

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

| <u>Revision<br/>Number</u>     | <u>Sheet</u> |
|--------------------------------|--------------|
| <b>23<sup>rd</sup> Revised</b> | <b>CS A*</b> |
| <b>8<sup>th</sup> Revised</b>  | <b>1*</b>    |
| <b>5<sup>th</sup> Revised</b>  | <b>1.1*</b>  |
| 1 <sup>st</sup> Revised        | 2            |
| Original                       | 2.1          |
| 3 <sup>rd</sup> Revised        | 3            |
| 11 <sup>th</sup> Revised       | 4            |
| 3 <sup>rd</sup> Revised        | 5            |
| 4 <sup>th</sup> Revised        | 6            |
| 3 <sup>rd</sup> Revised        | 7            |
| 4 <sup>th</sup> Revised        | 8            |
| 2 <sup>nd</sup> Revised        | 9            |
| 2 <sup>nd</sup> Revised        | 10           |
| 2 <sup>nd</sup> Revised        | 11           |
| 2 <sup>nd</sup> Revised        | 12           |
| Original                       | 13           |
| 2 <sup>nd</sup> Revised        | 14           |
| 1 <sup>st</sup> Revised        | 15           |
| Original                       | 15.1         |
| Original                       | 15.2         |
| 3 <sup>rd</sup> Revised        | 16           |

\*Revised or pending page.

(To be inserted by utility)

Advice Letter No. 448

Decision No. 17-11-016

**Issued by**

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. \_\_\_\_\_

**A4. UNIVERSAL LIFELINE TELEPHONE SERVICE**

**4.1 GENERAL INFORMATION**

**4.1.1 APPLICABILITY**

Applicable to eligible residence customers for Universal LifeLine Telephone Service (ULTS), also known as California LifeLine Service, furnished pursuant to the Moore Universal Telephone Service Act, the Federal Lifeline Program, and the Federal Enhanced Lifeline and Federal Tribal Link-Up Programs for eligible residents of Tribal lands. Eligible residents of Tribal lands consist of qualifying low-income consumers residing on Tribal lands, and in accordance with General Order 153.

**4.1.2 TERRITORY**

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

**4.2 RATES AND CHARGES\***

**MONTHLY  
RATE**

**A. Access Line Service**

**1. Local Flat Rate Service**

|  |               |     |
|--|---------------|-----|
| a. Individual Access Line                  | \$25.00       | (l) |
| Federal Lifeline Credit                    | -2.75         |     |
| California Specific Support Credit         | <u>-14.30</u> | (l) |
| California LifeLine One Party Flat Service | \$7.95        |     |
| b. Two-Party** Access Line                 | \$16.00       |     |
| Federal Lifeline Credit                    | -2.75         |     |
| California Specific Support Credit         | <u>-10.02</u> |     |
| California LifeLine Two Party Flat Service | 3.23          |     |
| c. Qualifying residents of Tribal Lands    |               |     |
| Individual Access Line                     | 25.00         | (l) |
| Federal Lifeline Credit                    | -2.75         |     |
| Federal Enhanced Lifeline Credit           | <u>-22.25</u> | (l) |
| Enhanced Lifeline One Party Flat Service   | 0.00***       |     |

\*The difference between the rates and charges in this schedule and the regular tariffed rates and charges is recovered from the California ULTS Fund, the Federal Lifeline Program, and the Federal Tribal Link-Up Program.

\*\*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

\*\*\*Rates include changes required by the Federal Communications Commission Wireline Competition (WC) Docket No. 11-42, In the Matter of Lifeline and Link Up Reform and Modernization, as adopted by F.C.C. Order No. 12-11, effective May 1, 2012.

(Continued)

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Resolution No. \_\_\_\_\_

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES\* - Continued

|  | <u>MONTHLY<br/>RATE</u> |     |
|--|-------------------------|-----|
| A. Access Line Service - Continued         |                         |     |
| 1. Local Flat Rate Service - Continued     |                         |     |
| d. State Only California LifeLine          |                         |     |
| Individual Access Line                     | \$25.00                 | (l) |
| California Specific Support Credit         | <u>-14.30</u>           | (l) |
| California LifeLine One Party Flat Service | 10.70                   |     |
| 2. Toll Blocking/Toll Restriction          |                         |     |
|  | No Charge               |     |
| 3. F.C.C. Subscriber Line Charge**         |                         |     |
|  | 6.50                    |     |
| Federal Subscriber Line Lifeline Credit*** | <u>-6.50</u>            |     |
|  | No Charge               |     |

\*The difference between the rates and charges in this schedule and the regular tariffed rates and charges is recovered from the California ULTS Fund, the Federal Lifeline Program, and the Federal Tribal Link-Up Program.

