

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Second Revised Sheet 1
Cancels First Revised Sheet 1

EXCHANGE RATES

APPROVED

A. APPLICABILITY:

The following rates are applicable to individual business and residential monthly flat rate service. (T)

B. TERRITORY:

The rates apply to the Exchange areas, as indicated on applicable exchange area maps. (T)

C. INDIVIDUAL AND PARTY LINE SERVICE:

Individual and party line services when offered, will be furnished within the Exchange area at the rates reflected in this section. (T)

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ISSUED: April 2, 1998

EFFECTIVE: April 13, 1998

BY: Lou E. Reilly, President

GENERAL EXCHANGE TARIFF

ORIGINAL

Section 5

ARIZONA TELEPHONE COMPANY
Arizona

Seventh Revised Sheet 2
Cancels Sixth Revised Sheet 2

EXCHANGE RATES

APPROVED

CLASS OF SERVICE

MONTHLY RATE

BUSINESS:

One Party	\$19.20
Four Party*	19.20
Key Systems	24.00
PBX Trunk	28.80

RESIDENCE:

One Party	18.00
Four Party**	18.00

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EXCHANGES

The above rates apply to the following exchanges:

- | | |
|---------------|------------------|
| 1. Supai | 6. Mormon Lake |
| 2. Harquahala | 7. Marble Canyon |
| 3. Roosevelt | 8. Tonto Basin |
| 4. Sasabe | 9. Blue Ridge |
| 5. Hyder | 10. Grenehaven |

EXTENDED LOCAL CALLING SERVICE:

Provides two-way, local calling for all customers between Tonto Basin exchange and the Roosevelt exchange.

- * This service was eliminated effective April 13, 1998, and customers were upgraded to Business One-Party service.
- ** This service is being eliminated and customers will be upgraded to Residence One-Party service.

APPROVED FOR FILING
DECISION #: 24771

ISSUED: April 29, 2016

EFFECTIVE: June 1, 2016

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
First Revised Sheet 3
Cancels Original Sheet 3

DIRECTORY LISTINGS



A. GENERAL

The alphabetical section of the telephone directory consists of a list of names of end users in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of end users and those entitled to use the end user's service as an aid to the use of the telephone service. Any restrictions, changes or additions are provided for in this section.

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B. CONDITIONS AND LIMITATIONS

1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory.
2. The company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
3. A listing must conform to the Company's specifications with respect to its directories.
4. Listings are regularly provided in connection with all classes of exchange service except public telephone service.
5. The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.
6. The Telephone Company shall not be liable for damage claimed on account of errors in or omissions from its directories; nor for the result of the publications of such errors in the directory; nor will the Telephone Company be a party to controversies arising between end users or others as a result of listing published in its directories.
7. In cases of extra listing in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to cancellation of the charges and refunding of any charges to the customer in question.
8. Listings are furnished only as specified for the various services mentioned in this section. Listings which, in the opinion of the company, are not necessary in connection with any services or facilities not specifically mentioned in this section are not furnished either with or without charge.

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(M)-Material now appears on Sheet 6.1 of this Section.

ADMINISTRATIVELY
APPROVED FOR FILING

ISSUED: February 20, 2017

EFFECTIVE: March 22, 2017

BY: Joel Dohmeier, Vice-President

DIRECTORY LISTINGS



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C. PRIMARY LISTINGS

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted will be furnished at no charge.

1. Listings will be limited to such information as is necessary for the proper identification fo the customer.
2. The length of a listing may be limited to the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.
4. Primary business listings must be the name under which the subscriber is conducting business.
5. Business listings may include a designation descriptive of the business or profession if the name does not indicate the nature of the business.
6. Titles are permitted in business or residence primary service listings where required for the purpose of identification.

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are consecutively operated, a primary listing may be made for each line. DID trunk numbers and trunk hunting lines listed will be charged the applicable listing charges for regular or additional listings.

D. ADDITIONAL LISTINGS

1. General
 - a. Additional listings for which a charge is made, are available to business and residence customers and are subject to the same regulations as Primary listings.
 - b. Additional listings must bear the same address and telephone number as the primary or regular listing. An exception to this may be made in the case of off-premises access lines that are located in other premises solely occupied by the customer, in which case, a different address may be listed. This exception is not permitted when the off-premise access line is located in the residence of an employee of the customer.

