

Schedule No. A-16

UNIVERSAL LIFELINE TELEPHONE SERVICE

APPLICABILITY

Applicable to eligible residence customers for Universal Lifeline Telephone Service (ULTS) a.k.a. California LifeLine Program or LifeLine furnished pursuant to the Moore Universal Telephone Service Act and in accordance with General Order 153. The utility as listed throughout this schedule is identified as the California LifeLine Service Provider in GO 153.

The Utility shall provide federal credits for Lifeline Assistance as defined in FCC 47 C.F.R. 54.401 (a) (C) on a non-discriminatory basis to all qualifying low-income customers. The Utility's Lifeline service offering shall comply with all applicable federal laws, including but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline Reform Order (Report and Order released February 6, 2012, WC Docket No. 11-42, et. al.), the FCC's Lifeline Modernization Order (Third Report and Order released April 27, 2016, WC Docket No. 11-42, FCC 16-38, et.al.), and any subsequent revision.

TERRITORY

Within the exchange area, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Rate per Month</u>			(C)
	<u>CA Only LL Cust.</u>	<u>FCC/CA* LL Cust.</u>	<u>FCC/CA** LL Cust.</u>	
(1) Flat Rate Exchange Service:				
a. Individual access line	\$16.05	\$16.05	\$16.05	
End User Common Line (EUCL) Charge	6.50	6.50	6.50	
Federal LifeLine Credit	0.00	-7.25	-9.25	
California Specific Support Credit	-7.83	-7.83	-7.83	
Add'l CA State Lifeline Support Credit	<u>-9.25</u>	<u>-2.00</u>	<u>0.00</u>	
California LifeLine Flat Rate Service	\$5.47	\$5.47	\$5.47	(C)

* Credits applicable when a customer subscribes to voice-only service or voice service with a non-qualifying broadband service.

** Full federal funding is available when a customer subscribes to voice service and a qualifying broadband service.

(Continued)

(To be inserted by utility)
Advice Letter No.: 350A

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal P.U.C.)
Date Filed: February 19, 2020
Effective: December 1, 2019
Resolution No.:

Decision No.: D.20-02-004



Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
 (Continued)

RATES* - (Continued)

	<u>Rate or Charge</u>	
(2) End User Common Line (EUCL) Charge..... (covered in federal lifeline credit)	No Charge*	(T)
<p>(3) ULTS is exempt from the following surcharges: <u>California High Cost Fund A (CHCF-A) Surcharge, California High Cost Fund B (CHCF-B) Surcharge, California Advanced Services Fund (CASF) Surcharge, California Teleconnect Fund (CTF) Surcharge, California Relay Service Communications Device Fund (DDTP) Surcharge, the California LifeLine (ULTS) Surcharge, and the CPUC User Fee.</u></p>		
<p>(4) Service Connection Charges (See SPECIAL CONDITIONS 5)</p>		
<p>a. Each New Service Order for Initial Installation (With Premise Visit):</p>		
1. New Service Order Charge	\$8.00	
2. Central Office Connection Work Charge.....	8.50	
3. Premise Visit Charge	<u>30.00</u>	
	\$46.50	
4. Federal Link-Up Credit	0.00	
5. California LifeLine Credit.....	<u>-39.00</u>	
6. California LifeLine Service Connection Charge	\$7.50	
<p>b. Each New Service Order for Initial Installation (No Premise Visit):</p>		
1. New Service Order Charge	\$8.00	
2. Central Office Connection Work Charge.....	<u>8.50</u>	
	\$16.50	
3. Federal Link-Up Credit	0.00	
4. California LifeLine Credit.....	<u>-12.50</u>	
5. California LifeLine Service Connection Charge	\$4.00	
<p>c. Each Subsequent New Service Order (With Premise Visit):</p>		
1. New Service Order Charge	\$8.00	
2. Central Office Connection Work Charge.....	8.50	
3. Premise Visit Charge	<u>30.00</u>	
	\$46.50	
4. California LifeLine Credit.....	<u>-39.00</u>	
5. California LifeLine Service Connection Charge	\$7.50	
<p>d. Each Subsequent New Service Order (No Premise Visit):</p>		
1. New Service Order Charge	\$8.00	
2. Central Office Connection Work Charge.....	<u>8.50</u>	
	\$16.50	
3. California LifeLine Credit.....	<u>12.50</u>	
4. California LifeLine Service Connection Charge	\$4.00	

* Does not apply to CA-Only ULTS unless a customer has a TTY. (N)

