

Received

2021 MAR 31 PM 3: 26

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

Original Sheet No. 1

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

1. **ACCESS LINE RATES**

- 1.1 Applicable to Business and Residence individual service furnished in the following exchanges:

Farmington
Lincoln
Morrow
Prairie Grove
Strickler

- 1.2 The tariff is for local exchange service, covers the period of one month, payable in advance, and entitles the customer to service under the Rules of the Commission and the Commission-approved tariffs of the Company. The rates apply both inside and outside the Base Rate Areas.

2. **RATES**

2.1 **Farmington**

- 2.1.1. General - The rates for local exchange service within the Farmington exchange include Extended Area Service to the Prairie Grove, Lincoln, Morrow and Strickler Exchanges of the Company, and the Fayetteville Exchange of AT&T.

2.1.2. Monthly Rates Within and Outside The Base Rate Area

	One-Party
Business	\$ 24.98
Residence	\$ 20.50
Analog PABX Trunk ¹	1.5 times Business Rate
Digital PABX Trunk ²	1.5 times Business Rate
VOIP ¹	Business Rate

(NR)

¹Installation rate is the Same as installation of business service.

²Installation rate for Digital PBX is \$150.00 for the first trunk and \$12.00 for each additional trunk on the same DS1.

Received
2021 MAR 31 PM 3: 26

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

Original _____ Sheet No. 2

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

2.2. **Lincoln**

2.2.1. General - The rates for local exchange service within the Lincoln exchange include Extended Area Service to the Prairie Grove, Farmington, Morrow and Strickler Exchanges of the Company.
(Not including the Fayetteville Exchange of AT&T)

2.2.2. Monthly Rates Within and Outside The Base Rate Area

	One-Party
Business	\$ 23.98
Residence	\$ 20.50
Analog PABX Trunk ¹	1.5 times Business Rate
Digital PABX Trunk ²	1.5 times Business Rate
VOIP ¹	Business Rate

(NR)

2.3. **Morrow**

2.3.1. General - The rates for local exchange service within the Morrow exchange include Extended Area Service to the Prairie Grove, Lincoln, Farmington and Strickler Exchanges of the Company.
(Not including the Fayetteville Exchange of AT&T)

2.3.2. Monthly Rates Within and Outside The Base Rate Area

	One-Party
Business	\$ 23.98
Residence	\$ 20.50
Analog PABX Trunk ¹	1.5 times Business Rate
Digital PABX Trunk ²	1.5 times Business Rate
VOIP ¹	Business Rate

(NR)

¹Installation rate is the Same as installation of business service.

²Installation rate for Digital PBX is \$150.00 for the first trunk and \$12.00 for each additional trunk on the same DS1.

Received
2021 MAR 31 PM 3:26

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

Original Sheet No. 3

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

2.4. **Prairie Grove**

2.4.1. General - The rates for local exchange service within the Prairie Grove exchange include Extended Area Service to the Farmington, Lincoln, Morrow and Strickler Exchanges of the Company.
(Not including the Fayetteville Exchange of AT&T)

2.4.2. Monthly Rates Within and Outside The Base Rate Area

		One-Party
	Business	\$ 23.98
	Residence	\$ 20.50
	Analog PABX Trunk ¹	1.5 times Business Rate
	Digital PABX Trunk ²	1.5 times Business Rate
(NR)	VOIP ¹	Business Rate

2.5. **Strickler**

2.5.1 General - The rates for local exchange service within the Strickler exchange include Extended Area Service to the Prairie Grove, Lincoln, Morrow and Farmington Exchanges of the Company.
(Not including the Fayetteville Exchange of AT&T)

2.5.2 Monthly Rates Within and Outside The Base Rate Area

		One-Party
	Business	\$ 23.98
	Residence	\$ 20.50
	Analog PABX Trunk ¹	1.5 times Business Rate
	Digital PABX Trunk ²	1.5 times Business Rate
(NR)	VOIP ¹	Business Rate

¹Installation rate is the Same as installation of business service.

²Installation rate for Digital PBX is \$150.00 for the first trunk and \$12.00 for each additional trunk on the same DS1.

