

GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

First Revised Page 2
Cancels Original Page 2
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

Table of Contents

	<u>Page No.</u>	
3.6	Lifeline	19
3.6.1	General	19
3.6.2	Regulations	20
3.6.3	Rates and Charges	23
3.7	Verification and Emergency Interrupt Service	25
3.7.1	General	25
3.7.2	Application of Rates and Charges	26
3.8	Operator-Assisted Local Calls	27
3.8.1	Operator Assistance Charges	27
3.9	Network Access Register Package	29
3.9.1	General	29
3.9.2	Rates and Charges	29
3.10	Measured Regional Service (MRS)	30
3.10.1	General	30
3.10.2	Rates and Charges	34

GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

Second Revised Page 19
Cancels First Revised Page 19
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline

3.6.1 General

- A. Lifeline Assistance is a non-transferable residential retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges on supported services as defined in 47 C.F.R. Section 54.101 which meet the minimum standards as defined in 47 C.F.R. Section 54.408. C
- B. The Lifeline credit available to an eligible customer in South Carolina is equal to the total of federal support as established by the Federal Communications Commission (47 C.F.R. Section 54.403) and state support as established by the Public Service Commission of South Carolina. The amount of the credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage. C
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GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

Second Revised Page 20
Cancels First Revised Page 20
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.2 Regulations

A. General

1. The Cooperative shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal End-User Common Line Charge associated with the voice service. The Cooperative shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate. C
2. Qualifying customers must subscribe to a generally available residential service plan or package service that is made generally available in the Cooperative's service area. N
3. Partial payments that are received from Lifeline customers shall first be applied to the supported service charges and then to any outstanding charges for additional services.
4. Nothing in this Section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services. T
5. The Lifeline Program rate reduction does not apply to Service Connection Charges.
6. The Lifeline Program rate will not be available on a retroactive basis.
7. Toll blocking, if elected, will be provided at no charge to the Lifeline customer.
8. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
9. A Lifeline customer's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls in accordance with Section 2 of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline customer's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.

GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

Second Revised Page 21
Cancels First Page 21
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.2 Regulations (Continued)

B. Eligibility Requirements

1. To be eligible for a Lifeline credit, a customer's household income must be at or below 135 percent of the Federal Poverty Guidelines or be a current recipient, or have a dependent in their household that's a recipient, of any one of the following qualifying programs.
 - a. Deleted
 - b. Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
 - c. Medicaid
 - d. Supplemental Security Income (SSI)
 - e. Federal Public Housing Assistance
 - f. Deleted
 - g. Deleted
 - h. Veterans Pension and Survivors Benefit Programs
2. Other eligibility requirements may be established by the Federal Communications Commission.

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GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

Second Revised Page 22
Cancels First Page 22
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.2 Regulations (Continued)

C. Certification

1. Until the National Lifeline Eligibility Verifier has been implemented in South Carolina each subscriber to Lifeline Assistance must provide documentation of income-based or program-based eligibility and certify in writing to the Cooperative, under penalty of perjury, that the subscriber receives benefits under a program outlined in paragraph B above, and must on that same document, agree to notify the Cooperative if the subscriber ceases to participate in the program(s) or to meet income eligibility requirements. The Cooperative shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrations.
2. The Lifeline credit will not be established until the Cooperative has received proof of eligibility. If the customer requests service installation prior to the Cooperative's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going- forward basis.
3. The Cooperative reserves the right to periodically audit its records, working in conjunction with the appropriate state and federal agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under state and federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline program.
4. When a customer is determined to be ineligible as a result of an audit, the Cooperative will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
5. Lifeline customers must recertify annually in order to continue qualifying for discounted services under the Lifeline program.
6. A subscriber may elect at the time of subscription to Lifeline Assistance to receiver toll limitations as part of the Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completions of outgoing toll calls from the subscriber's residence.

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GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

Third Revised Page 23
Cancels Second Page 23
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.3 Rates and Charges

A. General

1. Only one Lifeline Assistance credit is available per household. C
2. Service Charges in Section 4 of this Tariff are applicable for installing or changing Lifeline service.
3. Deleted
4. The Service Charges in Section 4 are not applicable when existing service is converted intact to Lifeline.
5. New residential applicants (those without existing service) eligible for the Lifeline Program will be subject to applicable Service Connections Charges. C

B. Deleted D

GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

First Revised Page 24
Cancels Original Page 24
Effective: December 1, 2016

3. BASIC LOCAL EXCHANGE SERVICE

3.6 Lifeline (Continued)

3.6.3 Rates and Charges (Continued)

C. Service Connection Charges

1. Service Charges do not apply to eligible customers with existing Residential Local Exchange Service when they convert to Lifeline.
2. Service Connection Charges will apply when:
 - a. Existing eligible residential Local Exchange Service customers also convert to a different class of eligible residential service and/or optional calling service(s) at the time the Lifeline billing is initiated.
 - b. A customer receiving Lifeline billing voluntarily elects to convert to telephone service arrangements, which preclude Lifeline eligibility.
 - c. New residential applicants (those with existing Local Exchange Service or Broadband Service) eligible for Lifeline Program will be subject to applicable Service Connection Charges.
3. Any subsequent moves or changes after the initial connection to the Lifeline service will be subject to the applicable Service Charges as outlined in Section 4 of this Tariff.

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