



January 20, 2016

Robin Ancona
Director, Telecommunications Division
Michigan Public Service Commission
7109 W. Saginaw Hwy
P.O. Box 30221
Lansing, MI 48909

Dear Ms. Ancona:

RE: Winn Telecom Tariff M.P.S.C. No. 1(R)
TAM Transmittal No. 2

Enclosed is one copy of Winn Telecom's Tariff M.P.S.C. No. 1(R) revisions for filing with the Commission pursuant to Public Act 179 of 1991, as amended, MCL 484.2101 et seq.

The tariff revisions include but are not limited to: (1) the elimination of provisions rendered obsolete by the repeal, revision, or rescission of certain MPSC rules, (2) the clarification of the point at which the Company's responsibility for the maintenance of network facilities and equipment ends, (3) the addition of a specific period of time for which adjustment on charges will be made for erroneous billing or overbilling, (4) a clarification of the provisions governing the terms and conditions for customer deposits, (5) elimination of provisions governing a pamphlet for customers, (6) the incorporation of Touch Tone service as a standard feature into an access line and its elimination as a separate chargeable service, (7) the elimination of the free call allowance for Directory Assistance service, (8) the elimination of Pay Telephone Line Service, (9) the updating of the provisions in the Lifeline Program to reflect changes in federal law, and (10) an increase in the per call charge for Directory Assistance Service.

Winn Telecom's Tariff M.P.S.C. No. 1(R) can be viewed in its entirety at <http://telecommich.org/news/?newsid=301>.

The sheets that contain changes can be viewed at:

www.telecommich.org/Documents/WINN_TELECOM_MPSC1RTAMtransmittal2.pdf.

The effective date of these changes is January 21, 2016.

If you have any questions regarding the above, please contact our office.

Yours truly,

Scott Stevenson
President

SS/ma

CHECK SHEET

The pages of this tariff, as listed below, are effective as of the date shown. Sheets with the effective date blank are effective as of May 1, 2008, the original effective date of this tariff. Revised sheets contain all changes from the original tariff that are in effect as of the date indicated.

SECTION	PAGE	REVISION	EFFECTIVE DATE
Preface	1	3rd	January 21, 2016
	1.1	Original	January 21, 2016
	2,3	Original	May 1, 2008
Section 1	1,2	Original	May 1, 2008
Section 2	1 through 6	Original	May 1, 2008
	7	1 st	January 21, 2016
	8	Original	May 1, 2008
	9	1 st	January 21, 2016
	10-12	Original	May 1, 2008
	13	1 st	January 21, 2016
	14-19	Original	May 1, 2008
	20	1 st	January 21, 2016
	21 through 22	Original	May 1, 2008
	23 through 24	1 st	January 21, 2016
	25	Original	May 1, 2008
	26	1 st	January 21, 2016
	27	Original	May 1, 2008
	28 through 29	1 st	January 21, 2016
	30 through 31	Original	May 1, 2008
32	1 st	January 21, 2016	
33 through 40	Original	May 1, 2008	
41 through 43	1 st	January 21, 2016	
44	Original	May 1, 2008	
Section 3	1 through 3	Original	May 1, 2008
	4	1 st	January 21, 2016
	5	Original	May 1, 2008
	6 through 7	Original	May 1, 2008
	8 through 11	Original	May 1, 2008
	12	1 st	January 21, 2016

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Effective: January 21, 2016

Issued under the authority of the Michigan Telecommunications Act, as amended, MCL 484.2101 et seq.

By: David Brinks, Network Manager, 402 N. Mission Street, Suite 1, Mt. Pleasant, MI 48858, (989) 779-9800,
dbrinks@winncommunications.net

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***NOTE: Content on this page previously appeared on Tariff M.P.S.C. No. 1, Preface, Original Page 1.**

Section 4F	1	Original	May 1, 2008
	1.1	Original	May 1, 2008
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	1.3	Original	May 1, 2008
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	6	2nd	January 21, 2016
	7	3rd Revised	January 21, 2016
	8	1st	January 21, 2016
	7 through 11	Original	May 1, 2008
12	Original	May 1, 2008	
Section 4R	1	Original	May 1, 2008
	1.1	Original	May 1, 2008
	1.2 through 1.3	Original	May 1, 2008
	1.4 through 1.8	Original	May 1, 2008
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	7 through 8	3rd	January 21, 2016
	9 through 11	2nd	May 1, 2008
12	Original	May 1, 2008	
Section 5	1	Original	May 1, 2008
	2 through 18	Original	May 1, 2008

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SECTION 2 - REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

2.1.5 Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance.