(Continued)

(To be inserted by utility)
 Advice Letter No.: 328A

Issued by
Joel Dohmeier
 NAME
Vice President
 TITLE

(To be inserted by Cal.P.U.C.)
 Date Filed: August 11, 2017
 Effective: September 10, 2017
 Resolution No.:

Decision No.:



Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

RATES* - (Continued)

(4) **Service Connection Charges (Continued)**
(See SPECIAL CONDITIONS 5)

e.	Each Non-Payment Reconnect Charge:		
1.	Restoral Charge	\$8.25	(T)
2.	California LifeLine Credit.....	<u>4.25</u>	(T)
3.	California LifeLine Service Connection Charge.....	\$4.00	
f.	Each Change to Convert to ULTS:		
1.	Change Charge	\$4.00	
2.	California LifeLine Credit	<u>0.00</u>	
3.	California LifeLine Service Conversion Charge	\$4.00	

(5) Toll Blocking..... No Charge

(6) **Deposits**

- a. A deposit is not required to establish or reestablish credit for basic service for ULTS customers.
- b. A deposit may be required to maintain basic service if the Utility discovers the customer no longer qualifies for ULTS.
- c. A deposit may be required for non-basic service(s).
- d. If it is determined that false information has been provided, correct information plus a deposit for non-basic service(s) will be required.

(Continued)

(To be inserted by utility)
Advice Letter No.: 336

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: October 11, 2017
Effective: October 11, 2017
Resolution No.:

Decision No.:

Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

APPROVED

SPECIAL CONDITIONS

1. Eligibility Criteria for Obtaining and Retaining ULTS

- a. The residence at which the service is requested is the subscriber's principal place of residence. An applicant for ULTS may report only one address in this state as his/her principal place of residence.

The residence premises household (dwelling unit) shall consist of that portion of an individual house or building, or one flat or apartment occupied entirely by a single family or individuals functioning as one domestic establishment.

The room or portion of a dwelling unit occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of ULTS.

- b. The subscriber and the members of the subscriber's household collectively have one, and only one, ULTS line, except as provided for elsewhere in this schedule.
- c. Income-based criterion allows an applicant to enroll in ULTS if members of the applicant's household collectively earn no more than the mandated annual income limits. (T)
- d. Based on current income, the customer's total household income must not exceed the income levels based on household size for the fiscal year for which the service is furnished. (D)
(D)

Borrowed money shall not be considered as income when determining eligibility for the ULTS program. Funds transferred from one account to another, such as from savings account to a checking account, shall not be considered as income when determining eligibility for the ULTS program, even if such funds are used for living expenses.

Customers must also provide proof of their total household income. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
 - Current income statement for an employee or paycheck stub for three consecutive month's worth of the same type of statements within the last 12 months.
 - Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or workman's compensation
 - A divorce decree
 - Child support documentation
 - Other official documents
- e. No customer who is claimed as a dependent on another person's income tax return shall be eligible for ULTS.
- f. For self-employed members the "income from self-employment" shown on IRS Form 1040, Schedule C, line 29 shall be used to determine eligibility for Universal Lifeline Telephone Service (ULTS).

(Continued)

Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

APPROVED

SPECIAL CONDITIONS

1. Eligibility Criteria for Obtaining and Retaining ULTS (Continued)

- g. Program-based criterion allows an applicant to enroll in ULTS based on participation by the applicant or a member of the applicant's household in a means-tested program approved by the Commission. Approved means-tested programs are:
- h. The California Public Utilities Commission develops the eligibility requirements for qualified households to receive the California LifeLine discounts. The eligibility requirements can be found at <http://www.cpuc.ca.gov/lifeline> and https://www.californialifeline.com/en/eligibility_requirements. (T) (C)
|
(C)
- i. Customers that verbally certify they meet the ULTS income limits and have proof of income or participate in an approved public program will receive an Application Form in the mail from the California LifeLine Administrator for completion and submission prior to being enrolled in the ULTS program. (T)
- j. The completed Application Form and supporting documents, if any, must be received by the California LifeLine Administrator on or by the deadline date specified in the Application Form. (T)
- k. Enrollment Process: (T)
 - (1) The utility shall send a confirmation notice to all California LifeLine Applicants informing them of the arrival of Application Forms from the California LifeLine Administrator and the requirement to return the completed forms with all required documentation. The notice shall also inform them that failure to return all the required documentation by the deadline date will result in denial of LifeLine service.
 - (2) Customers will incur regular tariff rates and charges until the approval of their California LifeLine Application Form process is completed.
 - (3) Customers will be converted to LifeLine service upon the Utility receiving confirmation of the customer's eligibility from the California LifeLine Administrator.
 - (4) Customers will receive a credit on their bill for the LifeLine discounts retroactive to their application date which will appear on their next bill. The customer may request a refund check for a net credit if the amount is over \$10.00.

