistance
- 2) Tribally administered Temporary Assistance for Needy Families (Tribal TANF)
- 3) Head Start (only those households meeting its income qualifying standard)
- 4) Food Distribution Program on Indian Reservations (FDPIR)

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