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(D)

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SECTION 2 - REGULATIONS, CONT'D.

2.1 Undertaking of the Company, Cont'd.

2.1.6 Provision of Equipment and Facilities, cont'd.

- E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 2. the reception of signals by Customer-provided equipment
- G. The Company's responsibility for the maintenance of facilities and equipment used in the provision of service to the Customer shall end at the network interface located on the outside of the customer's premises, unless otherwise expressly provided in these tariffs.

(N)
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(N)

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SECTION 2 - REGULATIONS, CONT'D.

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- A. the payment of all applicable charges for services provided to the Customer, whether pursuant to this tariff or otherwise; (C)
(C)
- B. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

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SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements

2.5.1 Nondiscriminatory Service

The Company will not discriminate against nor penalize a customer for exercising a right granted under this section or under applicable law. The Company will provide all services described under this tariff in compliance with the following:

- A. The Company will not make a statement or representation, including an omission of material information, regarding the rates, terms, or conditions of providing a basic local exchange service that is false, misleading, or deceptive.
- B. The Company will not charge a customer for a subscribed service for which the customer did not make an initial affirmative order. Failure to refuse an offered or proposed service is not an affirmative order for the service.
- C. If a customer cancels a service, the Company will not charge the customer for service provided after the effective date that the service was canceled.

(D)

(D)

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SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.3 Billing and Collection of Charges, cont'd.

- G. The date of rendition of the Company's bill for basic local exchange service shall be the date of physical mailing of the bill by the Company. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the provider regularly used for the receipt of payment of customer bills are not open to the general public, then the final payment date shall be extended through the next business day. The date of payment of remittance by mail is 2 days before receipt of the remittance.

(D)

(D)

SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.3 Billing and Collection of Charges, cont'd.

- I. If partial payment of a bill is made, then the Company shall first credit the partial payment to the oldest outstanding charges and then as such other charges as determined by the Company. (C)
| (C)
- J. (D)
|
- K. (D)
|
- L. In the adjustment of charges for erroneous billing or for overbilling by the Company, an adjustment, bill credit, or refund at the option of the Company shall be made in the amount of excess charges when such amount can be determined for the period of up to one year before the request for an adjustment is made by the Customer. No adjustments, credits, or refunds shall be made for any other prior period of time. (N)
| (N)

SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.5 Deposits

- A. To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges, except as stated in 2.5.5 (E) below. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed \$150.00 per access line.
- B. A deposit may be required in addition to an advance payment.
- C. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.
- D. (D)
- E. No deposit will be charged for lifeline customer that voluntarily elects to receive toll blocking service.
- F. (D)
|
(D)
- G. The Company is not obligated to provide service to a household under any name if an outstanding bill exists at the address and the person responsible for that bill still resides at the address.
- H. The Company may refuse to provide basic local exchange service to anyone that refuses to provide positive identification.

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SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.6 Discontinuance of Service, cont'd.

Part I - Business Customers, cont'd.

- G. Upon the Company's discontinuance of service to the Customer under Section 2.5.6(A) or 2.5.6(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

Part II - Residential Customers

- A. The Company may shut off basic local exchange service to a Residential Customer for one or more of the following reasons:

1. Nonpayment of a delinquent account for basic local exchange service or other telecommunication services; (C)
2. (C)
3. (D)
4. Unauthorized tampering or interference with facilities and equipment owned by a provider of basic local exchange service that are situated on or about the customer's premises. (D)
5. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, maintenance, or replacement;
6. Misrepresentation of the customer's identity for the purpose of obtaining basic local exchange service.

SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.6 Discontinuance of Service, cont'd.

Part II -Residential Customers, cont'd.

A. Cont'd.

1. A violation of a tariff provision of the provider of basic local exchange service that is on file with or approved by the Michigan Public Service Commission that adversely affects the safety of the customer or other persons or the integrity of the provider's basic local exchange system;
2. Any other unauthorized use or interference with basic local exchange service.

B.

(D)

(D)

SECTION 2 - REGULATIONS, CONT'D.