\*\*The Subscriber Line Charge is located in National Exchange Carrier Association (NECA) Tariff FCC No. 5 Section 17.1.2.

\*\*\*The Subscriber Line Charge Credit does not apply to Individual subscribers ineligible for federal support.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING  
CHARGE

B. Service Connection and  
 Change/Conversion Charges\*

- Applicable to all grades of service

1. Each Connection of ULTS Primary Residence  
 Access Line\*

|  |               |  |     |     |
|--|---------------|--|-----|-----|
| a. New Service Connection - Non-Tribal Customer              |               |  | (T) |     |
| (1) Service Order Charge (SOC)                               | \$18.75       |  |     |     |
| State SOC LifeLine Credit                                    | -9.38         |  | (T) |     |
| (2) Network Access Charge (NAC)                              | 28.00         |  |     |     |
| State NAC LifeLine Credit                                    | <u>-28.00</u> |  | (T) |     |
| ULTS Service Connection** Charge                             | 9.37          |  |     |     |
| b. New Service Connection - Eligible Resident of Tribal Land |               |  |     | (N) |
| (1) Service Order Charge (SOC)                               | \$18.75       |  |     |     |
| Federal SOC LifeLine Credit                                  | -18.75        |  | (I) |     |
| (2) Network Access Charge (NAC)                              | 28.00         |  |     |     |
| Federal NAC LifeLine Credit                                  | -14.00        |  |     |     |
| State NAC LifeLine Credit                                    | <u>-14.00</u> |  |     |     |
| Tribal Link-Up Service Connection*** Charge                  | 0.00          |  | (R) |     |
|  |               |  |     | (N) |
| c. Service Reconnection**** Same Location                    |               |  |     | (T) |
| (1) Service Order Charge (SOC)                               | \$9.37        |  |     | (L) |
| (2) Network Access Charge (NAC)                              | 14.00         |  |     |     |
| State NAC LifeLine Credit                                    | <u>-14.00</u> |  |     |     |
| ULTS Service Connection** Charge                             | 9.37          |  |     |     |
|  |               |  |     | (L) |

\*Subject to limitations as set forth in Special Conditions 4.3.F following.

\*\*In accordance with General Order 153, the ULTS connection charge and the ULTS conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular tariffed service connection or service conversion charge for the installation or conversion of a single residential telephone connection. There shall be no limit to the number of times that a ULTS customer may pay the non-recurring ULTS charge for service conversion.

\*\*\*See Special Condition 4.3.B. for Federal Tribal Link-Up qualification requirements.

\*\*\*\*See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B for the rules applicable to SOC and NAC charges for service reconnections.

(L) Material now shown on Cal. P.U.C. Sheet No. 2.1.

(Continued)

(To be inserted by utility)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING  
CHARGE

B. Service Connection and  
 Change/Conversion Charges\*

- Applicable to all grades of service - Continued

1. Each Connection of ULTS Primary Residence  
 Access Line\* - Continued

(L)

d. Service Reconnection\*\* Same Location

(T)

|                                   |               |     |
|-----------------------------------|---------------|-----|
| (1) Service Order Charge (SOC)    | \$18.75       |     |
| State SOC LifeLine Credit         | -9.38         | (T) |
| (2) Network Access Charge (NAC)   | 28.00         |     |
| State NAC LifeLine Credit         | <u>-28.00</u> |     |
| ULTS Service Connection*** Charge | 9.37          | (L) |

2. Change/conversion in class, type, or  
 grade of service\* to connect to ULTS

a. Each change/conversion

|                                   |              |
|-----------------------------------|--------------|
| (1) LifeLine service order charge | \$10.00      |
| State SOC LifeLine Credit         | <u>-0.63</u> |
| ULTS Change/Conversion*** Charge  | 9.37         |

b. Each change to add or remove  
 toll restriction

Service Order Charge No Charge

\*Subject to limitations as set forth in Special Conditions 4.3.F following.