Received
2021 MAR 31 PM 3: 26

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

Original _____ Sheet No. 4

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

3. **Conditions**

- 3.1. The above rates do not include the telephone instrument or other terminal equipment
- 3.2. Local Service is provided through facilities owned and maintained according to standard of the Company. The territory served is shown on maps filed with the Commission by the Company. The territory is referred to as an exchange.
- 3.3. The application of business or residence rates is determined by the actual and obvious use made of the service by the customer as defined in the Commission's Special Rules - Telecommunications.
- 3.4. Local Service rates include the line which provides access to the central office switching equipment. Customer premises equipment is excluded.
- 3.5. Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth in this Section.

4. **EXTENDED AREA SERVICE (EAS)**

- 4.1. Charges for EAS are included in the Access Line Rate above.

5. **BASE RATE AREA**

- 5.1. The Company's Base Rate Area is shown on the maps in Section II.

6. **EXCHANGE LINE MILEAGE CHARGES**

- 6.1. The Company does not apply an exchange line mileage charge or zone charge to access line rates.

Received

2021 MAR 31 PM 3: 26

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

Original Sheet No. 5

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

7. **TELECOMMUNICATONS SERVICE FUND**

7.1. **Description**

The Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation was created by Act 1080 of 1997. The act authorizes the corporation board to collect assessments from all providers of local exchange services, not to exceed \$.10 per access line per month, in order to fund the services provided by the corporation. The assessment shall be collected and transmitted monthly to the board.

7.2. **Rates and Charges**

The Company concurs in the rates and charges in effect for AT&T at section 19.24 of AT&T's General Exchange Tariff and in any future amendment or revision.

MAY 23 11 17 AM '05

ARKANSAS PUBLIC SERVICE COMMISSION

SECTION V

1st Revised

Sheet No. 6

Replaces: Original

Sheet No. 6

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

LOCAL EXCHANGE SERVICE (cont)

FILED

PSC File Mark Only

8. TELECOMMUNICATIONS EQUIPMENT FUND

- 8.1 Act 501 of 1995 requires all Arkansas Local Exchange Carriers (LECs) to collect a surcharge per month access line from all customers. The access line surcharges is a source of funding to provide telecommunication devises for persons who are deaf, blind or speech impaired. The access line surcharge levied under this Act shall be collected by the LECs from their customers and deposited as special revenues in the State Treasury to the credit of the Telecommunications Equipment Fund. The Company concurs in the tariffed rates and charges approved for Southwestern Bell Telephone Company in Section 19 of its General Exchange Tariff and in any future amendment or revisions to such tariff approved by the Commission. See Section X, Concurrence

(RT)

ARKANSAS PUBLIC SERVICE COMMISSION
EFFECTIVE

JUN 22 2005 ORDER

05 038-U

Arkansas Public Service Commission
State of Arkansas

Received
2019 OCT 23 AM 9:25

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

Original Sheet No. 6-1

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

9. Reserved for future use

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 7

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

Arkansas Public Service Commission
Office of Communications
Received
2019 OCT 28 AM 9:23

PSC File Mark Only

10. **LIFELINE ASSISTANCE PROGRAM**

10.1 General

10.1.1 This tariff is effective on the date the new FCC rules on Lifeline become effective, December 2, 2016. Until that time, the existing Lifeline tariff of the ETC remains effective.

10.1.2 The Lifeline Assistance Program (hereinafter "Lifeline") is a retail local service offering designed to make telephone service and broadband internet access service, meeting the minimum service standards, available at reduced rates to qualifying low-income customers. The minimum Service standards for Lifeline supported fixed broadband are initially speeds of at least 10/1 Mbps with a 150 GB minimum monthly data usage allowance. (An exception exists in areas where a carrier does not yet offer 10/1 Mbps, but does offer at least 4/1 Mbps, and the customer is subscribing to the highest performing offering that's generally available.) Lifeline provides for a federal credit equal to 100% of the Interstate Subscriber Line Charge and a \$2.75 local service reduction, or broadband internet reduction.

10.1.3 The discounts apply to monthly recurring rates for qualifying residential customers.

10.1.4 Discounts are applied to rates and charges for residential telephone service or broadband internet access.

10.1.5 The Lifeline programs rate reductions do not apply to long distance service, class services, special features, and other ancillary services which may not be tariffed. Eligible customers may obtain these services, where available, at their discretion.

10.1.6 The ETC will implement all special disconnect procedures required for Lifeline customers.

10.1.7 This ETC shall not charge Lifeline customers with a monthly Number-Portability charge.

10.1.8 This ETC shall offer toll blocking to all qualifying applicants at the time such consumers subscribe to Lifeline service. If the consumer elects to receive toll blocking, that service shall become part of the consumer's Lifeline service. The customer is under no obligation to accept the subscription to toll blocking.