2.5 Payment Arrangements, Cont'd.

2.5.6 Discontinuance of Service, cont'd.

Part II -Residential Customers, cont'd.

- I. After basic local exchange service has been shut off to a Residential Customer, the Company will restore service promptly, but not later than one (1) working day after the customer's request, when the cause for the shutoff of service has been cured or credit or payment arrangements satisfactory to the Company have been made. (C)
- J. (D)
|
(D)
- K. Before restoring service, the Company at its option may require one (1) or more of the following:
 - 1. Payment of the total amount due on all of the customer's delinquent and shutoff accounts for basic local exchange service and other services owed to the provider; (C)
 - 2. (D)
 - 3. (D)
 - 4. A security deposit or payment guarantee not to exceed \$150 per access line.

SECTION 2 - REGULATIONS, CONT'D.

2.12 Formal and Informal Complaint Procedures

For Residential Customers, informal complaints will be handled by the Company's customer service department, which will use good faith efforts to informally resolve the dispute. If the Company and the Residential Customer are unable to informally resolve the dispute, the customer may file a formal complaint with the Michigan Public Service Commission.

2.12.1 Alternative Dispute Resolution

The following provisions apply if the formal complaint is for \$1,000 or less or if the customer elects to pursue an alternative means of dispute resolution.

- A. The customer shall file a formal written complaint with the Michigan Public Service Commission.
- B. If the customer and the Company cannot agree on an alternative means of dispute resolution within 10 days, they shall participate in a mediation proceeding conducted by administrative law judge or other person designated by the Commission. (C)
- C. If mediation is utilized, the mediator will provide a recommended settlement to the parties within 45 days after the written complaint was filed.
- D. Within 7 days after the date of the recommended settlement, each party shall file with the commission a written acceptance or rejection of the recommended settlement. A party's failure to file a timely acceptance or rejection shall be deemed to be a rejection of the recommended settlement.
- E. If the parties accept the recommended settlement, then the recommendation will be adopted by the Commission as a final order.
- F. If a party rejects the recommended settlement, then the complaint shall proceed to a contested case hearing before the Commission.

SECTION 2 - REGULATIONS, CONT'D.

2.12 Formal and Informal Complaint Procedures, Cont'd.

2.12.1 Alternative Dispute Resolution, cont'd.

G. If the complaint involves a monetary dispute, the party who rejects the recommended settlement shall pay the opposing party's actual costs of proceeding to a contested case hearing, including attorney fees, unless the final order of the commission is more favorable to the rejecting party than the recommended settlement under this section. A final order is considered more favorable if it differs by 10% or more from the recommended settlement in favor of the rejecting party. If both parties reject the recommended settlement, then each party shall be responsible for its own costs and attorney fees.

2.12.2 Payment of Amount Not In Dispute

A. If a customer files a formal complaint with the Commission, then the Company may require the Customer to pay an amount equal to the part of the bill that is not in dispute.

B. The amount that is not in dispute shall be determined by the Company. (C)

C. (D)

D. If the Customer fails to pay to the Company the amount that is not in dispute, then the Company may shut off service consistent with this tariff. (D)
(C)

E. (D)
|
(D)

SECTION 2 - REGULATIONS, CONT'D.

2.13 Customer Access to Information

(D)

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SECTION 3 - SERVICE OFFERINGS, CONT'D.

3.4 Basic Local Exchange Service

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company's switching network which enables the Customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's Local Calling Services as set forth in this tariff;
- C. access interexchange calling services of the Company and of other carriers;
- D. access (at no additional charge) to the Company's operators and business office for service related assistance;
- E. access toll-free telecommunications services such as 8XX NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- F. access relay services for the hearing and/or speech impaired.
- G. touch tone calling providing lines capable of receiving dual tone multifrequency signaling as a standard feature. (N)

Basic Local Exchange Service can also be used to originate calls to other telephone companies' caller-paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch at no charge upon customer request. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line residence and business service is comprised of exchange access lines defined as follows:

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

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SECTION 3 - SERVICE OFFERINGS, CONT'D.

3.11 Pay Telephone Line Service

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SECTION 4F – FACILITIES BASED RATES AND CHARGES, CONT'D.