\*\*See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B  
 for the rules applicable to SOC and NAC charges for service reconnections.

\*\*\*In accordance with General Order 153, the ULTS connection charge and the ULTS  
 conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular  
 tariffed service connection or service conversion charge for the installation or conversion  
 of a single residential telephone connection. There shall be no limit to the number of  
 times that a ULTS customer may pay the non-recurring ULTS charge for service  
 conversion.

(L) Material previously shown on Cal. P.U.C. Sheet No. 2.

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES – Continued

MONTHLY  
RATE

C. Surcharges

No Charge

Rates 4.2.A. and B. preceding are exempt from the following surcharges:

- California High Cost Fund (CHCF)-A Surcharge
- CHCF-B Surcharge
- California Advanced Services Fund (CASF)
- California Teleconnect Fund Surcharge
- California Relay Service and Communications Device Fund Surcharge
- ULTS Surcharge
- California Public Utilities Commission (CPUC) User Fee

(N)

D. Deposits\*

1. A deposit is not required to initiate ULTS service.
2. A deposit may be required to maintain basic service if the customer no longer qualifies for ULTS.
3. A deposit may be required for non-ULTS service(s).

\* Subject to limitations as set forth in Special Conditions 4.3.H. 1. through 4. following.

(Continued)

(To be inserted by utility)

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Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements:

- 1. The California Public Utilities Commission develops the eligibility requirements for qualified households to receive and retain California LifeLine discounts. The requirements can be found at:

<http://www.cpuc.ca.gov/lifeline/> and  
[https://www.californialifeline.com/en/eligibility\\_requirements](https://www.californialifeline.com/en/eligibility_requirements).

(N) (D)

(N)

(D)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

(D)

(D)

(Continued)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

(D)

(D)

(Continued)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

- 2. A household shall be eligible to receive two ULTS lines if: (T)
  - a. The household meets all ULTS eligibility criteria set forth in 4.3.A.1. preceding, (T)
  - b. The household has a disabled member who has immediate and continuous access within the household to a teletypewriter (TTY) device or a 2-line CapTel device which is a functional equivalent of a TTY device, and (T)
  - c. The TTY or a 2-line CapTel device is issued by the Deaf and Disabled Telecommunications Program (DDTP) or a medical certificate indicating the household member's need for a TTY or a 2-line CapTel device is submitted. (T)
- 3. All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a household. (T)
- 4. A customer denied ULTS eligibility for not being a member of a program listed in 4.3.A.1 preceding, who can demonstrate membership in a county-equivalent means-test program can appeal the denial decision with the Commission Consumer Affairs Branch (CAB). (T)
- 5. Customers will incur regular tariff rates and charges until completion of the ULTS certification process. (T)
- 6. Customers will be converted to ULTS service upon the Utility receiving confirmation of the customer's eligibility from the Commission or California LifeLine administrator. (T)
- 7. Once certified, the Utility will apply the ULTS discount to the customer's next bill retroactively to the application date and if the net credit is at least \$10.00, the customer may request a refund check from the Utility. (T)

(Continued)

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Resolution No. \_\_\_\_\_

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

8. Customers that verbally certify they meet the ULTS income limits and have proof of income, or participate in an approved public program will receive a certification form in the mail from the Commission's certifying agent for completion and submission. (T)
9. The completed certification form must be returned and received by the Commission's certifying agent by the due date indicated on the form. (T)
10. Any customer who fails to return the ULTS form or otherwise qualify for ULTS by the certification date shall have their application rejected. (T)
11. The Utility shall not knowingly enroll a customer into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a customer to remain in the ULTS program who does not meet the ULTS eligibility criteria. (T)
12. The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services. (T)
13. The Utility must inform the customer that he or she may opt to receive the instruction form for completing the certification form in Braille (English Only), or the instructions and the form in large print. (T)
14. If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within a 30-day period. If a customer changes his or her principle place of residence, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residence is within a 30-day period. (T)
15. LifeLine service is a non-transferrable benefit. An eligible LifeLine customer may not transfer his or her telephone service to anyone. (T)
16. Pursuant to 47 C.F.R §54.410(d), an applicant applying for discounts from the Universal LifeLine Telephone Service (California LifeLine) program must provide his or her date of birth and the last four digits of his or her SSN on the Application Form provided by the California LifeLine Administrator. (T)