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GENERAL EXCHANGE SERVICE

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
First Revised Sheet 5
Cancels Original Sheet 5

DIRECTORY LISTINGS

ORIGINAL
APPROVED

D. ADDITIONAL LISTINGS (Continued)

1. General (Continued)

- c. Additional listings must be contracted for by the customer who is responsible for the charges.
- d. Residence additional listings are available for other persons who are members of the customer's domestic establishment and occupy the same premises.
- e. After insertion of an additional listing in the directory, such listing shall not be discontinued during the life of the directory unless the telephone is also discontinued or the party having the additional listing moves from the premises in which the telephone service is located.
- f. Additional listings may come in various forms. Below are a few examples:
 - Reverse order of the individual names
Primary Listing: Jones, John & Mary 123 Main St.-----123-4567
Additional Listing: Jones, Mary & John 123 Main St.-----123-4567
 - Reference to certain other telephone numbers
Primary Listing: Joe's Garage 12 West Main St.-----555-1212
Additional Listing: After five and weekends-----555-1243
 - Reference to another listing
Primary Listing: Housing, City
Additional Listing: See Government-Planning and Development
 - Other information possibly listed on a separate line
 - Email address
 - Office Hours
 - Fax Number
 - Former name of a company
 - Residence number for a doctor, dentist, attorney, etc.

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ADMINISTRATIVELY
APPROVED FOR FILING

ISSUED: February 20, 2017

EFFECTIVE: March 22, 2017

BY: Joel Dohmeier, Vice-President

DIRECTORY LISTINGS

E. NON-PUBLISHED AND NON-LISTED NUMBERS

ORIGINAL
APPROVED

1. General

At the request of the customer, a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the customer's telephone number to the public is dependent upon the type of service provided.

a) Non-Published Numbers

The customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the telephone company records, and the number will not be given to any calling party.

b) Non-Listed Numbers

The customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the telephone company information records and the number will be given to any calling party upon request.

2. Regulations

a) The Company shall not be liable should a non-listed or non-published telephone number be divulged inadvertently. When a non-published or a non-listed number is inadvertently published in a directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges that the customer has incurred for such service.

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ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE SERVICE

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Original Sheet 6.1

DIRECTORY LISTINGS

ORIGINAL
APPROVED

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F. RATES

1. Listing charges date from the day information records are posted and are payable in the same manner as are charges for exchange service.
2. All listing charges are automatically discontinued upon the termination of the main service. Charges for additional listings are also discontinued when, (a) the listed party dies, (b) when the listed party subscribes for similar exchange service, and/or (c) when the listed party moves from the premises at which the exchange service is furnished. The minimum charge for additional listings is the amount of such charges for one full directory period.
3. The following monthly charges may apply:

	<u>Monthly Rate</u>
a. Additional Listing, per listing ¹	\$1.25
b. Non-Published Number, per listing	\$1.50
c. Non-Listed Number, per listing	\$1.50

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¹ Includes Alternate listings.

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(M)-Material previously appeared on Sheet 3 of this Section.

**ADMINISTRATIVELY
APPROVED FOR FILING**

ISSUED: February 20, 2017

EFFECTIVE: March 22, 2017

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Fifth Revised Sheet 7
Cancels Fourth Revised Sheet 7

DIRECTORY ASSISTANCE SERVICE

APPROVED ORIGINAL

A. GENERAL

Directory Assistance Service gives customers access to telephone numbers of individuals or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1.

B. DEFINITIONS

1. Local numbers are any NPA/NXXs within the State of Arizona.
2. National numbers are any NPA/NXXs within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the State of Arizona.
3. Call Completion is when a customer requests that a call be completed to the number that was provided during the directory assistance call. (N)
(N)

C. REGULATIONS

1. A maximum of two requested telephone numbers is allowed per call.
2. Rates will apply based on the NPA/NXX requested.
3. Call allowances apply to requests for local numbers only.
4. Charges for Directory Assistance Service for requests of a local or national number are not applicable to calls placed from customers whose physical, visual, or reading handicaps prevent them from using the telephone directory.

D. RATES

The following rates apply for Directory Assistance Service.