4F.6 Lifeline Program

(C)

A. DESCRIPTION

1. Lifeline applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing rates and charges for residential telephone service.
2. In order to be eligible for Lifeline a residential customer's annual household income must be at or below 150% of the poverty level as determined by the United States Department of Health and Human Services and as approved by the State Treasurer, or the person must participate in one of the following programs:
 - a. Medicaid
 - b. Supplemental Nutrition Assistance Program (SNAP) – Food Stamps
 - c. Supplemental Security Income (SSI)
 - d. Federal Public Housing Assistance/Section 8
 - e. Low Income Home Energy Assistance Program (LIHEAP)
 - f. National School Lunch Program's free lunch program
 - g. Temporary Assistance for Needy Families (TANF) a/k/a Family Independence Program
3. Lifeline includes the services and functionalities enumerated in by the FCC. as follows: voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems; and toll limitation services.
4. Other services can be provided with Lifeline at applicable rates and charges.
5. Proof of eligibility will be required for all initial Lifeline applicants and all Lifeline recipients will be required to re-certify every year.

B. REGULATIONS

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline.
2. Lifeline is available only with residence services, excluding foreign exchange service. Lifeline is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
3. A miscellaneous service charge does not apply when Lifeline is added or discontinued to existing service when that is the only work being done.
4. The Lifeline plan will apply after receipt and processing of a completed Lifeline application, including documentation indicating that the household income meets the eligibility standards established above.
5. Customers of Lifeline must notify the Company of any changes which would affect qualification. Recerification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline service, the Lifeline discount will be discontinued and regular tariff rates and charges will apply.
6. As a participant in Lifeline, customers are eligible to receive toll blocking service at no charge. This service will only be provided at the customer's request. Toll blocking service is defined as a central office service that restricts access to the network. Toll blocking is provided where facilities permit and will not allow 1+, 0+, 0-, 101XXXX, 900, or interzone calls to be completed. Toll blocking does not restrict local calls, calls to intraNPA directory assistance, telephone repair service, 911, or calls to 800 or 950 numbers.

(C)

SECTION 4F – FACILITIES BASED RATES AND CHARGES, CONT'D.

4F.6 Lifeline Program, Cont'd.

7. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service.
8. Participants in Lifeline shall not be disconnected from local service for nonpayments of toll charges. In addition, The Company will not deny re-establishment of local service to customers who are eligible for Lifeline and have previously been disconnected for nonpayment of toll charges.

(C)

C. MONTHLY RATES AND DISCOUNTS FOR LIFELINE CUSTOMERS

1. The discount on the monthly rate for residential exchange service for qualified Lifeline customers shall be \$9.25 from the Federal discount program plus \$2.00 from the State discount program for a total discount of \$11.25. Credits are applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end user common line charge and the basic local exchange rate. The discount on the monthly rate for residential exchange service for qualified Lifeline customers 65 years of age or more shall be \$9.25 from the Federal discount program plus \$3.10 from the State discount program for a total discount of \$12.35. Credits are applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate.

D. MONTHLY RATE FOR NON LIFELINE CUSTOMERS

A rate specified in MECA's Tariff M.P.S.C. No. 25 Part XVII, General applies per exchange access line to cover the costs of the Lifeline service, to the Telephone Company intrastate services as listed below:

- Business and Residence exchange services excluding Lifeline customers.
- PBX Trunk Services

(C)

4F.7 Emergency Services

Allows Customers to reach appropriate emergency services including police, fire and medical services. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

4F.8 Telecommunications Relay Service

Telecommunications Relay Service enables hearing-impaired or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.

4F.9 Telephone Directory

For Customers that subscribed to the Company's Basic Local Exchange Service, the Company will provide each Customer annually at no charge one copy of a printed directory listing all telephone Service subscribers, except for unlisted and unpublished numbers, within the Customer's historical local exchange area. The Company may, at its option, either publish its own directory or provide a copy of one published by the dominant exchange service provider.

SECTION 4F – FACILITIES BASED RATES AND CHARGES, CONT'D.

4F.10 Pay Telephone Line Service

(D)
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(D)

4F.11 Call Blocking Service

Call Blocking Service is a service which provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided intercept announcement. Call Blocking is provided at no charge.

4F.12 Directory Assistance Service

Customers will be charged for calls to Directory Assistance Service for numbers within the home numbering plan area, in excess of the allowance for the calling service specified in Section 3.6.