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Resolution No. \_\_\_\_\_

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

B. Federal Enhanced Lifeline and Tribal Link-Up Benefits and Qualification Requirements for Federally-Designated Tribal Lands

1. Description

The following Enhanced Lifeline and Tribal Link-Up program benefits and qualification standards apply to all eligible residents of Tribal lands, which consist of qualifying low-income consumers residing on Tribal lands. The term "Tribal lands" means any federally recognized Indian tribe's reservation, Pueblo, Colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands, as defined in the Code of Federal Regulations, part 54 section 54.400, and any off reservation lands designated as Tribal lands by the Federal Communications Commission Wireline Competition Bureau and the Office of Native Affairs and Policy.

2. Qualifications

In addition to the qualification standards set out in Section 4.3.A preceding for Enhanced Lifeline and Tribal Link-Up program participants, eligible residents of Tribal lands, which consists of low-income consumers residing on Tribal lands, may qualify for these programs if they participate in any one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only those meeting its income qualifying standard); or the Food Distribution Program on Indian Reservations (FDPIR). Those who qualify under the provisions of this paragraph must provide written certification of such qualification under penalty of perjury and must further agree to notify the Company if the customer ceases to participate in the program or programs.

3. Lifeline and Link-Up Benefits

Additional federal Enhanced Lifeline support of up to \$25.00 will be applied to the monthly local service rate, not to exceed the sum of the monthly local service rate, as shown in 4.2.A.1.a, preceding, inclusive of the federal End-User Common Line charge. Federal Tribal Link-Up support will be provided for a 100% reduction, up to \$100, of the customary charge for commencing telecommunications service for a single telecommunications connection at a Tribal lands customer's principal place of residence, including line extension charges. 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.

(T)  
|  
(T)

(Continued)

(To be inserted by utility)

Advice Letter No. 408

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Resolution No. \_\_\_\_\_

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- C. ULTS is available to eligible customers subscribing to the flat rate residence individual and two-party\* line service. (T)
- D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows:
1. Access to (a) single party local exchange service, or (b) service that is equivalent, in all substantial respects, to single party local exchange service.
  2. Access to all interexchange carriers offering service in the ULTS customer's local exchange.
  3. Ability to place calls.
  4. Ability to receive free unlimited incoming calls.
  5. Free touch-tone dialing.
  6. Free unlimited access to 9-1-1/E9-1-1.
  7. Access to local directory assistance (DA). Each utility shall offer to its ULTS customers the same number of free DA calls that the utility provides to its non-ULTS residential customers.
  8. Access to foreign Numbering Plan Areas.
  9. ULTS rates and charges.
  10. Customer choice of flat-rate local service or measured-rate local service. The 17 smaller LECs identified in D.96-10-066 do not have to offer ULTS customers the choice of flat or measured-rate local service, unless the smaller LEC offers this option to its non-ULTS residential customers.
  11. Free provision of one directory listing per year as provided for in Decision No. 96-02-072.
  12. Free white pages telephone directory.
  13. Access to operator service.
  14. Voice grade connection to the public switched telephone network.
  15. Free access to 800 or 800-like toll-free services.

\*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. (N)  
No. A2, General Regulations, 2.1.2.A. (N)

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Effective October 27, 2010  
Resolution No. T-17291

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows: -  
Continued

16. Access to telephone relay services as provided for in Pub. Util. Code § 2881 et seq.
17. Toll-free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries.
18. Toll-free access to customer service representatives fluent in the same language (English and non-English) in which ULTS was originally sold.
19. Free access to toll-blocking service.
20. Free access to toll-control service, but only if (a) the utility is capable of offering toll-control service, and (b) the ULTS customer has no unpaid bill for toll service.
21. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access ULTS.
22. Free access to the California Relay Service via the 7-1-1 abbreviated dialing code.