(D)
(D)

(Continued)

(To be inserted by utility)
Advice Letter No.: 330

Decision No.: 17-01-032

Issued by
Joel Dohmeier
NAME
Vice **President**
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: February 6, 2017
Effective: February 6, 2017
Resolution No.:

Schedule No. A-16

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

APPROVED

SPECIAL CONDITIONS (Continued)

1. Eligibility Criteria for Obtaining and Retaining ULTS (Continued)

- i. 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); or (4) National School Lunch Program (free meals program only). (T)

- m. A subscriber shall be eligible to receive two ULTS lines if: (i) the subscriber meets all ULTS eligibility criteria set forth above; (ii) a member of the subscriber's household is a disabled member and has immediate and continuous access within the household to a TTY, and (iii) the TTY is issued by DDTP or a medical certificate indicating the household member's need for a TTY is submitted. (T)

- n. All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a subscriber. (T)

- o. The Utility shall not knowingly enroll an applicant into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a subscriber to remain in the ULTS program who does not meet the ULTS eligibility criteria. (T)

- p. The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services. (T)

- q. The Utility must inform the customer that he or she may opt to receive the instructions for completing the Application Form in Braille (English Only) or the instructions and the Application Form in large print. (T)

- r. A subscriber changing his/her Utility shall not be required to undergo the Application Process, provided that the subscriber initiates California LifeLine service with his/her new Utility within 30 days of disconnecting California LifeLine service with the previous Utility and the subscriber maintains eligibility in all other respects. If a subscriber changes his or her principal place of residence, while maintaining eligibility in all other respects, the subscriber shall not be required to go through the Application Process again. (T)

- 2. Universal LifeLine Telephone Service (ULTS) is available to eligible customers subscribing to flat rate individual line and party line services.

(Continued)

(To be inserted by utility)
Advice Letter No.: 330

Decision No.: 17-01-032

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal P.U.C.)
Date Filed: February 6, 2017
Effective: February 6, 2017
Resolution No.:

Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

APPROVED

SPECIAL CONDITIONS - (Continued)

3. LifeLine includes all of the service elements defined in Rule No. 1 for Basic Service.
4. Universal LifeLine Telephone Service is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Service and other non-ULTS services are excluded from this offering.
5. Discounted Nonrecurring Charges:

a. Initial Installation

- (1) The Universal Lifeline Telephone Service (ULTS) connection charge is applicable to each eligible household residing at the same principal place of residence. (T)
- (2) The ULTS connection charge is applicable any time a qualifying subscriber (i) establishes ULTS, (ii) re-establishes ULTS at the same residence at which ULTS was previously provided, (iii) establishes ULTS at a new residence, or (iv) switches ULTS from one utility to another. (T)
- (3) Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing or activating California LifeLine. (T)
- (4) Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that subscribers with a disabled household member may qualify for ULTS connection charges on two residential telephone connections. (T)
- (5) The LifeLine connection charge does not apply for services reconnected for nonpayment.

b. Change Charges

The ULTS conversion charge is applicable each time a ULTS customer requests a change in the class (business or residential to ULTS), type (this means measured to flat rate service or vice versa, which is not applicable in our territory), or grade of service (this means going from one to two party service or vice versa, which is not applicable in our territory), including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS subscriber may pay the ULTS conversion charge to change the class, type, or grade of service. This discounted charge excludes adding services not covered under the ULTS program. No conversion charge is assessed if a LifeLine applicant fails to qualify or if a LifeLine subscriber is removed from the LifeLine program (either voluntarily or involuntarily). (T)
(T)
(T)

(Continued)

(To be inserted by utility)
Advice Letter No.: 296

Decision No.:

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: November 1, 2011
Effective: December 1, 2011
Resolution No.: T-17321

Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

APPROVED

SPECIAL CONDITIONS - (Continued)

