

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
Uniform Cover and Calendar Sheet**

1. REPORT DATE: October 16, 2001	2. BUREAU AGENDA NO.: OCT-2001-FUS-0514*
3. BUREAU: Fixed Utility Services	5. PUBLIC MEETING DATE: October 25, 2001 DOCUMENT FOLDER DOCKETED NOV 8 2001
4. SECTION(S): Telecommunications	
6. APPROVED BY: Director: Rosenthal 3-5242 <i>DR</i> Manager: Wagner 3-6175 <i>W</i> Legal Review by: Arnold 7-8032 <i>AA</i>	
7. PERSONS IN CHARGE: <i>W</i> Barrett/House/Peyton 7-5155/3-6174/7-3665	
8. DOCKET NO.: A-311014; A-311014F0002; A-311014F0003	

9. (a) **CAPTION (abbreviate if more than 4 lines)**
 (b) **Short summary of history & facts, documents & briefs**
 (c) **Recommendation**
- (a) Applications of Armstrong Telecommunications, Inc. for approval to offer, render, furnish or supply telecommunications services as a Non Facilities-Based and Facilities-Based Competitive Local Exchange Carrier (CLEC), Interexchange Carrier Reseller (IXC) and Competitive Access Provider (CAP).
- (b) On August 31, 2000, the subject applications were filed. No protests were filed, and no hearings were held.
- (c) The Bureau of Fixed Utility Services recommends that the Commission adopt the proposed draft Order approving the Applications, consistent with this Order.

10. **MOTION BY:** Commissioner Chm. Thomas Commissioner Wilson - Yes
 Commissioner Fitzpatrick - Yes
 Commissioner Bloom Commissioner

CONTENTS OF MOTION: Staff recommendation adopted.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265
OCTOBER 29, 2001

IN REPLY PLEASE
REFER TO OUR FILE

A-311014
A-311014F0002; A-311014F0003

D MARK THOMAS ESQUIRE
PATRICIA ARMSTRONG ESQUIRE
THOMAS THOMAS ARMSTRONG & NIESEN
212 LOCUST STREET
PO BOX 9500
HARRISBURG PA 17108-9500

DOCKETED
NOV 13 2001

Application of Armstrong Telecommunications, Inc., for approval to offer, render, furnish or supply Telecommunication services as an Interexchange Carrier Reseller, to the public in the Commonwealth of Pennsylvania.

A-311014

Application of Armstrong Telecommunication for approval to offer, render, furnish, or supply Telecommunication services as a non-facilities-based and facilities-based Competitive Local Exchange Carrier, to the public in the Commonwealth of Pennsylvania.

A311014 F0002

Application of Armstrong Telecommunications, Inc., for approval to offer, render, furnish or supply Telecommunication services as a Competitive Access Provider, to the public in the Commonwealth of Pennsylvania.

A-311014 F0003

To Whom It May Concern:

This is to advise you that the Commission in Public Meeting on October 25, 2001 has adopted an Order in the above entitled proceeding.

An Order has been enclosed for your records.

Very truly yours,

James J. McNulty
Secretary

DOCUMENT
FOLDED

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cert. mail

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA. 17105-3265**

Public Meeting held October 25, 2001

Commissioners Present:

Glen R. Thomas, Chairman
Robert K. Bloom, Vice Chairman
Aaron Wilson, Jr.
Terrance J. Fitzpatrick

DOCKETED
NOV 13 2001

Application of Armstrong Telecommunications, Inc. for approval to offer, render, furnish or supply Telecommunication services as an Interexchange Carrier Reseller to the public in the Commonwealth of Pennsylvania.

Docket Number
A-311014

Application of Armstrong Telecommunications, Inc. for approval to offer, render, furnish or supply Telecommunication services as Non Facilities-Based and Facilities-Based Competitive Local Exchange Carrier to the public in the Commonwealth of Pennsylvania.

Docket Number
A-311014F0002

Application of Armstrong Telecommunications, Inc. for approval to offer, render, furnish or supply Telecommunication services as a Competitive Access Provider to the public in the Commonwealth of Pennsylvania.

Docket Number
A-311014F0003

**DOCUMENT
FOLDER**

ORDER

BY THE COMMISSION:

On August 31, 2000 Armstrong Telecommunications, Inc. ("Armstrong" or "Applicant"), filed Applications seeking a Certificate of Public Convenience pursuant to the Telecommunication Act of 1996, 47 U.S.C. §§201,

et seq., (TA-96)¹ and to Chapter 11 and 30 of the Public Utility Code (Code) (66 Pa. C.S. §1101, *et seq.*, and §§3001, *et seq.*) evidencing authority to provide telecommunication services as a Facilities-based and Non Facilities-based Competitive Local Exchange Carrier (“CLEC”), Interexchange Carrier Reseller (IXC) and Competitive Access Provider to the public in the service territories of Verizon Pennsylvania, Inc., Verizon North, Inc., and Sprint/United.