	<u>Call Charge</u>	
Per call, in excess of the allowance for the calling service specified in Section 3.6	\$ 1.99	(I)

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SECTION 4R – RESALE BASED RATES AND CHARGES, CONT'D.

4R.6 Lifeline Program

A. DESCRIPTION

1. Lifeline applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing rates and charges for residential telephone service.
2. In order to be eligible for Lifeline a residential customer's annual household income must be at or below 150% of the poverty level as determined by the United States Department of Health and Human Services and as approved by the State Treasurer, or the person must participate in one of the following programs:
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 - e. Low Income Home Energy Assistance Program (LIHEAP)
 - f. National School Lunch Program's free lunch program
 - g. Temporary Assistance for Needy Families (TANF) a/k/a Family Independence Program
3. Lifeline includes the services and functionalities enumerated in by the FCC. as follows: voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems; and toll limitation services.
4. Other services can be provided with Lifeline at applicable rates and charges.
5. Proof of eligibility will be required for all initial Lifeline applicants and all Lifeline recipients will be required to re-certify every year.

B. REGULATIONS

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline.
2. Lifeline is available only with residence services, excluding foreign exchange service. Lifeline is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
3. A miscellaneous service charge does not apply when Lifeline is added or discontinued to existing service when that is the only work being done.
4. The Lifeline plan will apply after receipt and processing of a completed Lifeline application, including documentation indicating that the household income meets the eligibility standards established above.
5. Customers of Lifeline must notify the Company of any changes which would affect qualification. Recerification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline service, the Lifeline discount will be discontinued and regular tariff rates and charges will apply.
6. As a participant in Lifeline, customers are eligible to receive toll blocking service at no charge. This service will only be provided at the customer's request. Toll blocking service is defined as a central office service that restricts access to the network. Toll blocking is provided where facilities permit and will not allow 1+, 0+, 0-, 101XXXX, 900, or interzone calls to be completed. Toll blocking does not restrict local calls, calls to intraNPA directory assistance, telephone repair service, 911, or calls to 800 or 950 numbers.

SECTION 4R – RESALE BASED RATES AND CHARGES, CONT'D.

4R.6 Lifeline Program, Cont'd.

7. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service.
8. Participants in Lifeline shall not be disconnected from local service for nonpayments of toll charges. In addition, The Company will not deny re-establishment of local service to customers who are eligible for Lifeline and have previously been disconnected for nonpayment of toll charges.

(C)

C. MONTHLY RATES AND DISCOUNTS FOR LIFELINE CUSTOMERS

1. The discount on the monthly rate for residential exchange service for qualified Lifeline customers shall be \$9.25 from the Federal discount program plus \$2.00 from the State discount program for a total discount of \$11.25. Credits are applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end user common line charge and the basic local exchange rate. The discount on the monthly rate for residential exchange service for qualified Lifeline customers 65 years of age or more shall be \$9.25 from the Federal discount program plus \$3.10 from the State discount program for a total discount of \$12.35. Credits are applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate.

D. MONTHLY RATE FOR NON LIFELINE CUSTOMERS

A rate specified in MECA's Tariff M.P.S.C No. 25 Part XVII, General applies per exchange access line to cover the costs of the Lifeline service, to the Telephone Company intrastate services as listed below:

- Business and Residence exchange services excluding Lifeline customers.
- PBX Trunk Services

4F.7 Emergency Services

Allows Customers to reach appropriate emergency services including police, fire and medical services. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

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4F.8 Telecommunications Relay Service

Telecommunications Relay Service enables hearing-impaired or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.

4F.9 Telephone Directory

For Customers that subscribed to the Company's Basic Local Exchange Service, the Company will provide each Customer annually at no charge one copy of a printed directory listing all telephone Service subscribers, except for unlisted and unpublished numbers, within the Customer's historical local exchange area. The Company may, at its option, either publish its own directory or provide a copy of one published by the dominant exchange service provider.

SECTION 4R – RESALE BASED RATES AND CHARGES, CONT'D.

4R.10 Pay Telephone Line Service

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4R.11 Call Blocking Service

Call Blocking Service is a service which provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided or DUC-provided intercept announcement. Call Blocking is provided at no charge.

4R.12 Directory Assistance Service

Customers will be charged for calls to Directory Assistance Service for numbers within the home numbering plan area.

(C)

Call Charge

\$ 1.99

(D)
(I)

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