6. Eligible subscribers of this service may have up to twelve months to pay the Utility for the reduced service connection charges without interest. The Utility may charge a late-payment fee when Universal LifeLine Telephone Service (ULTS) subscribers fail to timely remit some or all of the ULTS connection charge under a deferred-payment schedule. (T)
7. Deposits for establishment of service from applicants for new service, as outlined in Cal. P.U.C. Rule No. 7, will not be required of eligible ULTS recipients. The Utility may require a ULTS customer to pay any overdue ULTS rates and charges, or make payment arrangements, before ULTS is reinstated at the same address or at a new address. The Utility may apply toll restriction to a ULTS customer's line when toll charges are not paid and optional services may be discontinued. (T)
8. Universal LifeLine Telephone Service (ULTS) shall be subject to the conditions set forth in Cal. P.U.C. Rule No. 11, Discontinuance and Restoration of Service. Unless the customer directs otherwise, a partial payment will be applied towards the local service non-recurring and recurring charges, and federal taxes associated with this service. (T)
(N)
|
(N)
9. Service under this schedule will apply upon receipt of a completed Utility provided self-certification notice of eligibility from an applicant/customer. The reduced rates commence with their next billing period. The self-certification form shall be the form as shown in the form section of these tariff schedules. The self-certification form for two Universal Lifeline Telephone Service (ULTS) lines shall be signed by the customer whose name appears on the account and by the disabled household member, if different than the customer. Parents or guardians shall sign the self-certification form on behalf of a disabled member of the household who is a child or cannot sign a self-certification form for disability-related reasons. Thus, the customer shall sign the self-certification form twice if the customer is the parent or guardian of the disabled member of the household.
10. New applicants for telephone service will be advised of the availability of ULTS. Applicants who wish to re-establish ULTS service after removal from the program will be treated as a new customer, subject to the Application Process and G.O. 153 rules, and a Service Order Charge as shown in RATES above. The ULTS discount will be effective on the Application Date and will not be applied retroactively to the prior enrollment period. (T)
(T)
|
(T)
- Subscribers must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for the service or a second ULTS line. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. The three-month limitation to back bill, as set forth in Rule No. 9, is not applicable to this service. (T)
|
(T)

(Continued)

(To be inserted by utility)
Advice Letter No.: 296

Decision No.:

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: November 1, 2011
Effective: December 1, 2011
Resolution No.: T-17321

Schedule No. A-16
UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

APPROVED

SPECIAL CONDITIONS –

11. Recipients to Universal Lifeline Telephone Service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for the service. Upon receipt of notification, the Utility will change the service to regular tarified rates for the service furnished. Service connection charges will not apply to the change in service.

If the Utility discovers that conditions exist which cause the recipient not to qualify for Universal Lifeline Telephone Service, the customer will be notified that the service will be converted to regular tarified rates. If the customer cannot prove when he became ineligible, the Utility will bill the customer retroactive to the last certification date for the difference between Universal Lifeline Telephone Service rates and the regular tariff rates for the service furnished, including service connection charges and deposits, if applicable.

12. The Utility will annually mail a notification of availability of Universal LifeLine Telephone Service (ULTS) to all residence customers. (T)

13. In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule. (T)

14. Optional services and equipment are not included in Universal Lifeline Telephone Service rates, but will be provided to Universal Lifeline Telephone Service customers at applicable tarified rates and charges.

15. Universal Lifeline Telephone Service rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.

16. Definitions covered under the California LifeLine Program and words used throughout this schedule are defined in G.O. 153. (N)
(N)

(Continued)

(To be inserted by utility)
Advice Letter No.: 296

Decision No.:

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: November 1, 2011
Effective: December 1, 2011
Resolution No.: T-17321

Schedule No. A-16

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

APPROVED

SPECIAL CONDITIONS – (Continued)

(D)

*Effective March 19, 2018, Special Conditions 17 was removed in compliance with Rulemaking 11-03-013 filed on March 16, 2018. The 60-Day Freeze and the exceptions are no longer applicable.

(D)

(Continued)

(To be inserted by utility)
Advice Letter No.: 337

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: March 23, 2018
Effective: March 19, 2018
Resolution No.:

Decision No.:

Schedule No. A-16

UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

APPROVED

SPECIAL CONDITIONS – (Continued)

(D)

(D)

*Effective March 19, 2018, Special Conditions 17 was removed in compliance with Rulemaking 11-03-013 filed on March 16, 2018. The 60 Day Freeze and the exceptions are no longer applicable.

(Continued)

(To be inserted by utility)
Advice Letter No.: 337

Issued by
Joel Dohmeier
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: **March 23, 2018**
Effective: **March 19, 2018**
Resolution No.:

Decision No.: