

Central Telephone Company
d/b/a CenturyLink
5454 West 110th Street
Overland Park, KS 66211

Canceling First Revised
Original

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Effective	10/18/11

CENTURYLINK GUIDEBOOK
LOCAL EXCHANGE SERVICE

3.1 GENERAL

- 3.1.1 Rates for local service comprehend service without additional charge when the primary service is located within the Base Rate Area of the serving exchange. Local primary service located within the boundaries of the serving exchange, but outside of the Base Rate Area will be provided at the applicable rates for local basic service.
- 3.1.2 The Company reserves the right to provide local exchange service from any central office within the exchange area at its discretion.
- 3.1.3 Service provided outside of the Base Rate Area of the serving exchange will be subject to conditions set forth in Section 5 and whenever applicable line extension charges will apply.
- 3.1.4 For the purpose of this Section "Special Service Rate Area" is defined as an outlying section within the Company's operating territory, either outside of or within an exchange area, where special rate treatment is applicable.
- 3.1.5 Extended Area Service, without additional charge, will be provided between the Company's Las Vegas, Mt. Charleston, Searchlight, Nelson, Laughlin and Jean exchanges.
- 3.1.6 Local facilities to provide off premise extension lines from the premises where the primary local exchange service is located will be provided in accordance with the provisions and applicable mileage charges set forth in Section 7.
- 3.1.7 Rates for local basic service include the provision of touch calling service. Touch calling service allows the use of push-button keys and multifrequency tones, in lieu of rotary dials, on telephone instruments to originate calls.
- 3.1.8 Service connection charges are set forth in Section 4.
- 3.1.9 Basic Residential local service will be provided within the exchange areas, base rate areas and special service rate areas designated on the maps set forth in Section 99 of this Guide Book.

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3.2 MONTHLY EXCHANGE RATES

3.2.1 Local Basic Service - Flat Rate Basic Access Line Residence Service

Las Vegas, Jean, Laughlin, Searchlight,
Nelson and Mt. Charleston Exchanges: **\$11.39⁽¹⁾**

3.2.2 Areas and Service Exchange

Customers in a given area are charged the same rates as the customers in the indicated exchange.

<u>Area</u>	<u>Exchange</u>
Goodsprings	Jean
Primm	Jean
Boulder City	Las Vegas
Callville Bay	Las Vegas
Henderson	Las Vegas
Las Vegas Bay	Las Vegas
Spring Mountain	Las Vegas

3.2.3 Suspension of Business and Residence Service (Vacation Service)

- A. Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service, except when subject to initial service periods. The suspension of service is not allowed for periods of less than one month or for more than six months in any twelve month period.
- B. Local or long distance service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a station at which service is suspended may be referred to the call number of another station in the same or a distant exchange.
- C. There is no reduction in the charge for foreign central office line mileage, foreign exchange line mileage or for services that are obsolete during the period of suspension.
- D. No allowance is made in the charges for additional listings except when the service under the main contract is temporarily suspended.
- E. Local Measured service and services currently receiving Federal Lifeline subsidies do not qualify for a reduction in charges under this program.
- F. Application of Charges: The monthly charge for residence and business access lines will be billed at 50% of the established rate, excluding taxes and surcharges (e.g., SLC, 911 and USF); Any other regulated recurring rates, (e.g., features, listings) applicable on the same account during the suspension period will be billed at 0% of the established rate; Solutions Packages or; Restoration of Service charges (\$9.95) shall apply when ending suspension.

⁽¹⁾ TDD surcharge of \$0.07 applies in addition to monthly rate.

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3.3 LOCAL MEASURED SERVICE

3.3.1 General

- A. Local Measured Service is designed to allow a customer to control the level of their local telephone charges.
- B. Customers of the Nelson and Mt. Charleston exchanges or central office serving areas have an optional rate structure whereby residence customers may elect an alternate rate which consists of exchange access and measured usage allowance, with additional charges based upon calls made in excess of those usage allowances. Customers of coin telephone service are not eligible for LMS.
- C. The Local Measured Service option allows for a specific amount of telephone usage for calls made within the local service area. Where usage exceeds the specified calling allowance, additional rates apply to the package rate.
- D. Each Local Measured Service package has a monthly calling allowance, which is applicable only to current month's billing. No unused message allowance will be applied to another month's allowance.
- E. Charges for exchange access will be billed one month in advance. Charges for units in excess of the unit allowance will be billed in arrears.
- F. The bill that is rendered to LMS customers will summarize charges for the month showing only the charge for the basic service and calling allowance. If units were used which exceed the monthly allowance of the previous billing period, the total excess units will appear with the associated charge. Individual call detail will not be shown on the bill but will be available for consultation between the customer and Company Representative.
- G. When a customer requests a change in calling allowances or elects to change from flat rate service to LMS or from unit calling service to unlimited unit service, the change will become effective on the next scheduled billing date.
- H. An additional charge would apply to a LMS customer requesting a detailed list of their monthly local calls
- I. For calls made outside of the local serving area, toll messages are charged for at the Company's established toll rates.
- J. Calls to the Company business office or calls to an emergency only number are not chargeable on a customer bill. All other calls are chargeable to the customer.

