

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS FILING FORM

(Effective: 01/20/2011)

This form is intended to be used with most types of required filings. It provides check boxes with rule references for the most common types of filings. It does not replace or supersede Commission rules in any way.

In the Matter of the Application of United Telephone
Company of Ohio d/b/a CenturyLink to file lifeline tariff
revisions consistent with the FCC's Lifeline Reform Order.

TRF Docket No. 90-5041-TP-TRF

Case No. 12 - 1708 - **TP** - **ATA**

NOTE: Unless you have reserved a Case #, leave the "Case No" fields
BLANK.

Name of Registrant(s) United Telephone Company of Ohio

DBA(s) of Registrant(s) CenturyLink

Address of Registrant(s) 100 CenturyLink Drive, Monroe, LA 71201

Company Web Address www.about.centurylink.com/tariffs

Regulatory Contact Person(s) Gary Baki

Phone 614-220-8629

Fax 614-224-3902

Regulatory Contact Person's Email Address gary.s.baki@centurylink.com

Contact Person for Annual Report Mike Mohr

Phone 913-345-7635

Address (if different from above) 5454 West 110th Street, Overland Park, KS 66211

Consumer Contact Information Donna Powell

Phone 866-883-7206

Address (if different from above) _____

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

Notes:

Section I and II are Pursuant to Chapter 4901:1-6 OAC

Section III – Carrier to Carrier is Pursuant to 4901:1-7 OAC, and Wireless is Pursuant to 4901:1-6-24 OAC.

Section IV – Attestation

(1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

(2) For requirements for various applications, see the identified section of Ohio Administrative Code Section 4901 and/or the supplemental application form noted.

(3) Information regarding the number of copies required by the Commission may be obtained from the Commission's web site at www.puco.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the Commission.

(4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

All Filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits.

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s)
B	The Tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

Section I – Part I - Common Filings

Carrier Type <input checked="" type="checkbox"/> Other (explain below)	<input checked="" type="checkbox"/> For Profit ILEC	<input type="checkbox"/> Not For Profit ILEC	<input type="checkbox"/> CLEC
Change terms & conditions of existing BLES	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)
Introduce or Increase Late Payment	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)
Revisions to BLES Cap.	<input type="checkbox"/> <u>ZTA 1-6-14(F)</u> (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> <u>ZTA 1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> <u>ZTA 1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> <u>ZTA 1-6-14(H)</u> (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> <u>ZTA 1-6-27(C)</u> (0 day Notice)	<input type="checkbox"/> <u>ZTA 1-6-27(C)</u> (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> <u>TRF 1-6-14(F)</u> (0 day Notice)	<input type="checkbox"/> <u>TRF 1-6-14(F)(4)</u> (0 day Notice)	<input type="checkbox"/> <u>TRF 1-6-14(G)</u> (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> <u>BLS 1-6-14</u> <u>(C)(1)(c)</u> (Auto 30 days)		
Change in boundary	<input type="checkbox"/> <u>ACB 1-6-32</u> (Auto 14 days)	<input type="checkbox"/> <u>ACB 1-6-32</u> (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> <u>TRF 1-6-08(G)(0 day)</u>
BLES withdrawal			<input type="checkbox"/> <u>ZTA 1-6-25(B)</u> (0 day Notice)
Other* (explain) <u>Lifeline Tariff Changes</u>	ATA (Auto 30 days)		

Section I – Part II – Customer Notification Offerings Pursuant to Chapter 4901:1-6-7 OAC

Type of Notice	Direct Mail	Bill Insert	Bill Notation	Electronic Mail
<input type="checkbox"/> 15-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 30-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date Notice Sent:				

Section I – Part III –IOS Offerings Pursuant to Chapter 4901:1-6-22 OAC

IOS	Introduce New	Tariff Change	Price Change	Withdraw
<input type="checkbox"/> IOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section II – Part I – Carrier Certification – Pursuant to Chapter 4901:1-6-08, 09 & 10 OAC

Certification	ILEC (Out of Territory)	CLEC	Carrier's Not Offering BLES	CESTC	CETC
* See Supplemental form	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30- day)	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-10</u> (Auto 30 day)	<input type="checkbox"/> UNC <u>1-6-09</u> * (Non-Auto)

*Supplemental Certification forms can be found on the Commission Web Page.

Section II – Part II – Certificate Status & Procedural

Certificate Status	ILEC	CLEC	Carrier's Not Offering BLES
Abandon all Services		<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)	<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Merger *	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)

* Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-29 Filing Requirements on the Commission's Web Page for a complete list of exhibits.

