United Telephone Company of Ohio Section 7

d/b/a CenturyLink

P.U.C.O. NO. 5 Fourth Revised Sheet 1

GENERAL EXCHANGE TARIFF Cancels Third Revised Sheet 1

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| 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.  I. Federal Lifeline Programs  A. 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.  B. 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 [1] 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  C. Terms and Conditions  1. 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.  [1] 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)  (T) |

Issued: December 1, 2019 Effective: December 1, 2019

United Telephone Company of Ohio In accordance with Case No.: 90-5041-TP-TRF

By Bill Hanchey, Vice President and Case No. 19-2005-TP-ATA

Wake Forest, North Carolina Issued by the Public Utilities Commission of Ohio

**OH 19-09**

United Telephone Company of Ohio Section 7

**d/b/a CenturyLink**

P.U.C.O. NO. 5 Third Revised Sheet 2

GENERAL EXCHANGE TARIFF Cancels Second Revised Sheet 2

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| LIFELINE ASSISTANCE PROGRAMS  I. Federal Lifeline Programs  C. Terms and Conditions (Cont’d)  2. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).  3. 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 data 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.  4. 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.  5. 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.  6. Nonrecurring charges will not apply when establishing this program on existing service.  7. Partial payments made by Lifeline customers will be applied first towards local service charges.  **8. The discount shall be applied first to the interstate subscriber line charge, and then to the monthly service rate for Lifeline eligible services.**  **9. At no time shall the total Lifeline discount exceed the sum of the interstate subscriber line charge and the monthly service rate, excluding applicable taxes, fees and other surcharges.**  **10. All Lifeline recipients will be required to re-certify their eligibility every year.** | (T)  (N)  (N) |

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United Telephone Company of Ohio Section 7

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P.U.C.O. NO. 5 Third Revised Sheet 3

GENERAL EXCHANGE TARIFF Cancels Second Revised Sheet 3

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| LIFELINE ASSISTANCE PROGRAMS  I. Federal Lifeline Programs  C. Terms and Conditions (Cont’d)  **11.** Toll Restriction (also known as Toll Blocking) 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.  **12.** 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.  **13.** 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.  D. Monthly Credit  Credit  Amount  Federal Lifeline Program Credit, per month   * **Qualifying voice-only service**   **- Prior to December 1, 2019** $9.25  **- Effective December 1, 2019 7.25**  **- Effective December 1, 2020 5.25**   * **Qualifying Broadband or bundled service 9.25**   II. Link-Up Program  Link-Up assistance for non-Tribal Lifeline customers was eliminated as of April 1, 2012, pursuant to the FCC’s Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012). | (T)  (T)  (T)  (T)  (N)  (T)  (N)  (N) |

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