

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

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Issued by: David McEndree, CEO
P.O. Box 1340, Tahoka, TX 79573

PUBLIC UTILITY COMMISSION OF TEXAS EFFECTIVE Dec. 2, 2016 <u>Tariff No. 46541</u> TARIFF CLERK

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL

The rates and charges listed in this Section apply to Local Exchange Services of the Poka Lambro Telephone Cooperative, Inc., herein referred to as the Cooperative, in its exchanges as specified on the Cooperative's exchange service area maps as approved and on file with the Public Utility Commission of Texas.

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The telecommunications services listed in this Section are subject to the rates, charges, rules and regulations of the Member Services Tariff as it now exists or as it may be revised, added to or supplemented by superseding issues that are made a part of the Member Services Tariff.

A. Provision of Service

The Cooperative provides one-party service throughout its service areas, in fourteen exchanges, according to an area coverage design approved by and financed with the Rural Electrification Administration, Washington, D.C.

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APPROVED

June 1, 2014 - CONTROL NO. 42306

TARIFF CLERK

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

B. Application of Rates and Charges

Local exchange service rates and charges as specified in this section are for basic local exchange service, including Tone Dialing Service, Mandatory Extended Area Service, and facilities only. The rates for other ancillary services not specifically shown in this section are presented in other sections of this tariff.

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Unless otherwise specified, the Rates and Charges quoted in this section are for minimum periods of one month, payable in advance and provide unlimited flat rate calling within the exchange area. Where Extended Area Service (EAS) is provided, the monthly rate for the local exchange access line or trunk includes all EAS charges and provides unlimited calling within the home exchange and all other exchanges as specified in the Extended Area Service calling scope.

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The Cooperative offers mandatory two-way toll-free extended local calling (ELC) service between its customers physically located in the Cooperative's exchanges, as further outlined in the tables included in subsection C., following.

The Cooperative offers mandatory one-way toll-free extended local calling (ELC) service to its customers from their home exchanges to all other exchanges in the Lubbock local access transport area (LATA) as identified below. In order to qualify for the toll-free calling, customers must dial the called parties within the LATA using seven-digit or ten-digit local dialing methods. This service is included with residential and business local exchange access service at no additional charge.

EXCHANGES IN THE LUBBOCK LATA

Abernathy, Acuff, Afton, Amherst, Anton, Arnett, Aten, Ausborne, Bean, Brownfield, Bula, Caprock, Cone, Cotton Center, County Line, Crosbyton, Denver City, Dickens, Dry Lake, Earth, Edmondson, Elkins, Fieldton, Fletcher Carter, Flomot, Floydada, Gail, Girard, Hackmont, Hale Center, Halfway, Happy Union, Hatch, Higginbotham, Hollandville, Hurlwood, Idalou, Jayton, Kress, Lamesa, Lariat, Lazbuddie, Lehman, Levelland, Littlefield, Lockney, Loop, Lorenzo, Lubbock, Maple, Matador, McAdoo, Meadow, Merrell, Morton, Muleshoe, Needmore, Nelms, New Home, O'Donnell, Olton, Paducah, Patricia, Peacock, Petersburg, Pettit, Plains, Plainview, Post, Punkin Center, Quitaque, Ralls, Ransom Canyon, Redmon, Roaring Springs, Ropesville, Seagraves, Silverton, Slaton, Smyer, Southland, Spade, Springlake, Spur, Sudan, Sundown, Tahoka, Tulia, Turkey, Union, Verbena, Vigo Park, West Lakes, Wheatley, White River, Whiteface, Whitharral, Wilson, Wolfforth, Woodrow

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Aten (806-439)	Nelms (806-645), O'Donnell (806-428)	Ausborne, Fletcher Carter, Gail, Hatch, Loop, New Home, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85
Ausborne (806-585)	Brownfield (806-637)	Aten, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$32.15

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Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Fletcher Carter (806-327)	Tahoka (806-998)	Aten, Ausborne, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85
Gail (806-756)		Aten, Ausborne, Fletcher Carter, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 21.50	\$ 17.54	\$ -	\$ 22.40	\$ 30.60

Notes:

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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Hatch (806-497)	Lamesa (806-872)	Aten, Ausborne, Fletcher Carter, Gail, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15
Loop (806-487)	Seagraves (806-546)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85