Received

2019 OCT 28 AM 9:23

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 8

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)

10.1 General (CONT.)

10.1.9 The ETC shall not collect a service deposit in order to initiate Lifeline service, if the qualifying consumer voluntarily elects toll blocking, where available, otherwise, this ETC may charge a service deposit in the ordinary course of business.

10.2 DESIGNATED LIFELINE PROGRAM SERVICE

10.2.1 General

10.2.1.1 Certain telephone services and broadband internet access services are specifically part of Lifeline service. Other services are optional. This ETC has a specific Lifeline offering.

10.2.2 This ETC shall offer the following services or functionalities defined to be qualified or designated, Lifeline Program services:

1. Single party service
2. Local Usage
3. Voice-grade access to the public network
4. Dual tone multi-frequency (DTMF) signaling or its functional equivalent
5. Access to emergency services
6. Access to operator services
7. Access to interexchange services
8. Access to directory assistance services
9. Toll blocking service
10. Broadband internet access service meeting the minimum service standards

10.3 REGULATIONS

10.3.1 All the telecommunications provider rules and general tariffs of this company apply to lifeline service unless specifically in conflict with this section and schedule.

10.3.2 Lifeline Service is available only with residence services, excluding foreign exchange service.

Arkansas Public Service
Commission
Received
2019 OCT 28 AM 9:23

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 9

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)

10.3 REGULATIONS (CONT.)

10.3.3 Lifeline Service is limited to one line per household at the customer's primary residence.

10.4 QUALIFICATIONS

10.4.1 General

10.4.1.1 To qualify for Lifeline Service, applicants must be participants in certain government programs or qualify through a low income threshold.

10.4.2 Qualifications through Government Program Participation

10.4.2.1 To qualify for Lifeline Service through governmental program participation, applicants must participate in at least one (1) of the following government programs:

1. Medicaid
2. Supplemental Security Income (SSI)
3. Federal Public Housing Assistance Program
4. Supplemental Nutrition Assistance Program(SNAP)
5. Veterans and Survivor Pension Benefit

10.4.3 Qualification through low income eligibility

10.4.3.1 To qualify through low income eligiblilty the applicant's income as defined in Sec. 54.400(f) must be at or below 135% of the federal poverty guidelines.

Arkansas Public Service Commission
Office of Administration
Received
2013 OCT 28 AM 9:23

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 10

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)

10.5 CERTIFICATION

10.5.1 General

10.5.1.1 Applicants for Lifeline must meet the eligibility guidelines. A certification process shall be used to ensure only eligible applicants receive Lifeline service.

10.5.2 Certification of eligibility through low income qualification.

10.5.1.2 The ETC participates in the ALIVE Board program established by the Arkansas General Assembly in 2005 through Act 2289 of 2005 to provide a governmentally maintained income qualification certification process that includes self-certification by applicants, under penalty of perjury, that the documentation presented by the applicants accurately represents their annual household income and provides the number of individuals in the household.

10.5.2.2 This ETC shall monitor the ALIVE board to ensure the ALIVE Board provides this ETC with a copy of procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based on eligibility for Lifeline enrollment. An officer of ETC shall monitor the ALIVE Board certification process and procedures and shall certify at time of enrollment, under penalty of perjury, to the best of the officer's knowledge, that this ETC has procedures in place to review documentation via the ALIVE Board, and that the ETC, via the ALIVE Board, was presented with documentation that confirms the consumer's household eligibility, in that the consumer's household income is at or below 135% of the Federal Poverty Guidelines.

Arkansas Public Service Commission
100 N. Capitol
Received
2019 OCT 28 AM 9:23

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 11

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)
10.5 CERTIFICATION

10.5.3 Certification of eligibility through participation in governmental programs.

10.5.3.1 The applicant's eligibility for Lifeline Service due to participation in governmental programs shall be certified by the applicant in coordination with the governmental entity providing, monitoring, or reviewing program participation. This ETC, through the ALIVE Board or the third-party, will coordinate with the applicant and the appropriate governmental entity to ensure proper certification. The ETC shall require the third-party to establish appropriate procedures that include self-certification by applicants, under penalty of perjury, that the applicant receives benefits from the eligibility programs and identify the program or programs from which the applicant receives benefits. The certifying document shall also include the requirement that the consumer will notify this ETC if the consumer ceases to participate in the program or programs.

