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Addendum StartPage: 0

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Public Utility Commission of Texas
1701 North Congress Ave
Austin, TX 78701

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Re: Docket No. 27385, Tariff Revisions

Dear Sir or Madam:

Enclosed one (1) original and four (4) copies for the revised Tariff for Telix, LLC.

We have revised pages 14, 15, 16, 17, 18, 19, & 20.

Please file Tariff Revisions in Docket No. 27385

Sincerely,



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SECTION 3- LIFELINE AND LINK-UP

3.1 LifeLine Program

3.1.1 General

- 1) The Lifeline Program is a retail local exchange telephone service offering available to qualifying low-income customers in compliance with P.U.C SUBST. R. 26.412.
- 2) A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly residential local exchange access line rate and federal subscriber line charge.
- 3) Nothing in this section shall prohibit a customer who is eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.
- 4) The Lifeline Program rate reductions do not apply to long distance services, 976 and other information related telecommunications services, custom calling features, or other ancillary services that may or may not be tariffed. Customers may obtain these services, where available, at their discretion.
- 5) The Lifeline Program rate does not apply to service connection charges; however customer eligible for Link-Up America Program will receive a 50% not to exceed \$30 on applicable service connection charges.
- 6) A customer eligible for the Lifeline Program is automatically eligible for the Link-Up America Program. However, a customer may qualify and receive assistance under the Link-Up America Program independently of the Lifeline Program.
- 7) The Company may not disconnect the local service of a Lifeline Program customer for the non-payment of toll charges.
- 8) Upon subscribing to the Lifeline Program, a customer will be offered subscription, at no charge, to toll blocking service (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 upon initial subscription to the Lifeline Program.
- 9) If customer elects to receive toll limitation it shall become part of Customer's Lifeline Service and the customer's monthly bill will not be increased by otherwise applicable toll limitation charges.
- 10) The Lifeline Program rate reductions will not be available on a retroactive basis.
- 11) Lifeline customers will not be charged number portability charge.

3.1.2 Designated Lifeline Program Services

The Company shall offer the following services or functional defined to be qualified, or designated, Lifeline Program Services:

- (A) Single party service
- (B) Local Usage
- (C) Voice-grade access to the public network
- (D) Dual-tone multi-frequency (DTMF) signaling or its functional equivalent
- (E) Access to emergency (9-1-1) services
- (F) Access to operator services
- (G) Access to Interexchange services
- (H) Access to directory assistance services
- (I) Toll Blocking service

3.1.3 Eligibility Requirements

3.1.3.1 Qualifying Low-income (Eligible) Customer Criteria

The Lifeline Program rate reductions will be provided per eligible customer. An eligible customer shall be defined as an individual who participates in one of the following programs as determined by the LIDA (Low Income Discount Administrator).

- 1) Medicaid
- 2) Food Stamps
- 3) Supplemental Security Income
- 4) Federal Public Housing Assistance
- 5) Low-Income Home Energy Assistance Program ---- or
- 6) Is an eligible resident of tribal lands who is living on or near a reservation. Pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688), a "reservation" is defined as any federally recognized Indian tribe's reservation ,pueblo, or colonyas defined in PUC rule.
- 7) Health benefits coverage under the State Health Chip Plan (CHIP)
- 8) Customers household income is at or below 150% of the federal poverty guidelines as stated by the US Health & Human Services updated annually.

3.1.3.2 Obligations of the Customer

- 1) Customers who meet the low-income requirement for qualification but do not receive benefits under 3.1.3.1 may provide LIDA with self-enrollment for Lifeline benefits.
- 2) A current customer of the Company may be automatically enrolled in the Lifeline Service Program if they are a recipient of programs listed in 3.1.3.1 or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).
- 3) Customer receiving benefits listed in section 3.1.3.1 will be subject to automatic enrollment unless a request is made to LIDA to be excluded.
- 4) A customer who is eligible for the Lifeline program, but does not have telephone service shall be responsible for initiating a request for the Lifeline Program from the Company.

5) 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. A customer who believes that their self-enrollment application has been erroneously denied may request in writing that LIDA review the application, and the customer may submit additional information as proof. A customer who is dissatisfied with LIDA's action following a request for review may request in writing an informal hearing be conducted by the commission staff of the Public Utility Commission of Texas. A customer dissatisfied with the determination after an informal hearing may file a formal complaint pursuant to PUC Proc. R. § 22.242 (e).

3.1.3 Obligations of the Company

- 1) The Company will make available to Lifeline Customers customer calling features but Lifeline Discounts will only apply to basic network services.
- 2) The Company will provide Lifeline customer discounts on basic network services when ordering a bundled package.
- 3) LIDA will provide a list of eligible customers to the Company on a monthly basis. Upon receipt of the list the Company shall begin reduced billing for those customers within 30 days.

