



November 4, 2019

Public Utility Commission of Oregon  
201 High Street, SE, Suite 100  
Salem, Oregon 97301-3398

RE: Advice No. 2151 for Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33 Exchange and Network Services Tariff – 2nd AMENDMENT

Dear Commissioners:

As recommended by Malia Brock (Telecommunications and Water Division Sr. Utility Analyst of the Oregon Public Utility Commission), **this amended filing adds Sheet 57 to the tariff package that was originally filed under Docket No Adv 1025 (Advice No. 2151) on October 18, 2019 for the Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33 Exchange and Network Services Tariff.**

<u>Section</u>	<u>Sheet</u>	<u>Revision</u>
5	52	2nd
5	53	2nd
5	54	2nd
5	55	2nd
<b>5</b>	<b>57</b>	<b>3rd</b>
5	58.1	3rd

In addition to Lifeline changes that are becoming effective on December 1, 2019, this tariff filing updates the Oregon Telephone Assistance Program (OTAP) section to include broadband internet as a qualifying service for the OTAP state credit of \$3.50 effective January 1, 2020.

If you have any questions regarding this filing, please contact Phil Grate at (206) 345-6224 or me at the contact information below.

Sincerely,

Robyn Crichton

cc: Phil Grate, CenturyLink  
John Felz, CenturyLink

OR 2019-015 (Version 3)

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**Qwest Corporation d/b/a CenturyLink QC**

**P.U.C. OREGON NO. 33  
EXCHANGE AND  
NETWORK SERVICES**

**SECTION 5  
2nd Revised Sheet 52  
Cancels 1st Revised Sheet 52**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

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(D)

**A. Federal Lifeline Program**

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies to a single telephone line or broadband service, **or a bundle of broadband and single telephone line service** at the applicant's principal place of residence.

(T)  
(T)

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household<sup>[1]</sup> in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

**Lifeline customers may be required to recertify their eligibility annually.**

(N)

<sup>[1]</sup> A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.

(D)  
(D)

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

A. Federal Lifeline Program

3. Terms and Conditions

- a. An applicant may request Lifeline assistance through completion and submission of a form provided by the Company or by an agent of the state or Federal Communications Commission.
- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).
- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, a **qualifying** broadband service or a **qualifying** bundled voice and **broadband** service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider. (T)  
(T)
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.

(D)  
(D)

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

g. Partial payments made by Lifeline customers will be applied first towards local service charges.

**h. The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.** (N)

**i. At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.** (N)

**j. Toll Restriction is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.** (T)

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. The customer will not be charged for the toll restriction placed on the account. 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.

**k. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 5.2.6.C. following.** (T)

\*\* Original Sheet 54 was cancelled with the issuance of 2<sup>nd</sup> Revised Sheet 51, effective December 7, 2009.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

A. Federal Lifeline Program (Cont'd)

4. Monthly Credit

	<b>CREDIT USOC</b>	<b>CREDIT AMOUNT</b>	
Federal Lifeline Program Credit	[1]		(M)
• <b>Qualifying voice-only service</b>			(N)
- <b>Prior to December 1, 2019</b>		\$9.25	(T) (M)
- <b>Effective December 1, 2019</b>		7.25	(N)
- <b>Effective December 1, 2020</b>		5.25	
• <b>Qualifying Broadband or bundled service</b>		9.25	(N)

[1] Credit is applied as follows: **ASGFX\* + ASGF2\*\*** (T)

\* **USOC ASGFX applies an amount equal to the Subscriber Line Charge found in Section 4.7.1 of the CenturyLink Operating Companies Tariff F.C.C. No. 11.** (N)

\*\* **USOC ASGF2 applies the remaining amount required to equal the federal credit.** (N)

When a Tribal Lifeline Credit also applies, the Federal Lifeline Program Credit USOCs are ASGFR + ASGF2.

(D)  
(D)

(M) Material moved within this page.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

B. Oregon Telephone Assistance Program (OTAP)

3. Terms and Conditions

- a. To qualify for the OTAP discount, a subscriber must demonstrate eligibility for OTAP by making application to the Oregon Public Utility Commission (OPUC) on an OPUC-approved form.
- b. The Company provides an OTAP-eligible subscriber the OTAP discount in the form of a monthly credit on the subscriber’s bill effective with the date specified for the subscriber by the OPUC. The OTAP credit will be prorated on the basis of a 30-day month from the effective date of the subscriber’s eligibility.

4. Monthly Credit

	Credit USOC	Credit Amount	
State Credit for the exchange access line <b>and broadband internet access service</b> for OTAP participants	ASGSX	\$3.50 <sup>[1]</sup>	(N) (C)

C. Tribal Lands Lifeline Program

1. Description

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.

2. Eligibility Requirements

- a. To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 5.2.6.A.2 preceding or must demonstrate participation by the applicant, applicant’s dependent(s) or a member of applicant’s household in one of the following qualifying programs:
  - Bureau of Indian Affairs (BIA) general assistance program
  - Tribally administered Temporary Assistance for Needy Families (TANF)
  - Head Start programs (under income qualifying eligibility provision only)
  - Food Distribution Program on Indian Reservations

<sup>[1]</sup> **Effective January 1, 2020, this credit also applies to broadband internet access service.** (N)  
(N)

**Qwest Corporation d/b/a CenturyLink QC**

**P.U.C. OREGON No. 33  
EXCHANGE AND  
NETWORK SERVICES**

**SECTION 5  
3rd Revised Sheet 58.1  
Cancels 2nd Revised Sheet 58.1**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

C. Tribal Lands Lifeline Program (Cont'd)

4. Monthly Credit

	<b>CREDIT USOC</b>	<b>CREDIT AMOUNT</b>	
• Flat individual line (1FR)	ASGFT <sup>[1]</sup>	Up to \$25.00 <sup>[2]</sup>	(T)

<sup>[1]</sup> **USOC applies when credit is applied towards single telephone line service.** (N)

<sup>[2]</sup> The Tribal Lifeline Credit is up to \$25.00, but will not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line (1FR), including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 5.2.6.A.4. is subtracted from the total and the remaining difference is the applicable credit amount. **Refer to Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Catalog No. 3 for specific USOC credit amounts.** (T)  
(T)