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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>	
Nelms (806-645)	Aten (806-439), O'Donnell (806-428)	Ausborne, Fletcher Carter, Gail, Hatch, Loop, New Home, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I
New Home (806-924)	Tahoka (806-998)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) (1)</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
O'Donnell (806-428)	Aten (806-439), Nelms (806-645)	Ausborne, Fletcher Carter, Gail, Hatch, Loop, New Home, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 21.50	\$ 17.54	\$ -	\$ 22.40	\$ 30.60
Patricia (806-462)	Lamesa (806-872)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Punkin Center, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>	
Punkin Center (806-489)	Lamesa (806-872)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Southland, Union, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15	I
Southland (806-996)	Slaton (806-828)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Union, West Lakes, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I

Notes:

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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>	
Union (806-755)	Brownfield (806-637)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, West Lakes, Wheatley	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15	I
West Lakes (806-465)	Tahoka (806-998)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, Wheatley	\$ 22.75	\$ 17.57	\$ 0.00	\$ 23.65	\$ 31.85	I

Notes:

- (1) Residence PBX Trunk rate is 150% of Residence Access line rate. For rotary service add \$2.00 per line or trunk.

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I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

<u>Home Exchange:</u>	<u>EAS Exchange(s):</u>	<u>2-Way ELC Exchanges:</u>	<u>Bus. Acc. Line (B1)</u>	<u>Res. Acc. Line (R1) ⁽¹⁾</u>	<u>EAS</u>	<u>Rot. Key Trk. (BKT)</u>	<u>Rot. PBX Trk. (BPT)</u>
Wheatley (806-522)	Brownfield (806-637)	Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes	\$ 23.05	\$ 17.87	\$ 0.00	\$ 23.95	\$ 32.15

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Notes:

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LOCAL EXCHANGE SERVICE

I. GENERAL (Cont'd)

C. Monthly Local Exchange Service Rates

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LOCAL EXCHANGE SERVICE

II. Reserved for Future Use

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LOCAL EXCHANGE SERVICE

II. Reserved for Future Use

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

II. Reserved for Future Use

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. STATE LIFELINE PROGRAM

The State Lifeline Program (“State Lifeline”) is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

A. General

1. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
2. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
3. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.
4. State Lifeline rate reductions do not apply to service connection charges.
5. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
6. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
7. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
8. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

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LOCAL EXCHANGE SERVICE

III. STATE LIFELINE PROGRAM (Continued)

B. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

C. State Eligibility Requirement

1. Qualifying Low-income (Eligible) Customer Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

2. Obligations of the Customer

(a) A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

(b) A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

3. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

4. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

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LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

A. General

1. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.

2. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.

3. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to \$100.00, on applicable service connection charges, as provided in Section 5 of this tariff.

4. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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LOCAL EXCHANGE SERVICE

IV. Federal Lifeline Program (Continued)

A. General (Continued)

5. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

6. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

7. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.

8. 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.

9. Partial payments made by Lifeline customers will be applied first toward charges for local service.

B. Designated Federal Lifeline Program Services

1. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).

2. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.

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IV. FEDEARL LIFELINE PROGRAM (Continued)

B. Designated Federal Lifeline Program Services (Continued)

3. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.

4. All designated federal Lifeline Program services are subject to minimum service standards delineated in 47 Code of Federal Regulations §54.408.

C. Eligibility Requirement

1. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

2. Obligations of the Customer

(a) A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

(b) A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

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LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM (Continued)

C. Eligibility Requirement (Continued)

3. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

4. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

D. Deposit and Credit Requirements

1. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

2. The Company may charge a service deposit if:

(a) The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.

(b) The Company receives a waiver from having to provide toll blocking due to technical limitations.

3. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program.

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LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM (Continued)

E. Service Connection and Charges

1. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.
2. Service connection charges may apply when:
 - (a) Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.
 - (b) New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.
 - (c) Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.
3. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 5 of this tariff.
4. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

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LOCAL EXCHANGE SERVICE

IV. FEDERAL LIFELINE PROGRAM (Continued)

F. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

1. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.

2. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:

(a) advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and

(b) allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.

(c) If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.

3. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

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IV. FEDERAL LIFELINE PROGRAM (Continued)

G. Federal Lifeline Program Support Amount

The Company shall apply federal Lifeline Program rate reductions, per eligible customer, as described below.

1. The Company shall grant federal support to qualifying low-income consumers up to \$9.25 per month, subject to the support amount directed by the Federal Communications Commission in 47 Code of Federal Regulations § 54.403 regarding Lifeline support amount.

2. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.

3. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to \$25 per month will be made available to qualifying eligible residents of Tribal lands

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Issued by: David McEndree, CEO
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PUBLIC UTILITY COMMISSION OF TEXAS
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