	<u>Rate</u>	
1. Local Direct Dialed, First 2 calls	No Charge	
2. Local Direct Dialed, Each add'l call	\$0.20	
3. National Direct Dialed, per call	\$0.65	
4. Call Completion, per minute	\$0.20	(N)

ISSUED: March 30, 2015

EFFECTIVE: May 1, 2015

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Second Revised Sheet 8
Cancels First Revised Sheet 8

CUSTOM CALLING SERVICES

ORIGINAL

APPROVED

A. GENERAL

Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of Custom Calling Services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

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B. SERVICE DESCRIPTIONS

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1. - Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

2. 3-Way Calling

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This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

3. Call Transfer

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This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

(M)-Material previously appeared on Sheet 9 of this Section.

ADMINISTRATIVELY
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Third Revised Sheet 9
Cancels Second Revised Sheet 9

CUSTOM CALLING SERVICES

ORIGINAL
APPROVED

B. SERVICE DESCRIPTIONS (Continued)

4. Call Waiting/Cancel Call Waiting

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switchhook once. The customer can then toggle between both calls by depressing the switchhook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

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ISSUED: August 12, 2016

EFFECTIVE: September 13, 2016

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
First Revised Sheet 9.1
Cancels Original Sheet 9.1

CUSTOM CALLING SERVICES

**ORIGINAL
APPROVED**

B. SERVICE DESCRIPTIONS (Continued)

5. Speed Call 8

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

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6. Speed Call 30

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

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7. Toll Restriction

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

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C. LIMITATIONS

1. Custom Calling Services require special central office equipment and will be provided only where facilities are available.
2. Custom Calling Services are only available on single-line party service.
3. Custom Calling Services will not be provided in connection with Paystation Service (except for the business line extension), Private Branch Exchange Trunk Line Service, or Centrex Service.

ISSUED: August 12, 2016

EFFECTIVE: September 13, 2016

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Third Revised Sheet 10
Cancels Second Revised Sheet 10

CUSTOM CALLING SERVICES



D. RATES AND DISCOUNTS

1. Rates

The following monthly rates apply to Custom Calling Services and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

<u>One Service Per Line</u>	<u>Rate Per Month</u>	<u>Trans Code</u>	<u>Activate Code</u>	<u>Deactivate Code</u>	
a. Call Forwarding	\$4.00	CCCF	*72	*73	
b. 3-Way Calling	4.00	CCCC	N/A	N/A	
c. Call Transfer	3.00	CCCT	N/A	N/A	
d. Call Waiting/Cancel Call Waiting	4.00	CWCCW	N/A*70	N/A	
e. Speed Call 8	2.25	CCSE	*74	N/A	(D)
f. Speed Call 30	4.75	CCST	*75	N/A	(D)
g. Toll Restriction	5.00	CCTR	N/A	N/A	(T)

2. Multi-Service Discount Plan, Per Line

<u>Per Service Credit</u>	<u>Credit Per Month</u>	<u>Trans Code</u>
a) Two Services	\$(1.00)	CFD2
b) Three Services	(1.50)	CFD3
c) Four Services	(2.50)	CFD4
d) Five Services	(3.00)	CFD5
e) Six Services	(3.75)	CFD6
f) Seven Services	(5.25)	CFD7
g) Eight Services	(6.00)	CFD8
h) Nine Services	(6.75)	CFD9
i) Ten Services	(7.50)	CFD1

ISSUED: August 12, 2016

EFFECTIVE: September 13, 2016

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY
APPROVED FOR FILING

PROMOTIONAL OFFERINGS

The Company may from time to time engage in promotions of its service offerings designed to attract new customers or increase awareness of and use by existing customers of particular service offerings. These promotions will be for limited and specified time periods and will typically involve the waiver or discount of recurring and/or nonrecurring charges for service offerings with elastic demands. Each promotion will be designed so that the remaining revenues received by the Company for the service being promoted will still recover the direct marginal cost of the service. The Company will provide the Commission Staff with thirty (30) days advance notice of promotions valued at \$25.00 or more per participating customer. For other promotions, the Commission Staff will be notified concurrently with the promotion. The Company further agrees that upon request, it will provide Commission Staff with any information concerning a specific promotion within a reasonable time, not to exceed one hundred twenty (120) days, after the promotion has been completed.

ISSUED: October 16, 1995

EFFECTIVE: November 15, 1995

BY: Michael A. LeaVesseur, President

ARIZONA
TELEPHONE
COMPANY

Exchange ALL
Section No. 3
Sheet No. 12
Supercedes:Original

Revision No. 1

ORIGINAL

SCHEDULE OF ELIGIBLE SERVICES

THE FOLLOWING SERVICES ARE ELIGIBLE FOR WAIVER OF ESTABLISHMENT CHARGES AS PROVIDED FOR IN THE COMPANY'S TARIFF.