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LOCAL EXCHANGE SERVICE

3.3 LOCAL MEASURED SERVICE (Cont'd)

3.3.2 Rates

	<u>Rate Per Month</u> ⁽¹⁾ <u>Residence</u> <u>Service</u>
A. Nelson	
LMS without Unit Allowance	\$ 6.80
B. Mt. Charleston	
LMS with 60 Units	9.90
LMS without Unit Allowance	7.70
C. The initial period for each LMS call consists of 4 minutes of conversation time or fraction thereof. When a call exceeds four minutes of conversation time, the overtime will be charged in 1-minute increments. Each additional minute or fraction thereof is counted as two-tenths (.2) units.	

Initial 4 Minutes	Each Overtime Minute
1 unit	.2 unit

1. The rate for each calling unit exceeding the monthly calling allowance is \$.05.

D. Message Unit Detail Billing:	<u>Rate Per</u> <u>Month</u>
a. First 100 calls or less	\$ 3.00
b. Each additional 100 calls or fraction thereof	\$ 2.00

⁽¹⁾ TDD Surcharge of \$0.03 applies in addition to monthly rate.

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3.4 LIFELINE ASSISTANCE

3.4.1 General

- A. The Lifeline Assistance program is a Residence Offering designed to increase the availability of telecommunications services to low-income subscribers by providing a credit on monthly recurring local service to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in Order No. 97-157, Docket No. 96-45, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Lifeline Assistance is a Federal and Company support program that provides eligible customers in the exchanges of Las Vegas, Henderson, Boulder City, Jean, Searchlight, Laughlin, Mt. Charleston and Nelson with the following benefits:
1. A waiver of the Federal Subscriber Line Charge.
 2. A Federal Credit of \$1.75 off the customer's monthly basic local service charge.
 3. Waiver of the Federal Universal Service Fund End User Charge.
 4. A credit provided by the Company as follows:
 - a. Credit of \$3.43 for eligible subscribers in Las Vegas, Henderson, Boulder City, Jean, Laughlin and Searchlight.
 - b. Credit of \$3.43 for eligible subscribers in Mt. Charleston and Nelson with unlimited local calling.
 - c. Credit of \$1.63 for eligible subscribers in Mt. Charleston without 60 unit call allowance.
 - d. Credit of \$3.10 for eligible subscribers in Mt. Charleston with 60 unit call allowance.
 - e. Credit of \$1.03 for eligible subscribers in Nelson without 60 unit call allowance.
 5. A second Federal credit matching of 50% of the Company credit up to \$1.75.
 6. Free Toll Restriction upon the customer's request.
 - a. Lifeline Assistance subscribers are not required to accept Toll Restriction services as a condition to avoid disconnection of local service for non-payment of toll.
 7. A waiver of the Company's service deposit requirements, if the customer elects to receive Toll Restriction. However, acceptance of Toll Restriction service will not be a condition for receiving service under Lifeline.

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3.4 LIFELINE ASSISTANCE (Cont'd)

3.4.1 General (Cont'd)

- B. Effective October 1, 2000, eligible applicants living on federally recognized American Indian lands will receive an additional credit of up to \$25.00 sufficient to reduce the monthly rate for local service to no less than \$1.00 inclusive of the subscriber line charge.

3.4.2 Regulations

- A. Lifeline Assistance is available to all residential customers who are currently participating in one of the following Federal or State Assistance Programs:
1. Supplemental Security Income (SSI)
 2. Supplemental Nutrition Assistance Program (SNAP)
 3. Medicaid
 4. Federal Public Housing Assistance
 5. Low Income Home Energy Assistance Program (LIHEAP)
 6. National School Lunch Program's Free Lunch Program
 7. Temporary Assistance to Needy Families (TANF)
- B. One low-income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low-income assistance programs identified in Section 3.9.1 A above.
1. The applicant must have only one local exchange access line to his/her residential premises or dwelling place¹.
- C. The applicant's total household gross income may not exceed 175% of the federally established poverty levels set forth for the number of persons in applicant's household.