Section III – Carrier to Carrier (Pursuant to 4901:1-7), and Wireless (Pursuant to 4901:1-6-24)

Carrier to Carrier	ILEC	CLEC
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)
Introduce or change c-t-c service tariffs,	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <u>1-7-04 or 05</u> (Non-Auto)	
Changes in rates, terms & conditions to Pole Attachment, Conduit Occupancy and Rights- of-Way.	<input type="checkbox"/> UNC <u>1-7-23(B)</u> (Non-Auto)	
Wireless Providers See <u>4901:1-6-24</u>	<input type="checkbox"/> RCC [Registration & Change in Operations]	<input type="checkbox"/> NAG [Interconnection Agreement or

Section IV. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT

Compliance with Commission Rules

I am an officer/agent of the applicant corporation, CenturyLink, and am authorized to make this statement on its behalf.
(Name)

Please Check ALL that apply:

☒ I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

☐ I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Rule 4901:1-6-7, Ohio Administrative Code.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) 06/01/2012 at (Location) Columbus, Ohio 43215

*(Signature and Title) /s/Gary Baki, Manager (Date) 06/01/2012
State Regulatory

* *This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

VERIFICATION

I, Gary Baki verify that I have utilized the Telecommunications Filing Form for most proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*(Signature and Title) /s/Gary Baki, Manager State Regulatory

(Date) 06/01/2012

*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793

Or

Make such filing electronically as directed in Case No 06-900-AU-WVR

EXHIBIT A

Existing Tariff Pages

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 2

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Issued: November 22, 2011

Effective: November 22, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
Issued by the Public Utilities Commission of Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 1

LIFELINE & LINK UP

I. LIFELINE

A. General

1. Lifeline is a flat-rate, monthly primary access line service program that provides eligible customers requesting basic local exchange service, including touch-tone, with the following:
 - a. A recurring discount on the monthly basic local exchange service rate that provides the maximum contribution of federally available assistance;
 - b. A waiver of all nonrecurring service order charges for establishing service, available not more than once per customer at a single address in a twelve-month period;
 - c. Free blocking of toll service, 900 service, and 976 service;
 - d. A waiver of the Federal Universal Service Fund End User Charge and;
 - e. A waiver of the Telephone Company's service deposit requirement.
2. Lifeline eligible customers that subscribe to other bundled/package services will also receive the items described in paragraph I.A.1.a-e.

B. Regulations

1. Lifeline is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
 - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid), or any state program that might supplant Medicaid;
 - b. Supplemental Nutrition Assistance Program (SNAP/food stamps);
 - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - d. Supplemental Security Insurance- blind and disabled (SSDI);
 - e. Federal public housing assistance or Section 8;
 - f. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
 - g. National School Lunch Program's Free Lunch Program (NSL);
 - h. Temporary Assistance for Needy Families (TANF/Ohio Works); or
 - i. General Assistance (including disability assistance (DA)).

A complete list of Competitive Basic Local Exchanges can be found in Section 2.I.

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LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
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LIFELINE AND LINKUP

I. LIFELINE (Continued)

B. Regulations (Continued)

2. Lifeline Assistance is also available to residential customers whose total household income is at or below one hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company requires, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph I.B.1 above or meets the income eligibility criteria identified in paragraph I.B.2. The customer will also need to identify the specific program or programs from which the customer receives benefits and agree to notify the telephone company if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income see paragraph I.B.5.a-g for examples of income documentation.
4. The Telephone Company will verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
 - a. State or federal income tax return;
 - b. Current income statement or W-2 from an employer;
 - c. Three consecutive months of current pay stubs;
 - d. Social security statement of benefits;
 - e. Retirement/Pension statement of benefits;
 - f. Unemployment/Workmen's Compensation statement of benefits;
 - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges will be required to have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.

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United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, WisconsinIn accordance with Case No.: 11-2771-TP-ATA
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P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 3

LIFELINE AND LINKUP

I. LIFELINE (Continued)

B. Regulations (Continued)

7. All other aspects of the state-specific Lifeline service will be consistent with the federal requirements. The rates, terms, and conditions for Lifeline service shall be tarified in accordance with Rule 4901:1- 6-11 of the Administrative Code.
8. The Telephone Company will provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and will provide an additional 30 days to prove eligibility.
9. The Telephone Company will provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The Lifeline customer will have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the termination of benefits.
10. The Telephone Company will verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54410.

C. Enrollment Process

1. New or existing customers who indicate that they are interested in Lifeline will be sent a Lifeline application form to either self-certify the program under which they qualify or to apply under the income-based criteria with the appropriate documentation. The customer must return the application, with appropriate documentation, if required, within 30 days of the request in order to receive benefits back to the original request date. If the customer does not return the application with the appropriate documentation, if required, within 30 days, the Lifeline benefits will commence upon the receipt of the application by the Telephone Company as long as the documentation is verified by the Telephone Company. In either case, the Telephone Company shall have a maximum of 60 days to verify the application and documentation.