TOUCH TONE CALLING SERVICE
CUSTOM CALLING SERVICES

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ISSUED :

EFFECTIVE : SEPT. 1, 1989

BY: R. G. NEHRING
PRESIDENT

APPROVED FOR FILING
DECISION #: 56557

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

ORIGINAL

Section 3
Second Revised Sheet 14
Cancels First Revised Sheet 14

DIRECT INWARD DIALING SERVICE

APPROVED

A. DESCRIPTION

Direct Inward Dial Service provides a means for the completion of local and long distance calls to the associated station number of a customers system without intermediate handling by an attendant.

B. GENERAL

1. Direct Inward Dial service will only be furnished in those exchanges where the central office is equipped to provide such service and the customers equipment capabilities permit.
2. Direct Inward Dial numbers are directly associated with the primary customer and the Company will not assign individual numbers to another customer as a preliminary number.
3. The provision of this service requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming call terminating on the customers equipment.
4. One primary directory listing in the main directory of the serving central office will be provide for each service. An additional listing for specific numbers can be obtained subject to the regulations, terms and charges as specified in the Companies tariffs.
5. Direct Inward Dial service rates and charges shall apply in addition to any other rates and charges for service with which the Direct Inward Dial service is associated.
6. The assignment of telephone numbers and the sequence of numbers assigned to a DID service is determined by the Company based on the rules established in FCC order 00-104. The customer may request a sequential block of numbers to be placed into service at a later date. Non-Recurring Charges for DID numbers may apply to recover the cost of reserving the numbers. Reserved numbers can only be held for a maximum of six months. After six months, the reserved numbers must be placed in service for that specific customer or the numbers will be categorized as available for use by other customers.

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C. RATES AND CHARGES

	<u>ESTABLISHMENT CHARGE</u>	<u>MONTHLY RATE</u>
Per Transmitted Trunk	\$10.00	\$30.00
Per block of 20 numbers or fraction thereof	\$5.00	\$5.00

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ISSUED: August 30, 2002

EFFECTIVE: September 30, 2002

BY: Paul E. Pederson, Vice-President

**ADMINISTRATIVELY
APPROVED FOR FILING**

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
First Revised Sheet 15
Cancels Original Sheet 15

CENTRAL OFFICE SERVICES

APPROVED

REMOTE CALL FORWARDING

A. Description

ORIGINAL

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All incoming calls are automatically routed to another customer-selected telephone number in the local calling area or in a distant exchange.

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B. General

1. Remote Call Forwarding will only be furnished in those exchanges where Central Office Equipment is available. (T)
2. Remote Call Forwarding is provided on the condition that the customer subscribe to a sufficient number of facilities to adequately handle calls to the customer without interfering with or impairing any services offered by the company. If, in the opinion of the Company, additional lines are needed, the customer will be required to subscribe to such additional facilities or terminate the service.
3. Remote Call Forwarding is not offered as suitable for data transmission, where the terminating telephone is a coin telephone or with Call Forwarding as a feature at the forwarding location.
4. The Company cannot provide the customer with the telephone number of the originating call, or guarantee the transmission on any forwarded call because of the distance and routing necessary to complete the connection.
5. The Company cannot provide combined billing on combinations of lines which include lines not utilizing the Remote Call Forwarding service.

(M)-Material now appears on Sheet 9.1 of this Section.

ADMINISTRATIVELY
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Second Revised Sheet 16
Cancels First Revised Sheet 16

CENTRAL OFFICE SERVICES

REMOTE CALL FORWARDING (Continued)

ORIGINAL APPROVED

(N)

B. General (Continued)

- 6. The Company provides a Directory Listing in the exchange where the Remote Call Forwarding Service is located. At the customer's request the listing may be omitted at no charge
- 7. The message charges applicable to remotely forwarded calls will be comprised of two separate charges as detailed below.
 - a. Between the calling telephone and the remote call forward location, the calling party is responsible for these charges with the exception that for those calls accepted on a collect basis by the customer.
 - b. Between the remote call forward location to the terminating location the customer is responsible for any related message charges.

