

PARTNER COMMUNICATIONS COOPERATIVE

SERVICES CATALOG

LOCAL SERVICES

ACCESS SERVICES CONCURRENCE

AUGUST 1, 2017

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Date Date

BY: Donald S. Jennings EVP/General Manager Gilman, Iowa 50106
Name Title Address

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ACRONYMS

C

CO Central Office

E

EAS Extended Area Service

F

FCC Federal Communication Commission
FX Foreign Exchange

I

IUB Iowa Utilities Board

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SERVICE CHARGES

A. GENERAL

- 1. Service charges apply to connect, move or change telephone service and facilities according to the components of work required.

B. CHARGES

Charge

1. Service Ordering Charge

Per customer request for work ordered and requested to be completed at the same time

a. Residence Service

- 1) For connecting new or additional Central Office Access Lines.....\$12.00
- 2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities other than Central Office Access Lines..... \$8.00
- 3) For installation/disconnection of Basic Custom Calling Services: Call Waiting, Call Forwarding, Three-Way Calling, 8-Code Speed Dialing..... \$5.00

b. Business Service

- 1) For connecting new or additional Central Office Access Lines (Key System, PBX Trunk, Pay Telephone, Resale or Shared Service Lines).....\$12.00
- 2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities, other than Central Office Access Lines (see b.1 above) \$8.00
- 3) For installation/disconnection of Basic Custom Calling Services: Call Waiting, Call Forwarding, Three-Way Calling, 8-Code Speed Dialing..... \$5.00

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LIFELINE ASSISTANCE SERVICE

A. GENERAL

1. Lifeline is a plan that assists qualified low-income lowans by providing a monthly reduction of \$9.25 on their local telephone bill or Broadband Internet Access Service (“BIAS”) bill. You may only receive low-income assistance from one wireline or wireless telephone provider, or one BIAS provider per household.
2. Voice and Broadband are now supported services for the monthly benefit, you will be able to choose what service to apply your Lifeline discount to; Telephone, Broadband Internet Access Services, or Service Bundle, but you can only receive a discount on ONE option per household – phone or Internet.
3. Lifeline-discounted services include:
 - Voice Services:
 - A home landline telephone service
 - Wireless (cell-phone) voice plan – 500 minutes per month
 - Internet/Data Services:
 - Wireless (cell-phone) Data Plan – 500 MB per month at 3G speeds
 - Home Internet service – 10 mbps/1 mbps (download/upload) speeds for home Internet plans
 - (Exception: In areas where the telephone company cannot offer 10 mbps/ 1 mbps speeds, speeds will be up to 4 mbps/1 mbps.)

B. APPLICATION

1. The customer, who is requesting Lifeline Assistance Service, must provide a signed form, provided by the Company certifying under penalty of perjury that he or she is receiving benefits from one of the programs specified in 1. preceding. The applicant must identify the program or programs from which he or she is receiving benefits, and agree to notify the Company when they no longer participate in the program or programs.
2. Lifeline Assistance Service can only be associated with the primary residential connection.
3. Toll Blocking, as specified in (Toll Restriction Service) Section, is available to Lifeline Assistance customers at no charge.

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LIFELINE ASSISTANCE SERVICE

B. APPLICATION (Continued)

4. Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects toll blocking service.
5. Lifeline Assistance Service may not be disconnected for non-payment of nonregulated toll charges.

C. ELIGIBILITY REQUIREMENTS

To be eligible for Lifeline assistance, you must meet income-based criterion currently defined as at or below 135% of the Federal Poverty Guidelines (see brochure) **OR** participate in at least one of the following programs:

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

D. KEY FACTS

- Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program;
- Only one Lifeline service is available per household;
- A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses;
- A household is not permitted to receive Lifeline benefits from multiple providers;
- Violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the subscriber's de-enrollment from the program; and
- Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

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LIFELINE ASSISTANCE SERVICE

E. RATES AND CHARGES

1. The lifeline customer will receive a monthly credit toward their local exchange service rate. The total monthly credit identified in 47 CFR 54.403 shall be used to reduce the Lifeline customer's rate.
2. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Service Catalog rates.
3. When a customer is no longer eligible for Lifeline Assistance Service, the lifeline credit amount specified in 1. preceding, will be discontinued and regular Service Cataloged rates and charges will apply.

For more information about Lifeline Assistance please contact the telephone company or visit the USAC Lifeline website at <http://www.universalservice.org/li/default.aspx>

You may download the lifeline and application forms at:
https://iub.iowa.gov/sites/default/files/files/records_center/forms/telecom/lifelineinfo%26Form.pdf

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