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United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
Issued by the Public Utilities Commission of Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 4

LIFELINE AND LINK UP

I. LIFELINE (Continued)

C. Enrollment Process (Continued)

2. Should the Company determine that a customer does not qualify for Lifeline Assistance, or if the customer fails to submit the necessary documentation, the Company will provide written notification to the customer and give the customer 30 days to prove eligibility. The written notification will include contact information for the Company in the event of a dispute and if the customer disagrees with the Company's findings regarding Lifeline Assistance eligibility, the notice will inform the customer that the Public Utilities Commission of Ohio may be contacted, in order that an informal/formal complaint may be filed. If the corrected application is received within 30 days, credits will be applied to the account on the date that service was established by a new customer or on the date that Lifeline Service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline Assistance will begin on the date the corrected application is received by the Company.

D. Income Eligibility

1. The Telephone Company will verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification will be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section I. B.5.a-g.
2. Regardless of when the Company completes the verification process Lifeline benefits will go back to the date the qualified customer established Lifeline eligibility.
3. The Telephone Company will provide written notification to customers that do not qualify for Lifeline Assistance. The notice will give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination.
4. Written notification will include: 1) the earliest date termination of Lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.
5. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

Issued: November 22, 2011

Effective: November 22, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
Issued by the Public Utilities Commission of Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 5

LIFELINE AND LINK UP

L LIFELINE (Continued)

E. Verification for Continued Eligibility

1. The Telephone Company will notify customers at least 60 days prior to the Telephone Company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will discontinue Lifeline benefits on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
3. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

Issued: November 22, 2011

Effective: November 22, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
Issued by the Public Utilities Commission of Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 6

LIFELINE AND LINK UP

II. LINK UP

A. General

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

1. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
2. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Company's applicable security deposit requirements.)

B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - d. Federal public housing assistance/Section 8,
 - e. Home Energy Assistance Program (HEAP),
 - f. National School Lunch Program's free lunch program (NSL),
 - g. Temporary Assistance for Needy Families (TANF) a/k/a Ohio Works First; or
 - h. Household income at or below 150 percent of the poverty level.
2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in paragraph II.A., preceding.

Issued: November 22, 2011

Effective: November 22, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
Issued by the Public Utilities Commission of Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

Original Sheet 7

LIFELINE AND LINK UP

II. LINK UP (Continued)

B. Regulations (Continued)

3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph II.B.1, preceding; identifying the specific program or programs from which the customer receives benefits. Self-certification does not apply for income eligibility.
4. The Telephone Company shall require, as proof of eligibility if customer is enrolling under the poverty level, documentation such as 1) a copy of your most recent federal or state income tax return; 2) three consecutive months worth of the most current pay stubs; 3) the most recent Social Security statement of benefits; 4) the most recent Veteran's Administration statement of benefits; 5) the most recent retirement/pension statement of benefits; 6) the most recent Unemployment/Workmen's Compensation statement of benefits; or 7) any other legal document that would show your current income (such as a divorce decree or child support document).
5. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
6. Link Up customers are not restricted on the optional services to which they may subscribe.

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Effective: November 22, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA
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EXHIBIT B

New Tariff Pages

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

First Revised Sheet 2
Cancels Original Sheet 2

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V. Quick-Call	3	
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VII. Rates and Charges	5	

Issued: June 1, 2012

Effective: June 1, 2012

United Telephone Company Of Ohio
By Todd Schafer, Region President
Wake Forest, North Carolina

In accordance with Case No.: 12-1708-TP-ATA
Issued by the Public Utilities Commission of Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

First Revised Sheet 1
Cancels Original Sheet 1

LIFELINE

I. LIFELINE ⁽¹⁾

(D)

(N)

A. General

1. Lifeline is a flat-rate, monthly primary access line service program that provides eligible customers requesting basic local exchange service, including touch-tone, with the following:
 - a. A recurring discount on the monthly basic local exchange service rate that provides the maximum contribution of federally available assistance;
 - b. A waiver of all nonrecurring service order charges for establishing service, available not more than once per customer at a single address in a twelve-month period;
 - c. Free blocking of toll service, 900 service, and 976 service;
 - d. A waiver of the Federal Universal Service Fund End User Charge and;
 - e. A waiver of the Telephone Company's service deposit requirement.
2. Lifeline eligible customers that subscribe to other bundled/package services will also receive the items described in paragraph I.A.1.a-e.

B. Regulations

1. Lifeline is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
 - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid), or any state program that might supplant Medicaid;
 - b. Supplemental Nutrition Assistance Program (SNAP/food stamps);
 - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - d. Supplemental Security Insurance- blind and disabled (SSDI);
 - e. Federal Public Housing Assistance or Section 8;
 - f. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
 - g. National School Lunch Program's Free Lunch Program (NSL);
 - h. Temporary Assistance for Needy Families (TANF/Ohio Works); or
 - i. General Assistance (including disability assistance (DA)).

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A complete list of Competitive Basic Local Exchanges can be found in Section 2.I.

⁽¹⁾ Lifeline is provided 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).

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(N)

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By Todd Schafer, Region President
Wake Forest, North Carolina

In accordance with Case No.: 12-1708-TP-ATA
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LIFELINE

(D)

I. LIFELINE (Continued)

B. Regulations (Continued)

2. Lifeline Assistance is also available to residential customers whose total household income is at or below one hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company requires, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph I.B.1 above or meets the income eligibility criteria identified in paragraph I.B.2. The customer will also need to identify the specific program or programs from which the customer receives benefits and agree to notify the telephone company if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income see paragraph I.B.5.a-g for examples of income documentation.
4. The Telephone Company will verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
 - a. State or federal income tax return;
 - b. Current income statement or W-2 from an employer;
 - c. Three consecutive months of current pay stubs;
 - d. Social security statement of benefits;
 - e. Retirement/Pension statement of benefits;
 - f. Unemployment/Workmen's Compensation statement of benefits;
 - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges will be required to have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.

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GENERAL EXCHANGE TARIFF

First Revised Sheet 3
Cancels Original Sheet 3

LIFELINE

(D)

I. LIFELINE (Continued)

B. Regulations (Continued)

7. All other aspects of the state-specific Lifeline service will be consistent with the federal requirements. The rates, terms, and conditions for Lifeline service shall be tariffed in accordance with Rule 4901:1- 6-11 of the Administrative Code.
8. The Telephone Company will provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and will provide an additional 30 days to prove eligibility.
9. The Telephone Company will provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The Lifeline customer will have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the termination of benefits.
10. The Telephone Company will verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54.410.

C. Enrollment Process

1. New or existing customers who indicate that they are interested in Lifeline will be sent a Lifeline application form to either **certify** the program under which they qualify or to apply under the income-based criteria with the appropriate documentation. The customer must return the application, with appropriate documentation, if required, within 30 days of the request in order to receive benefits back to the original request date. If the customer does not return the application with the appropriate documentation, if required, within 30 days, the Lifeline benefits will commence upon the receipt of the application by the Telephone Company as long as the documentation is verified by the Telephone Company. In either case, the Telephone Company shall have a maximum of 60 days to verify the application and documentation.

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GENERAL EXCHANGE TARIFF

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LIFELINE

(D)

I. LIFELINE (Continued)

C. Enrollment Process (Continued)

2. Should the Company determine that a customer does not qualify for Lifeline Assistance, or if the customer fails to submit the necessary documentation, the Company will provide written notification to the customer and give the customer 30 days to prove eligibility. The written notification will include contact information for the Company in the event of a dispute and if the customer disagrees with the Company's findings regarding Lifeline Assistance eligibility, the notice will inform the customer that the Public Utilities Commission of Ohio may be contacted, in order that an informal/formal complaint may be filed. If the corrected application is received within 30 days, credits will be applied to the account on the date that service was established by a new customer or on the date that Lifeline Service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline Assistance will begin on the date the corrected application is received by the Company.

D. Income Eligibility

1. The Telephone Company will verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification will be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section I. B.5.a-g.
2. Regardless of when the Company completes the verification process Lifeline benefits will go back to the date the qualified customer established Lifeline eligibility.
3. The Telephone Company will provide written notification to customers that do not qualify for Lifeline Assistance. The notice will give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination.
4. Written notification will include: 1) the earliest date termination of Lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.
5. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LIFELINE

(D)

I. LIFELINE (Continued)

E. Verification for Continued Eligibility

1. The Telephone Company will notify customers at least 60 days prior to the Telephone Company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will discontinue Lifeline benefits on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
3. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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Wake Forest, North Carolina

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United Telephone Company of Ohio
d/b/a CenturyLink

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

Section 7

First Revised Sheet 6
Cancels Original Sheet 6

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GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

Section 7

First Revised Sheet 7
Cancels Original Sheet 7

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Wake Forest, North Carolina

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EXHIBIT C - Description

This filing is in accordance with the Commission's Finding and Order issued May 23, 2012 in Case No. 10-2377-TP-COI. Tariff changes are being made to United Telephone Company of Ohio d/b/a CenturyLink's PUCO NO. 5 General Exchange Tariff in order to be consistent with the FCC's Lifeline Reform Order.

EXHIBIT D – Customer Notice

Customer notice is not required as the changes to the terms and conditions do not impact existing customers.

This foregoing document was electronically filed with the Public Utilities

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Case No(s). 90-5041-TP-TRF, 12-1708-TP-ATA

Summary: Tariff application to revise Lifeline Terms and conditions electronically filed by Gary Baki on behalf of United Telephone Company of Ohio dba CenturyLink