E. ULTS is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Services are excluded from this offering.

F. Discounted Non-Recurring Charges

1. Service Connection Charge

a. The ULTS connection charge is applicable to all qualifying households residing at the same address.

b. The ULTS connection charge is applicable at any time a qualifying household:

- (1) establishes ULTS,
- (2) re-establishes ULTS at the same residence at which ULTS was previously provided, regardless of reason for disconnect,
- (3) establishes ULTS at a new principal place of residence, or (T)
- (4) switches ULTS from one ULTS Provider to another. (T)

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Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

F. Discounted Non-Recurring Charges - Continued

1. Service Connection Charge - Continued

c. Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing ULTS.

d. Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that low-income households with a disabled member may qualify for ULTS connection charges on two residential telephone connections.

2. Service Change/Conversion Charge

The ULTS change/conversion charge is applicable each time a ULTS customer requests a change in the class (business or residential to ULTS), type (measured to flat rate service or vice versa), or grade of service (one to two party\* service or vice versa) including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS customer may pay the ULTS change/conversion charge to effect a change in the class, type or grade of service. The discounted charge excludes adding services not covered under the ULTS program.

(T)

a. No conversion charge may be assessed on an applicant or claimed from the ULTS fund if a customer fails to qualify for ULTS.

b. No conversion charge can be assessed on a customer or claimed from the ULTS fund if a customer is removed from the ULTS program (either voluntarily or involuntarily).

\*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

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Resolution No. T-17291

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

G. Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced Service Connection Charges. The Utility will bill the customer in 12 equal installments.

H. Deposits

1. Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

Each applicant will be required to establish credit for non-basic services in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment of Credit for Residence Service, Section B. The Utility may elect to offer toll blocking/toll restriction to the applicant in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

2. Re-Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to re-establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

A customer or applicant whose service has been discontinued for non-payment of bills will be required to re-establish credit in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit. The Utility may elect to offer toll blocking/toll restriction to the applicant or customer in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

(Continued)

(To be inserted by utility)

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**Issued by**

Harry H. Baker

NAME

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**Resolution No.** \_\_\_\_\_



A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

H. Deposits - Continued

3. Service Reinstatement

The Utility may require a ULTS customer to pay any overdue basic ULTS rates and charges, or make payment arrangements, before ULTS is reinstated to a ULTS customer's line at the same address or new address.

4. Other than previously stated, establishment or re-establishment of credit shall be in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit.

I. Any payment received from ULTS customers will be applied first to the balance due on deniable local service non-recurring and recurring charges, including mandated surcharges and taxes, and the remaining amount will be applied to long distance/toll service and other charges at the Utility's discretion, unless the customer directs otherwise.

Disconnection of ULTS service is prohibited for non-payment of toll charges.

Other than stated above, ULTS service shall be subject to the conditions set forth in Schedule Cal. P.U.C. A2, Rule 11, Discontinuance and Restoration of Service.

J. Customers who wish to re-establish ULTS service after removal from the program will be treated as a new customer, subject to the Commission's enrollment and certification process. A Service Order Charge as shown in Rates 4.2. B.1.a, B.1.b, B.1.c, or B.2.a. is applicable. The ULTS discount will not be applied retroactively to the date of removal. (T)

(Continued)

(To be inserted by utility)

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**Issued by**

Harry H. Baker

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- K. Each ULTS customer is subject to the annual verification process. The certifying agent will qualify new ULTS customers and verify the continued eligibility of existing ULTS customers. (T)

Any ULTS customer who fails to qualify for continued ULTS eligibility and/or fails to return the completed verification form by date specified by the certifying agent shall be removed from the ULTS program.

Upon notification from the certifying agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- L. Recipients of ULTS service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for ULTS and/or a second ULTS line. (T)

Upon receipt of notification, the Utility will change the ULTS service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- M. The Commission or the Commission's agent may audit and verify a customer's eligibility to participate in the ULTS program. Any customer who is found to be ineligible to participate in the ULTS program shall be removed from the ULTS program.

Upon notification from the Commission or the Commission's agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

The Commission or the Commission's agent may bill the ineligible customer for any ULTS discounts that the customer should not have received for the period covered by the audit, plus interest equal to the 3-month commercial paper rate.

(Continued)

(To be inserted by utility)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

(N)

4.3 SPECIAL CONDITIONS - Continued

N. Beginning June 1, 2017, the California LifeLine Program (California LifeLine) has a new limitation on consumers requesting the California LifeLine discounts for phone services.