This Applicant complied with section 5.14 of our regulations, 52 Pa. Code §5.14. relating to applications requiring notice. No protests were filed and no hearings were held.

The Applicant requested authority to provide competitive local exchange carrier services, interexchange carrier services and competitive access provider services in the service territories of Verizon Pennsylvania, Inc., Verizon North, Inc., and Sprint/United. The Applicant certifies that the Application was served upon Verizon Pennsylvania, Inc., Verizon North, Inc., and Sprint/United. The Applicant proposes to market its services primarily to residential and business customers. The Applicant asserts that it will not be a rural telephone company.

¹ Market entry requirements, in light of the policy objectives of the TA-96, for telecommunication service providers are set out in *In Re: Implementation of the Telecommunications Act of 1996*, Docket No. M-00960799 (Implementation Order: June 3, 1996; and Implementation reconsideration Order: September 9, 1996).

The Applicant is a Pennsylvania corporation with its principal place of business at One Armstrong Place, Butler, PA 16001. Correspondence to resolve complaints may be directed to Bryan Cipoletti, Vice President and Treasurer at the principal place of business. The Applicant is currently doing business in Pennsylvania and has eight affiliates in Pennsylvania of which three are public utilities (Armstrong Telephone Company - North, A-312650, Armstrong Telephone Company - Pennsylvania, A-312350, Armstrong Communications, Inc, A-310583, F0002, F0003, F0004, Armstrong Utilities, Armstrong Holding Company, Judco Management, Inc., Guardian Protection Services, Inc. and The Gustine Company.) doing business in Pennsylvania. The Applicant has four affiliates outside of Pennsylvania rendering public service (Armstrong Telephone Company - New York, Armstrong Telephone Company - West Virginia, Armstrong Telephone Company - Northern Division and Armstrong Telephone Company- Maryland.) The Applicant has no predecessor doing business in Pennsylvania.

The Applicant anticipates efficient utilization of non-regulated affiliate services and facilities. The Applicant has not yet finalized all specific transactions with affiliates. The transactions will be subject to an affiliated transaction agreement consistent with all applicable federal and state law, rules and regulations.

The Applicant intends to use a number of services that it will obtain from incumbent local exchange carriers on a wholesale of unbundled basis, or both. Specifically, the Applicant plans to offer local calling, operated-assisted calling, directory assistance, access to TRS, access to E911 and 911 emergency service, pay telephone services line with screening, Centrex and PBX trunks, telephone Life-Line services other video and data services.

Issues affecting CLECs have been addressed and are being addressed in a number of Commission proceedings.² A CLEC applicant is expected to adhere to the requirements relative to universal service and lifeline, as initially set forth or as subsequently enlarged or modified.³ Further, Section 253(b) of the TA-96 permits a state commission to impose, on a competitively neutral basis and consistent with the Universal Service Section, requirements necessary to preserve and advance universal service, protect the public safety and welfare, ensure the continued quality of telecommunication services, and safeguard the rights of consumers. In response, we articulated explicit concerns relative to an applicant's financial fitness, tariff compliance, and rates.⁴

The Applicant has provided financial information to support its Application. We, therefore, conclude that the Applicant has demonstrated that it is financially capable of providing telecommunication services as a CLEC, IXC and CAP to the public in the Commonwealth of Pennsylvania.

We conclude that the Applicant has met the requirements for certification as a CLEC, IXC and CAP⁵ consistent with this Order. Premised upon our review of the Application and the proposed tariffs, and consistent with our Orders, the Code, our Regulations and the TA-96, we conclude that the

² See, e.g., *MFS*, Docket Nos. A-310203, F0002, *et al.*, (October 4, 1995; July 31, 1996; and August 7, 1997); *Pa. PUC v. Bell*, Docket No. R-00963578; *Pa. PUC v. GTE*, Docket No. R-0093666, Global Order, Docket No. P-00991648 *et al.*, as well as other CLEC proceedings.

³ *Universal Service Invest.*, Docket No. I-00940035 (January 28, 1997).

⁴ *Blue Ribbon*, Docket No. A-310442 (April 25 and August 4, 1997).

⁵ CAP authority may not be used to access the Public Switched Network or toll calling. If a utility with CAP authority wishes to provide access to the Public Switched Network or to provide local or IXC (intraLATA or interLATA) calling services to its customers, the utility must also have been granted CLEC and/or IXC authority by this Commission.

Applicant's proposed services do not raise concerns at this time regarding safety, adequacy, reliability, or privacy as contemplated by Section 3009(b)(4) of the Code. We note, however deficiencies in the proposed tariffs. See Appendix A for a list of deficiencies found in the proposed tariffs.

We shall direct the Applicant to revise the proposed tariffs in accordance with the changes noted in Appendix-A of this Order.⁶ The Applicant shall thereafter file its initial tariffs reflecting the requested changes on or before sixty (60) days from the date of entry of this Order. Copies of the initial tariffs shall also be served upon the same entities receiving service of the original Applications, including the ILECs. If the time required for filing of the tariffs exceeds sixty (60) days, the Applicant may request an extension of an additional sixty (60) days with the Commission's Secretary. Thus, if the Initial Tariffs are not filed within 60 days (120 days including the extension) of the entry of this Order, the Application will be dismissed and the authority granted herein will be revoked without further Commission Order. To the extent that the proposed tariffs contained rates, the initial tariffs may become effective on one (1) day's notice from the date upon which they were filed and served.

Conclusion

Accordingly, we shall grant the Applications. The Applicant has had provisional authority pursuant to our Implementation Order (*p. 7, para. B.1.c.4*) and our Implementation Reconsideration Order (*p. 5*) to provide the proposed services pursuant to its proposed tariffs during the pendency of the application process. Upon the establishment of filed rates and the approval of

Initial Tariffs, a Certificate of Public Convenience shall be issued evidencing the Applicant's authority to provide telecommunication services as a CLEC, facilities-based and non facilities based, as a CAP and as an IXC in the service territories of Verizon Pennsylvania, Inc., Verizon North, Inc., and Sprint/United consistent with this Order and our decisions in the *MFS* and such other proceedings;

THEREFORE,

IT IS ORDERED:

1. That the Application of Armstrong Telecommunications, Inc. at Docket No. A-311014, for authority to operate as an Interexchange Carrier Reseller throughout the Commonwealth is granted, consistent with this Order.

2. That the Application of Armstrong Telecommunications, Inc. at Docket No. A-311014F0002, for authority to operate as a Competitive Local Exchange Carrier, facilities-based or non facilities-based within the service territories of Verizon Pennsylvania, Inc., Verizon North, Incorporated, and Sprint/United is granted, consistent with this Order.

3. That the Application of Armstrong Telecommunications, Inc. at Docket No. A-311014F0003, for authority to operate as a Competitive Access Provider throughout the Commonwealth is granted, consistent with this Order.

4. That the Applicant is directed to revise its proposed tariffs to reflect the changes noted in Appendix-A of this Order.

⁶ Leonard Pcyton, 717-787-3665, is the FUS contact. Regardless of the review process, any tariff provision(s) inconsistent with the provisions of the Code, the TA-96, or our

5. That the Applicant shall file its Initial tariffs, consistent with the requisite changes noted in Appendix A of this Order, within sixty (60) days after the date of entry of this Order. The Applicant shall serve a copy of its initial tariffs on each entity receiving a copy of the original Application. To the extent the proposed tariffs contained rates the initial tariffs may become effective on or after one (1) day's notice from the date upon which they were filed and served. If the proposed tariffs did not contain rates, then the Initial tariffs may not become effective prior to sixty (60) days notice from the date they were filed and served. The Initial Facilities-Based and Non Facilities-Based Competitive Local Exchange Carrier services tariff shall be labeled "Facilities-Based and Non Facilities-Based Competitive Local Exchange Carrier Tariff", the initial Competitive Access Provider service tariff shall be labeled "Competitive Access Provider Tariff" and the initial Interexchange Carrier services tariff shall be labeled "Interexchange Carrier Reseller Tariff".

6. That the Applicant shall comply with all the provisions of the Public Utility Code, as now exist or as may be hereafter amended, and with all pertinent rules, regulation, and Orders of the Pennsylvania Public Utility Commission, now in effect or as may be prescribed by the Pennsylvania Public Utility Commission, including but not limited to: the *MFS Intelenet, et al.*, Docket Nos. A-310203F0002, *et al.*; and the *Universal Service Investigation*, Docket No. I-00940035; and the *Global Order*, Docket No. P-00991648, *et al.*

7. That the authority granted herein, to the extent that it duplicates authority now held by or subsequently granted to the Applicant, shall not be construed as conferring more than one operating right to the Applicant.

Regulations or Orders will be deemed inoperative and supersede. (52 Pa. Code §64.213).

8. That the applicant maintain separate accounting systems for its interexchange operations, competitive local exchange carrier operations and competitive access provider operations.

9. That the Applicant, file such affiliated interest agreements as may be necessary relative to any transactions with affiliates.

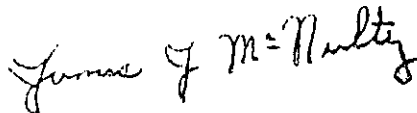
10. That the Applicant contact each county or municipal authority where it intends to provide CLEC telecommunications service, and make the necessary arrangements for the provision of Emergency 911 service.

11. That the Applicant shall make 711 abbreviated dialing available to access Telecommunications Relay Service and to arrange its switching equipment to translate these calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

12. That, in the event that the Applicant has not, on or before sixty (60) days (120 days including an approved extension) from the date of entry of this Order, complied with the requirements set forth herein, or if the Applicant fails to extend the time for compliance, the Applications at Docket Nos. A-311014, A-311014F0002 and A-311014F0003 may be dismissed and the authority granted herein revoked without further Commission Order.

13. That, upon the establishment of filed rates and the approval of Initial Tariff, a Certificate of Public Convenience shall be issued authorizing the Applicant to furnish services as a Competitive Local Exchange Carrier, Interexchange Carrier and Competitive Access Provider within the service territory of Verizon Pennsylvania, Inc., Verizon North Incorporated, and Sprint/United consistent with this Order.

BY THE COMMISSION,



James J. McNulty
Secretary

(SEAL)

ORDER ADOPTED: October 25, 2001

ORDER ENTERED: OCT 29 2001

Armstrong Telecommunications, Inc.
Docket Nos. A-311014, A-311014F0002, A-311014F0003

Armstrong Telecommunications, Inc. ("Armstrong") has filed a proposed tariff for providing telecommunications services in Pennsylvania as a CLEC, IXC and as a CAP.

The tariffs filed for CLEC and IXC services were found to contain certain deficiencies, which are discussed here. The Company is requested to make the necessary changes in the initial tariffs as suggested with each of the deficiencies discussed here, for a timely approval of the tariffs:

Competitive Local Exchange Carrier (Pa. PUC Tariff No. 1)

- 1) The Title page should contain information on the type of telecommunication service it provides. The service provided by the Company should indicate as "Facilities Based and Non Facilities-Based Competitive Local Exchange Carrier Services."
- 2) The Tariff must contain issued and effective dates.
- 3) Switched Access - CLECs that are facilities-based or combination CLECs are required to file a Switched Access Tariff. The tariff should contain rules, regulations, rates and compensation to other carriers for the completion of incoming calls.
- 4) The symbols to be used in the tariff to indicate a change in the regulations or rates are as follows:

I	-	to signify an increase in rates
D	-	to signify a decrease in rates
C	-	to signify any other changes
- 5) The Service area description section should state that the Company is authorized to provide service in the service territory of Verizon Pennsylvania, Inc., Verizon North, Incorporated, and Sprint/United. References to exchange maps may be made for the incumbent's tariff.
- 6) Index. Put page numbers, and/or paragraph numbers to indicate the location of subject items in tariff.

- 7) Page 23: Deposits: The carrier should establish written procedures for determining the credit status of an applicant. The credit and deposit policies shall be equitable and non-discriminatory throughout the service area without regard to the economic character of the area or any part of thereof.
- 8) Page 27: The address provided of the Bureau of Consumer Services of the Pennsylvania Utility Commission should be 400 North Street, Commonwealth Keystone Building, PO Box No. 3265, Harrisburg, Pa 17105-3265, and phone number (717) 783-5187, 1-800-782-1110 and Fax number (717) 787-4750.
- 9) Page 29: Discontinuation of services for nonpayment of bills shall follow Pennsylvania's regulation, 52, Code § 64.61 - 64.123, which requires at least seven days notice for suspension of service. When at least ten days have passed since suspension of service, the Company may terminate service for failure to remedy the original grounds for suspension.
- 10) Add new Lifeline language. See attached.
- 11) Add new 911 tariff language. See attached.
- 12) Telecommunication Relay Services - Page 58. Monthly rates:

Per Residence line	\$0.06
Per Business access line	\$0.12

Interexchange Carrier (Pa. PUC Tariff No. 2)

- 1) The Tariff must contain issued and effective dates.
- 2) The Tariff must contain rates.

Competitive Access Provider

- 1) The Company failed to file a tariff.

911 TARIFF LANGUAGE

1. GLOSSARY OF TERMS

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with 'service provider'.

Content: The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

2. REGULATIONS

- A. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company's liability and insurance provisions are fully stated in Pa. P.U.C. No. 1, Section 1, General Regulations.
- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.

911 TARIFF LANGUAGE

2. REGULATIONS (cont'd)

- E. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. *The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.*
- G. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- H. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- I. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

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FIXED UTILITY SERVICES

Section x
First Revised Sheet x
Canceling Original Sheet x

[Name] Telephone Company

LOCAL EXCHANGE SERVICE (cont.)

A. LIFELINE SERVICE

1. DESCRIPTION

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations. **NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service.**

(C)
(C)

2. REGULATIONS

a. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.

b. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:

1. One-Party Residence Unlimited Service and Local Measured Service, if available.
2. Directory Listing (standard only).
3. Non-Published or Non-Listed Telephone Number Service.
4. Access to Directory Assistance Service.
5. Touch Tone Calling Service.
6. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
7. Access to Operator Services.
8. Voluntary Toll Restriction Option.
9. Link Up America (if eligible).
10. Access to 800/888 Services.
11. Access to Call Trace.
12. Access to Alerting and Reporting Systems (9-1-1 dialing).
13. Access to the Pennsylvania Telecommunications Relay Service.
14. Caller ID Per-call and Per-line Blocking
15. One optional vertical service (1)

(C)

(1) When a Lifeline customer subscribes to the company's or a private vendor's voice mail service as the optional vertical service, a second vertical service may be added if necessary to make the voice mail service function.

(C)
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Issued:
Effective:

LOCAL EXCHANGE SERVICE (cont.)

A. LIFELINE SERVICE (cont.)

2. REGULATIONS (cont.)

- c. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by [Name] Telephone Company.

(C)
(C)

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)

(C)
(C)
(C)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and [Name] Telephone Company.

- d. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by [Name] Telephone Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.

Issued:
Effective:

[Name] Telephone Company

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LOCAL EXCHANGE SERVICE (cont.)

A. LIFELINE SERVICE (cont.)

2. REGULATIONS (cont.)

- e. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
- f. Only services listed in 2 (b) above will be provided to Lifeline customers. All other premium services offered by the Company will not be available.
- g. Lifeline Service customers are required to apply for the Link Up America benefit when applicable.
- h. Customer requested temporary suspension of Lifeline Service is not permitted.
- i. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- j. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- k. Lifeline customers are subject to all Residence service regulations in this and other tariffs of [Name] Telephone Company.
- l. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- m. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251(c)(4) of the Telecommunications Act of 1996.
- n. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- o. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- p. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

Issued:
Effective:

[Name] Telephone Company

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Section x

LOCAL EXCHANGE SERVICE (cont.)

A. LIFELINE SERVICE (cont.)

3. DIAL TONE LINE MONTHLY RATE

- a. Applicable Residence Dial Tone monthly rate minus \$1.75 (1).
- b. Lifeline Service customers will pay the applicable Subscriber Line Charge monthly rate minus \$3.50 (1) (2). (C)
- c. Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

- (1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.
- (2) \$4.35 for Interstate Pricecap Companies per FCC CALLS order (FCC 00-193, May, 31, 2000) (C)
(C)

Issued:
Effective:

LOCAL EXCHANGE SERVICE (cont.)

B. LINK UP AMERICA SERVICE

1. DESCRIPTION

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers. **NOTE: Customers who qualify for Link Up America Service may also qualify for Lifeline Service.**

(C)
(C)

2. REGULATIONS

Link Up America is available to residence customers who meet the following eligibility criteria:

- a. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.

The applicant must self-certify the requirement set out in (a).

- b. An applicant for Link Up America Service must be a current participant in one of the following *Pennsylvania Department of Public Welfare (DPW) programs, federal public housing,* and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by [Name] Telephone Company. (C)

Pennsylvania Department of Public Welfare Link Up America Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and [Name] Telephone Company.

- c. The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at a customer's principal residence. (C)

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LOCAL EXCHANGE SERVICE (cont.)

B. LINK UP AMERICA SERVICE (cont.)

2. REGULATIONS (cont.)

- d. Link Up America applicants are not exempt from Telephone Company Deposit requirements. (C)
- e. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link UP America discount.
- f. The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing. (C)

3. RATES

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer in monthly installments as specified in the Telephone Company's tariffs.

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