

ARKANSAS PUBLIC SERVICE COMMISSION

Section VII

Original Sheet No. 1

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

ARK. PUBLIC SERV. COMM.
JAN SANDERS
SECRETARY OF COMM.

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SERVICE CONNECTION CHARGES

1. SERVICE CHARGE FOR CONNECTION, MOVE OR CHANGE OF SERVICE

1.1. General

1.1.1. A service charge consisting of one or more charges specified herein is applicable, as a non-recurring charge, to the ordering, installing, moving, changing, rearranging and furnishing of telephone service. The term "service charge" represents one or more of the following work functions necessary to perform any of the above listed activities.

1.1.1.A. Service Ordering Charge - receiving, recording and processing information in connection with a customer request for service or equipment. One Service Ordering Charge is applicable per customer request, per due date, per premises. Where both business and residence service is furnished on the same premises, the "per customer request" treatment is applicable separately for each service. However, when multiple service orders are required for Company reasons, only one Service Ordering Charge applies.

1.1.1.B. Central Office Line Connection Charge - work associated with arranging an exchange line to provide service between the central office and the customer's premise and/or other premises where the service is to be terminated.

1.1.1.C. Premise Visit Charge - when it is necessary to travel to the customer's premises, one Premise Visit Charge is applicable per customer request, per due date, per premises. However, in the instance of a

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trouble report, the Company shall test the local loop up to the standard network interface at no charge, pursuant to the Special Rules – Telecommunications, Rule 4.05

1.1.2. The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

1.2.	Rates – Non-Recurring	
1.2.1.	Service Ordering Charge	\$8.00
1.2.2.	Central Office Line Connection Charge	\$12.00
(CR) 1.2.3.	Premise Visit Charge	\$25.00

2. PAYMENT OF INSTALLATION CHARGE

2.1. Business

2.1.1. For business customers, non-recurring Service Connection Charges, as specified in this section of the tariff, are due in full upon the establishment of service.

2.2. Residential

2.2.1. Single line residential customers may elect to pay these charges in consecutive equal monthly installments over a period of six (6) months at the option of the customer, if the total installation charges exceed one hundred dollars (\$100.00) and if the total installation charges exceed fifty dollars (\$50.00) but do not exceed one hundred dollars (\$100.00) the residential customer shall, at the option of the customer, be billed in equal monthly installments over a period of three (3) months.

2.2.2. The installment payment plan is not available for deposit amounts associated with contributions in aid of construction.

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Other deposit amounts are payable pursuant to Rule 4.01.C.

- 2.2.3 In the event a customer fails to pay any of the installment payment amounts when due, the unpaid balance will be immediately due and payable, and service will be subject to suspension in accordance with the provisions of the Commission's General Service Rules.
- 2.2.4 Upon termination of the service, all installment payment amounts then outstanding become due.

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3. LINK-UP ASSISTANCE PROGRAM

3.1 GENERAL

- 3.1.1 This tariff is effective on the date the new FCC rules on Link-Up become effective. Until that time, the existing Link-Up tariff of this ETC remains effective.
- 3.1.2 The Link-Up Assistance Program provides for a fifty percent (50%) reduction of the service connection charges or \$30, whichever is less, for a single connection of telephone service at the qualifying customers principal place of residence and allows a one-year, non-interest assessed, deferred payment plan, up to \$200, of service connection charges for establishment of telephone service.
- 3.1.3 The eligibility for the Link-up program has the same eligibility requirements as Lifeline.
- 3.1.4 The Link-up program assistance only applies to residential telephone service.

3.2 REGULATIONS

- 3.2.1 All the telecommunications provider rules and general tariffs of this company apply to the Link-Up program unless specifically in conflict with this Section and schedule.
- 3.2.2 The Link-Up program is available only with residence service, excluding foreign exchange service.
- 3.2.3 The Link-Up program is limited to one line per household at the customer's primary residence.

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3. LINK-UP ASSISTANCE PROGRAM (cont)

3.3 QUALIFICATIONS

3.3.1 General

3.3.1.1 To qualify for the Link-Up program, applicants must be participants in certain governmental programs or qualify through a low income threshold.

3.3.2 Qualification through Governmental Program Participation

3.3.2.1 To qualify for the Link-Up program through governmental program participation applicants must participate in at least one (1) of the following governmental programs:

1. Department of Housing and Urban Development
2. Medicaid
3. Food Stamps
4. Supplemental Security Income (SSI)
5. Federal Public Housing Assistance Program
6. Low Income Home Energy Assistance Program
7. Temporary Assistance for Needy Families (TANF)
8. National School Lunch (NSL) Program's Free Lunch Program.