1. 60 Day Freeze for Transferring the California LifeLine Discounts (also called Discount Transfer Freeze) for Phone Services

- a. Once the California LifeLine Administrator approves the applicant's eligibility to receive the California LifeLine discounts, the California LifeLine customer has to keep the California LifeLine discounts with the same phone company for 60 days. The 60-day clock begins when the California LifeLine discounts start. After staying with the same phone company for 60 days, the California LifeLine customer may choose to remain with the same phone company or to change to a different phone company while keeping the California LifeLine discounts. This requirement means that the California LifeLine customer can only transfer the California LifeLine discounts to a different phone company once every 60 days. Transferring the California LifeLine discounts to a different phone company restarts the 60-day clock.
- b. The California LifeLine customer may cancel phone service or switch phone companies at any time. However, if the California LifeLine customer is still within the 60-day clock and cancels the phone service or switches phone companies, then the California LifeLine customer will stop receiving the California LifeLine discounts.
- c. However, there are ways to transfer your California LifeLine discounts to a different phone company sooner, which are as follows:
  - (1) The California LifeLine customer moves to a new address.
  - (2) The phone company no longer offers phone service or otherwise fails to provide phone service.
  - (3) The phone company charged late fees greater than the monthly out of pocket cost for the phone service.
  - (4) The phone company was found in violation of either the California LifeLine Program's, the California Public Utilities Commission's, or the Federal Communications Commission's rules and that rule violation impacted the California LifeLine customer.

(N)

(Continued)

(To be inserted by utility)

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Cynthia A. Huber

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Resolution No. T-17564

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

O. How to Transfer the California LifeLine Discounts Before the 60-Day Clock Ends When the Phone Company Fails to Provide the California LifeLine Discounted Phone Service

1. A California LifeLine customer is entitled to a voice-grade connection. If the California LifeLine customer is experiencing a service failure, the California LifeLine customer should immediately inform the phone company of the service failure so the phone company can try and resolve the service failure. If the phone company does not resolve the service failure, the California LifeLine customer can request an exception to the discount transfer freeze due to a service failure (also called a service failure exception). Before requesting a service failure exception, the California LifeLine customer should immediately inform the phone company of the service failure.
2. Examples of what would not constitute as a failure to provide home phone service:
  - a. The California LifeLine customer's dissatisfaction with the feature(s) of the service, the service rate(s), or the quality of customer service.
  - b. The California LifeLine customer's confusion about the phone service plan.
3. A California LifeLine customer can contact the California LifeLine Administrator by phone 877-858-7463 or going to Check Your Status at [www.californialifeline.com](http://www.californialifeline.com) to request a service failure exception to the discount transfer freeze. The California LifeLine Administrator will then determine whether it is appropriate to start the exception process. If the California LifeLine Administrator grants the exception order, the California LifeLine customer can transfer the California LifeLine discounts to a different phone company prior to the discount transfer freeze ending.
4. A California LifeLine customer must do these 4 things for the California LifeLine Administrator to grant their exception order:
  - a. Give the existing phone company an opportunity to resolve the service failure.
  - b. Order a service failure exception from the California LifeLine Administrator.
  - c. After the phone company's opportunity lapses to resolve the service failure, confirm that the service failure still exists – a California LifeLine customer has 1 week to submit this confirmation.
  - d. Contact a different phone company and ask to receive phone service with the California LifeLine discounts; the preferred phone company will submit the transfer request on the California LifeLine customer's behalf to the California LifeLine Administrator.

(Continued)

(N)

(N)

(To be inserted by utility)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- P. The Utility will annually mail to all residence customers, other than customers of ULTS, foreign exchange or farmer lines, a notice that contains information about the availability, terms, and conditions of ULTS. (T)
- Q. 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)
- R. Optional services and equipment are not included in ULTS rates, but will be provided to ULTS customers at applicable tariff rates and charges. (T)
- S. ULTS 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. (T)
- T. Each ULTS customer shall be eligible for one or two ULTS lines as set forth in General Order 153, and ULTS customers may subscribe to additional non-ULTS lines. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges. (T)
- U. The Utility will send a confirmation notice to all ULTS 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 will also inform them that failure to return all of the required documentation by the deadline date will result in denial of LifeLine service. (T)

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