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SECTION 3 - SERVICE OFFERINGS, CONT'D

3.6 Types of Services Offered

Section 3.7 of the tariff contains a general description of the services offered by the Company and the rates applicable to each service. The Company provides switched, telephonic-quality voice and data transmission services that enable Users to communicate on a real-time basis between points within local calling areas in the State of Michigan, as well as ancillary services that facilitate the use or expand the capabilities of switched communications services. Services may be performed by resale of services provided by other telephone companies.

The services offered are:

Business Basic Local Exchange Service

Residential Basic Local Exchange Service

N

SECTION 3 - SERVICE OFFERINGS, CONT'D

3.7 Basic Local Exchange Service, Cont'd

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

3.7.1 Residential Basic Local Exchange Service

Basic Line Service provides a residential customer with all of the features of basic local exchange service set forth above, provided over a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time.

N
|
N

3.7.2 Business Basic Local Exchange Service

Basic Line Service provides a business customer with all of the features of basic local exchange service set forth above, provided over a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time.

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SECTION 4 - RATES AND CHARGES, CONT'D

4.2 Service Charges, Cont'd

4.2.3 Restoration Charge

(A) Temporary Suspension at Customer's Request

Nonrecurring Charge

(1)	Residence		N
	Secondary Service Ordering Charge, per Customer request	\$ 30.00	
	Charge per Telephone Number Restored	\$ 25.00	N
(2)	Business		
	Secondary Service Ordering Charge, per Customer request	\$ 30.00	
	Charge per Telephone Number Restored	\$ 25.00	

(B) Nonpayment or Shutoff

In the event service is temporarily interrupted pursuant to Section 2.5.6 of this tariff, such service will be restored upon compliance with all requirements of Section 2.5.6 or, at the discretion of the Company, a substantial portion thereof, and in addition, charges as specified following will be applicable to restore such services.

(1)	Residence		N
	Secondary Service Ordering Charge, per request	\$ 50.00	
	Charge per Telephone Number Restored	\$ 25.00	N
(2)	Business		
	Secondary Service Ordering Charge, per request	\$ 50.00	
	Charge per Telephone Number Restored	\$ 25.00	



SECTION 4 - RATES AND CHARGES, CONT'D

4.3 Lifeline Program

N

1. Description

Lifeline applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing rates and charges for residential telephone service.

2. Eligibility

In order to be eligible for Lifeline, a residential customer's annual household income must be at or below 150% of the poverty level, as determined by the U.S. Department of Health and Human Services and as approved by the State treasurer or the person must participate in one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) - Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance/Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program
- Temporary Assistance for Needy Families (TANF) aka Family Independence Program
- Veterans and Survivors Pension Benefits

In addition to the criteria above, applicants residing on Tribal Lands (referenced in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v)) may also qualify if they participate in one of the following federal assistance programs:

- Bureau of Indian Affairs general assistance
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start (must meet program's income qualifying standard)
- Food Distribution Program on Indian Reservations

Applicants residing on tribal lands must sign under penalty of perjury that he/she resides on a reservation, as defined in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v), and receives benefits from at least one of the programs referenced above. The Tribal Lands Applicant also must agree to notify the Company if they cease to participate in the program.

3. Other services can be provided with Lifeline at applicable rates and charges.

4. Proof of eligibility will be required for all initial lifeline applicants and all lifeline recipients will be required to re-certify every year.

N

SECTION 4 - RATES AND CHARGES, CONT'D

4.3 Lifeline Program (Cont'd)

N

Regulations

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline.
2. Lifeline is available only with residential services, excluding foreign exchange service. Lifeline is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
3. A miscellaneous service charge does not apply when Lifeline is added or discontinued to existing service when that is the only work being done.
4. The Lifeline plan will apply after receipt and processing of a completed Lifeline application, including documentation indicating that the household income meets the eligibility standards established above.
5. Customers of Lifeline must notify the Company of any changes which would affect qualification. Recertification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline service, the Lifeline discount will be discontinued and regular rates and charges will apply.
6. As a participant in Lifeline, customers are eligible to receive toll blocking service at no charge. This service will only be provided at the customer's request. Toll blocking service is defined as a central office service that restricts access to the network. Toll blocking is provided where facilities permit and will not allow 1+, 0+, 0-, 101XXXX, 900, or interzone calls to be completed. Toll blocking does not restrict local calls, calls to intraNPA directory assistance, telephone repair service, 911, or calls to 800 or 950 numbers.
7. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service.
8. Participants in Lifeline shall not be disconnected from local service for nonpayment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline and have previously been disconnected for nonpayment of toll charges.

N

SECTION 4 - RATES AND CHARGES, CONT'D

4.3 Lifeline Program (Cont'd)

Monthly Rates and Discounts

The discount on the monthly rate for residential exchange service for qualified Lifeline customers shall be \$9.25. Credits are applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end user common line charge and the basic local exchange rate. The discount on the monthly rate for residential exchange service for qualified Lifeline customers 65 years of age or more shall be \$12.35. Credits are applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate. Qualified participants residing on tribal lands will receive, in addition to the discounts listed above, an additional federal approved reduction of up to \$25.00 applied to the monthly local service rate.

N

N