3.3.3 Qualification through low income eligibility

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

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(AT) 3. LINK-UP ASSISTANCE PROGRAM (cont)

3.4 CERTIFICATION

3.4.1 General

3.4.1.1 Applicants for the Link-Up program must meet the eligibility guidelines. A certification process shall be used to ensure only eligible applicants participate in the Link-Up program.

3.42 Certification of eligibility through low income qualification.

3.4.21 This ETC intends to participate 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 applicant accurately represents their annual household income and provides the number of individuals in the household. However, this process will not be in place by June 22, 2005. In the interim period between June 22 2005 and the certification process by the ALIVE Board, this ETC shall contract with a qualified third-party to certify applicants based upon income based eligibility. This ETC shall require the third-party to establish appropriate procedures that include self-certification by applicants, under penalty of perjury, that the documentation presented by the applicant accurately represents their annual household income and provides the number of individuals in the household. The third party shall provide this ETC with a copy of such procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for the Link-Up program enrollment. An officer of this ETC shall monitor the third-party certification process and procedures and shall certify at time of enrollment, under penalty of

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3.4 CERTIFICATION (cont)

perjury, to the best of the officer's knowledge, that this ETC has procedures in place to review documentation via third-party contract, and that the ETC, via the third-party, 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.

3.4.2.2 As soon as the ALIVE Board certification process is effective, this ETC shall monitor the ALIVE Board to ensure the ALIVE Board establishes appropriate procedures and provides this ETC with a copy of such procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for the Link-Up program enrollment. An officer of this 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.

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3.4 CERTIFICATION (cont)

3.4.3 Certification of eligibility through participation in governmental programs.

3.4.3.1 The applicant's eligibility for the Link-Up program due to participation in governmental programs shall be certified by the governmental entity providing, monitoring, or reviewing program participation. For instance, many programs may be certified by the Department of Human Services, Department of Health, and local school districts. This ETC will coordinate with the appropriate governmental entity to ensure proper certification.

3.5 CONSUMER COMPLAINT RESOLUTION

3.5.1 General

3.5.1.1 The Federal Link-Up 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 the Link-Up program. 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 the Link-Up program.

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3. LINK-UP ASSISTANCE PROGRAM (cont)

3.6 VERIFICATION OF CONTINUED ELIGIBILITY

3.6.1 General

3.6.1.1 The Link-Up program requires this ETC to allow a customer to receive the benefit of Link-up a second or subsequent time for a principal place of residence with a different address from the residence address at which the Link-up assistance was previously provided.

3.6.2 This ETC shall verify the eligibility of the customer to receive Link-up assistance a second or subsequent time upon a change of principal residence.

3.6.2.1 This ETC shall certify the eligibility of the Link-up program subscribers through the ALIVE Board or 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.

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3.7 PROGRAM SPECIFICS

3.7.1 General

3.7.1.1 The Link-up America Program (hereinafter "Link-up program") is a Federal sponsored telephone assistance program designed to make basic telephone service accessible to qualifying low income customers. The Link-up program provides certain discounts and benefits that shall be outlined herein.

3.7.1.2 This ETC intends to provide the Link-up program assistance to all eligible customers within its service area.

3.7.1.3 A customer eligible for the Lifeline Program is automatically eligible for the Link-up program. However, a customer may qualify and receive assistance under the Link-up program independently of the Lifeline program.

3.7.1.4 A customer who is eligible for the Link-up program shall be responsible for initiating a request for the Link-up program assistance from this ETC.

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3.7 PROGRAM SPECIFICS (cont)

3.7.2 The Link-up program assistance is provided to the eligible customer by one or both of the following benefits:

1. A fifty percent (50%) reduction of the service connection charges or \$30, whichever is less, for a single connection of telephone service at the eligible customers 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 eligible customer. Service connection charges include this ETC's tariffed charges for service connection including costs customarily assessed in the establishment of telephone service.

3.7.3 A qualifying customer is eligible to receive the benefit from the Link-up 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 program assistance was previously provided.

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3.8 RECORD RETENTION POLICY

3.8.1 General

3.8.1.1 The Federal Communications Commission has established specific record retention requirements for the Link-Up program certification process. This ETC will have specific procedures to ensure its record retention policy complies with legal requirements.

3.8.2 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 Link-Up program participants.

3.8.3 This ETC shall retain certifications, signed by the subscriber, regarding the consumer's eligibility for the Link-Up program, including self-certifications, that income documentation accurately reflects the household income. This certification shall be retained at least as long as the consumer receives the Link-Up program service from this ETC or until this ETC is audited by the Administrator. This ETC shall maintain certifications for subscribers terminating the Link-Up program 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

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