10.6 CONSUMER COMPLAINT RESOLUTION

10.6.1 General

10.6.1.1 The Federal Lifeline Program requires a consumer complaint resolution process. The Arkansas Public Service Commission has determined in Order No. 1 of Docket No. 05-038-U that any ETC, which maintains tariffs and is subject to the Public Service Commission's consumer complaint procedures, meet the dispute resolution requirements for Lifeline. This ETC is subject to the Public Service Commission's consumer complaint procedures and shall use the Public Service Commission's consumer complaint

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 12

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

Received
2019 OCT 28 AM 9:23

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)

10.6 CONSUMER COMPLAINT RESOLUTION (CONT.)

procedures to meet the dispute resolution requirement for Lifeline. This ETC is subject to the Public Service Commission's consumer complaint procedures and shall use the Public Service Commission's consumer complaint procedures to meet the dispute resolution requirements for Lifeline.

10.7 VERIFICATION OF CONTINUED ELIGIBILITY

10.7.1 General

10.7.1.1 The Lifeline Programs requires this ETC to annually monitor the continued eligibility of all Lifeline participants and report the results of the evaluations to USAC.

10.7.2 This ETC shall follow all federal procedures in evaluating the eligibility of the participants.

10.7.2.1 Subscribers who qualify through program based eligibility must prove their continued eligibility by presenting, in person, or sending a copy of their Medicaid card, other Lifeline-qualifying public assistance card, or other authorized documentation to establish continued eligibility in an approved program and must self certify under penalty of perjury that they continue to participate in the Lifeline qualifying public assistance program.

10.7.2.2 Subscribers who qualify through income-based eligibility must prove their continued eligibility by presenting, to the ALIVE Board of the third party contractor, current documentation consistent with the procedures set forth above. These subscribers with income-based eligibility, must self certify, under penalty of perjury, the number of individuals in their household and that the documentation presented accurately represents their annual household income.

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 13

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

Arkansas Public Service Commission
Per of Communications
Received
2019 OCT 28 AM 9:23

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)

10.8 PROCESS FOR TERMINATION OF LIFELINE BENEFITS

10.8.1 General

10.8.1.1 A consumer's eligibility for Lifeline may be terminated due to failure to maintain qualifications for Lifeline. This ETC shall follow the required process for termination of Lifeline benefits.

10.8.2 Process

10.8.1.2 Customers will be notified of the impending termination of Lifeline benefits in a letter separate from the consumer's monthly bill.

10.8.2.2 The customer will have up to sixty (60) days from the date of the termination letter in which to demonstrate his or her continued eligibility before Lifeline Support is discontinued.

10.8.2.3 A customer who appeals must present proof of continued eligibility consistent with the above Lifeline qualifications.

10.8.2.4 This ETC will terminate Lifeline services for subscribers who fail to demonstrate continued eligibility within the sixty (60) day time period.

10.9 RECORD RETENTION POLICY

10.9.1 General

10.9.1.1 The Federal Communications Commission has established specific record retention requirements for the Lifeline certification process.

ARKANSAS PUBLIC SERVICE COMMISSION

Section V

2nd Revised Sheet No. 14

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

Local Exchange Service (cont)

Received
2019 OCT 28 AM 9:23

PSC File Mark Only

10. LIFELINE ASSISTANCE PROGRAM (CONT.)

10.9 RECORD RETENTION POLICY(CONT.)

This ETC will have specific procedures to ensure its record retention policy complies with legal requirements.

10.9.2 This ETC, through its own recordkeeping or through the recordkeeping of the ALIVE Board and its third-party contractor on behalf of this ETC, shall maintain certification records for the period of time required by the Federal Communications Commission for all Lifeline participants.

10.9.3 This ETC shall retain certifications, signed by the subscriber, regarding the consumer's eligibility for Lifeline, including self-certifications, that income documentation accurately reflects the household income. This certification shall be retained at least as long as the consumer receives Lifeline service from this ETC or until this ETC is audited by the Administrator. This ETC shall maintain certifications for subscribers terminating Lifeline service for at least three (3) years after termination. Such records shall be maintained in compliance with all federal and Public Service Commission requirements and such records shall be provided to the Administrator or the Public Service Commission upon proper request.