3.1.3.4 Discontinuance of Service

1) Lifeline Program customers will lose their Lifeline Program eligibility once they cease to meet income criteria or participate in one of the identified, qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to provide eligibility. The eligibility period for automatically enrolled customer is the length of their enrollment in HHSC benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their HHSC benefits or self enroll with LIDA upon expiration of their automatic enrollment.

2) Discontinuance of Lifeline discounts for customer who self-enroll. Individuals not receiving benefits through HHSC programs, but who have met Lifeline income qualification are eligible to receive the Lifeline discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for additional seven months.

3.1.4 Deposits and Credit Requirements

3.1.4.1 The Company will not charge a service deposit in order to initiate the Lifeline Program if the eligible customer voluntary elects to receive Toll Restriction.

3.1.4.2 The Company may charge a service deposit if:

- 1) The eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.

2) The Company may charge a service deposit if the eligible customer denies subscription to toll blocking subscribing to the Lifeline Program.

3.1.4.3 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 the eligible customers for the Lifeline Program.

3.1.5 Service Connection Charges

3.1.5.1 Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.

3.1.5.2 Service connection charges do apply when:

- 1) Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
- 2) New Customers (those without existing local exchange access service) eligible for the Lifeline Program and establishing qualifying service.
- 3) Any subsequent moves or changes after initial connection to the Lifeline Program.

3.1.5.3 In instances where service connection charges apply, customers qualifying for the Lifeline Program automatically qualifying for the Link-Up America Program and may be eligible to receive a reduction in the applicable service connection charges as provided in this tariff.

3.1.6 Amounts

The Company shall apply Lifeline Program rate reductions, per eligible customer, as described below. In no event shall the monthly residential local exchange access line rate for the eligible customer be reduced below \$2.50.

| | Monthly Rate Reduction |
|---|---------------------------|
| a. Waiver of Subscriber Line Charge | \$6.50 |
| b. Federal Reduction to Residential Local Exchange | \$1.75 |
| c. State Reduction to Residential Local | \$3.50 |
| e. Lifeline Support for eligible resident of Tribal lands | \$25.00 |
| f. Federal Matching Reduction to Residential | \$1.75 |

3.2 Link-Up America

3.2.1 General

3.2.1.1 The Link-Up America Program is a federally sponsored telephone assistance program designed to make basic telephone service accessible to qualifying low income customers who are currently not on the public switched network.

3.2.1.2 The Company shall provide Link-Up America Program assistance to all qualifying low-income customers within its service area.

3.2.1.3 A customer eligible for the Lifeline Program is automatically eligible for the Link-Up America Program. However, a customer may qualify and receive assistance under the Link-Up America Program independently of the Lifeline Program.

3.2.1.4 Assistance is provided to the qualifying low-income customer by one or both of the following programs:

- 1) A fifty percent (50%) reduction of the service connection charges or \$30, whichever is less for connection of telephone services at the qualifying low-income customer's principal place of residence.
- 2) A one-year, non-interest assessed, deferred payment plan for payment, up to \$200, of service connection charges associated with the establishment of telephone service for the qualifying low-income customer. Service connection charges include those charges, as specified in this tariff, customarily associated for the establishment of telephone service.

3.2.1.5 Nothing in this section shall prohibit a customer who is otherwise eligible for the Link-Up America Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

3.2.2 Eligibility Requirements

3.2.2.1 Qualifying Low-income (Eligible) Customer Criteria

The Link-Up America Program will be provided for a primary single access line at the qualifying customer's principal place of residence. A customer or households eligible for Link-Up if they meet the same criteria described in the previous Lifeline Section 3.1.3.1 of this tariff.

3.2.2.2 Obligations of the Customer

- 1) Customers whose annual household income is at or below 150% of the federal poverty guideline or who participates in FPHA or LIHEAP Programs may self-enroll for Link-Up America Program benefits by completing an application form and returning it to LIDA.
- 2) A Customer who is eligible for Link-Up America Program, but does not have telephone service at the time the LIDA provides it eligibility list to the Company shall be responsible for initiating a request from the Company.
- 3) LIDA shall provide a list of eligible customers to the Company on a monthly basis.
- 4) A qualifying customer is eligible to receive the benefits of the Link-Up America Program 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 America Program assistance was previously provided

3.2.2.3 Credit and Billing

1) Credit References

The credit verification procedures used for all applicants who apply for service with the Company will also be used for eligible customers applying for service under the Link-Up America Program.

2) Deposits

The deposits standards used for all applicants who apply for service with the Company will also be used for eligible customers applying for service under the Link-Up America Program; however deposit requirements will be waived for eligible customers of the Link-Up Program who voluntarily elect to receive toll blocking.

3) Billing Standards

Once service has been established for a Link-Up America Program applicant, the customer will be expected to adhere to the same bill payment policies expected of any other customer.

4) Local Exchange Service

The Company shall inform the Link-Up America Program applicant of the lowest priced options for one-party basic residential service. However, if the Link-Up America Program applicant chooses a higher grade of service, the service order will be issued for that service.