¹ A residential premises, or dwelling place, is intended to be that location where an applicant resides, even if such residential premises or dwelling place is only a single room. Lifeline Assistance will not be provided to the residential premises, or dwelling place, if the applicant has access to other local exchange access telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by other. If, however, it can be determined by the Telephone Company that access to such other existing local exchange telephone service owned/ provided by other is virtually denied, or is inaccessible to the applicant, then Lifeline Assistance will be provided to the applicant.

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3.4 LIFELINE ASSISTANCE (Cont'd)

3.4.2 Regulations (Cont'd)

- D. The amount of Lifeline Credit will not exceed the charge for service, which includes the access line, Subscriber Line Charge (SLC) and local usage.
- E. Local service for Lifeline Assistance subscribers may not be disconnected for non-payment of toll charges.
- F. Lifeline Assistance will not be furnished on a Foreign Exchange (FX).
- G. Applicants living on federally recognized American Indian Tribal Lands are eligible for additional credit as outlined in 3.9.1.B above if he/she is currently a recipient of benefits from one of the following assistance programs:
 - 1. Supplemental Security Income (SSI)
 - 2. Supplemental Nutrition Assistance Program (SNAP)
 - 3. Medicaid
 - 4. Federal Public Housing Assistance
 - 5. Low Income Home Energy Assistance Program (LIHEAP)
 - 6. Aid to Families with Dependent Children (AFDC)
 - 7. Bureau of Indian Affairs (BIA) General Assistance
 - 8. Tribally Administered Temporary Assistance for Needy Families
 - 9. Head Start (only for those meeting its income qualifying standard)
 - 10. National School Lunch Program (free meals program only)

3.4.3 Obligations of the Company

- A. Partial payments made by customers will be applied first to local service charges, then to toll charges.
- B. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
 - 1. Resellers providing Lifeline service are responsible for determining proof of eligibility prior to requesting the service. Disclosure requirements are applicable to resellers of Lifeline service.
- C. The non-discounted federal Lifeline credit amount will be passed along to resellers ordering local service at the prescribed resale discount, for their eligible end users. The additional credit to the end user will be the responsibility of the reseller. Eligible Carriers, as defined by the FCC, are required to establish their own Lifeline programs.

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LOCAL EXCHANGE SERVICE

3.4 LIFELINE ASSISTANCE (Cont'd)

3.4.4 Obligations of the Customer

- A. Proof of eligibility in any of the qualifying low-income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
- B. Verification of the requirement under 3.4.2 B.1 will be accomplished through self-certification.
- C. Verification of the requirement under 3.4.2 B.2 will be accomplished by the Telephone Company. A service order to enact Lifeline Assistance will not be issued until proof of the applicant's income level has been obtained and verified. As proof of income eligibility, an applicant can:
 - 1. Show that he/she is currently a recipient of benefits from one of the public assistance programs listed in 3.4.2 A.
 - a. Individuals choosing this option are required to obtain and mail to the Telephone Company a photocopy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.
 - 2. Provide a copy of the most recent Individual Income Tax Return that was submitted to the Internal Revenue Service.
 - a. Individuals choosing this option are required to obtain and mail to the Telephone Company a photocopy of the most recent U.S. Individual Tax Return (Form 1040, 1040A or 1040EZ) that was submitted to the Internal Revenue Service.
 - b. The Telephone Company will look at the number of exemptions reported to determine the size of the family unit and the dollar amount reported on the adjusted gross income line. These figures will then be compared to current federal poverty income level guideline tables, as published in the Federal Register, to determine if the applicant meets the income criteria.

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3.4 LIFELINE ASSISTANCE (Cont'd)

3.4.4 Obligations of the Customer (Cont'd)

- D The applicant will certify eligibility for Lifeline Assistance. Re-certification is required annually or at any time the qualifying criteria for recipients changes.
- E. Recipients of Lifeline Assistance must notify the Telephone Company when they no longer qualify for Lifeline Assistance, upon receipt of the notification; the Telephone Company will discontinue Lifeline Assistance.
- F. If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Assistance, local service will be billed at full rate. The customer will be billed retroactively to whichever is the most recent of the dates Lifeline Assistance commenced or the recipient no longer qualified for the service not to exceed 12 months.
- G. Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. In such cases, Toll Restriction as described in this guide will be applied to Lifeline service at no charge to the subscriber. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment. If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges

3.5 TRIBAL LINK UP

Beginning April 1, 2012, non-Tribal Lifeline customers no longer receive Link Up support. Also beginning April 1, 2012, eligible residents of Federal Tribal Lands may receive Link Up support to cover 100% of the customary charges up to \$100 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

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

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3.6 HELD FOR FUTURE USE

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3.6 HELD FOR FUTURE USE

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