C. Rates and Charges

- 1. The charges for Central Office Services specified below apply on a per line, or per customer request for service.

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	<u>ESTABLISHMENT CHARGE</u>	<u>MONTHLY RATE</u>
Remote Call Forwarding	\$10.00	\$15.00

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(M)-Material now appears on Sheet 10 of this Section.

ADMINISTRATIVELY
APPROVED FOR FILING

ISSUED: December 13, 2000

EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Second Revised Sheet 17
Cancels First Revised Sheet 17

RESERVED FOR FUTURE USE

APPROVED

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ISSUED: October 19, 2023

EFFECTIVE: November 18, 2023

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Second Revised Sheet 18
Cancels First Revised Sheet 18

RESERVED FOR FUTURE USE

APPROVED

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ISSUED: October 19, 2023

EFFECTIVE: November 18, 2023

BY: Joel Dohmeier, Vice-President

ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE TARIFF

ARIZONA TELEPHONE COMPANY
Arizona

Section 3
Third Revised Sheet 19
Cancels Second Revised Sheet 19

RESERVED FOR FUTURE USE

APPROVED

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ISSUED: October 19, 2023

BY: Joel Dohmeier, Vice-President

EFFECTIVE: November 18, 2023

ADMINISTRATIVELY
APPROVED FOR FILING

GENERAL EXCHANGE TARIFF

Exchange: ALL

Section 3

ARIZONA TELEPHONE COMPANY
Arizona

ORIGINAL

Sixth Revised Sheet 20

Replaces Fifth Revised Sheet 20

LOW-INCOME ASSISTANCE PROGRAMS

APPROVED

A. LOW-INCOME ASSISTANCE PROGRAMS

Low-Income Assistance Programs consist of two programs, Lifeline Assistance and Lifeline Connection Assistance. These programs were developed to reduce rates for low income customers. The Company participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas. The structure of each program is outlined in the following paragraphs.

1. Lifeline Assistance

a. General

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.

b. Regulations

1) Lifeline Assistance is available to all residential customers who meet the following eligibility requirements: ⁽¹⁾

a) Customers must participate in one of the following programs:

Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance, or Veteran's and Survivors Pension Benefit, or

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Have household income that is at or below 135% of the Federal Poverty Guidelines

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b) Beginning October 1, 2000, eligibility has been expanded to permit low-income individuals living on tribal lands to establish their income eligibility by certifying participation in one of the following federal assistance programs: (1) Bureau of Indian Affairs General Assistance; (2) Temporary Assistance for Needy Families (TANF) tribally-administered block grant program; (3) Head Start Programs (under income qualifying eligibility provision only); (4) National School Lunch Program (free meals program only), or (5) Food Distribution Program on Indian Reservations.

**ADMINISTRATIVELY
APPROVED FOR FILING**

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ISSUED: November 2, 2016

EFFECTIVE: December 2, 2016

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

ORIGINAL

ARIZONA TELEPHONE COMPANY
Arizona

Exchange: ALL
Section 3
Fifth Revised Sheet 21
Cancels Fourth Revised Sheet 21

LOW-INCOME ASSISTANCE PROGRAMS

APPROVED

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

1. Lifeline Assistance (Continued)

b. Regulations (Continued)

2) The customer must sign under penalty of perjury, a document certifying:

a) He/she is receiving benefits from one of the programs in 1.b.1 a) or b) above or he/she has household income that is at or below 135% of the Federal Poverty Guidelines. (T)

b) He/she must provide the name of the program from which they are receiving benefits with supporting documents showing their program participation or provide supporting documents showing their household income is at or below 135% of Federal Poverty Guidelines. The supporting documents must be one of the following: 1) Prior year's state, federal, or tribal tax return, 2) Current income statements from an employer or paycheck stub, 3) A Social Security statement of benefits, 4) A Veterans Administration statement of benefits, 5) A retirement/pension statement of benefits, 6) An Unemployment/Workman's Compensation statement of benefits, 7) Bureau of Indian Affairs (BIA) general assistance program, 8) A divorce decree or child support document. If the customer chooses to submit anything other than the prior year's income tax return, they must then present three consecutive month's of the alternate supporting documentation selected that is within the most recent twelve consecutive months. (T)

c. That he/she will notify the company if he/she no longer participates in the program named in b. preceding or if their household income increases above 135% of the Federal Poverty Guidelines. (T)

3) A customer is not eligible for Lifeline and Link-Up from the Company if he/she is currently receiving Lifeline and Link-Up credit for service from another Eligible Telecommunications Carrier.

4) As a participant in Lifeline Assistance, customers are eligible to receive Toll Restriction Service at no charge. This service will only be provided at the customer's request.

5) Local service deposit requirements will be waived for customers who voluntarily receive Toll Restriction Service.

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GENERAL EXCHANGE TARIFF

Exchange: ALL
Section 3

ARIZONA TELEPHONE COMPANY
Arizona

ORIGINAL

Fourth Revised Sheet 21.1
Cancels Third Revised Sheet 21.1

LOW-INCOME ASSISTANCE PROGRAMS

A. **LOW-INCOME ASSISTANCE PROGRAMS** (Continued)

APPROVED

1. Lifeline Assistance (Continued)

b. Regulations (Continued)

- 6) Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. 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.
- 7) Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- 8) Verification of a customer's continuing eligibility shall be performed by the Company on an annual basis.
- 9) Records will be maintained by the Company in accordance with Arizona Corporation Commission Decision No. 67941 and FCC C.F.R. 54.417.
- 10) One Lifeline discount is allowed per household. The FCC defines "household" as any individual or group living together at the same address as one economic unit.

c. Credits

The following credits* will apply for each customer eligible for Lifeline Assistance:

	Monthly Credit*	
1) Federal Lifeline Assistance Benefit	(1)	(T)
2) Additional Federal Credit to Residential Access Line for eligible tribal land residents who qualify under either 1.b.1 a) or b)	(2)	

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

(1) Authorized FCC rate.

(2) Credit up to \$25.00 and not to exceed a base of \$0.00.

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LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

APPROVED

2. Lifeline Connection Assistance (Link-Up)

a. General

Link-Up reduces an eligible Tribal Land customer's service connection charges.

b. Regulations

1) The same eligibility requirements as outlined in Paragraph 1.b.1 above will apply for Link-Up.

2) The customer must sign under penalty of perjury, a document certifying:

a) He/she is receiving benefits from one of the programs in A.1 above or she/she has household income that is at or below 135% of the Federal Poverty Guidelines. (T)

b) The name of the program from which they are receiving benefits with supporting documents showing their program participation or provide documents that prove their household income is at or below 135% of the Federal Poverty Guidelines (from the list included in the Lifeline Assistance tariff preceding). (T)

c) That he/she will notify the Company if he/she no longer participates in the program named in b. preceding or their household income increases above 135% of the Federal Poverty Guidelines. (T)

3) A customer is not eligible for Lifeline and Link-Up from the Company if he/she is currently receiving Lifeline and Link-Up credit for service provided by another Eligible Telecommunications Carrier.

4) This credit is only available on the installation of a single residential access line to the principal residence of the eligible customer.

5) This credit will only apply a second or subsequent time for a principal place of residence with a different address from the previous address at which Link-Up was provided.

6) A deferred schedule for payment of the remaining service connection charges will be offered to Link-Up customers. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to a year.

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LOW-INCOME ASSISTANCE PROGRAMS

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

APPROVED

4. Arizona Telephone Assistance Program

Customers of this service will receive a seventeen percent (17%) reduction on service charges. The credit is applicable only to the customer's principle residence line. State support is provided in accordance with A.R.S 46.701, et. seq. The Arizona Department of Economic Security instructs the Company on which accounts the benefits are to be applied to.

(N)

(N)

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ARIZONA TELEPHONE COMPANY
 Arizona

MISCELLANEOUS SERVICE ARRANGEMENTS

APPROVED

LAST NUMBER REDIAL

A. General

Enables the customer to redial the last number dialed by dialing a one or two key code.

B. Rates

Monthly Rate

Per Line \$2.00

LINE HUNTING

A. General

Line Hunting provides customers with more than one line the ability to have incoming calls automatically directed to the next vacant line. The Line Hunting selection process starts at a particular line or directory number and continues in a fixed sequence, until an idle line is found or arrives at the end of the sequence. The service is available with Residential and Business one-party rates.

B. Rates and Charges

Monthly Rate

Non-Recurring Charge

Per Line \$3.00 (1)

(1) Service Connection Charges do not apply when ordered with initial service installation. When ordered separate from initial installation, Service Connection Charges, as found in Section 12, apply.

(N)

 (N)

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