

**LOCAL EXCHANGE SERVICE**

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By: Mr. Justin Haynes  
Title: President

<p><b>PUBLIC UTILITY COMMISSION OF TEXAS</b> <b>EFFECTIVE</b> Dec. 2, 2016      <u>Tariff No. 46532</u> TARIFF CLERK</p>
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**LOCAL EXCHANGE SERVICE**

**I. DESCRIPTION OF OPERATIONS**

Big Bend Telephone Company, Inc. (the Company) is a privately owned public utility incorporated under the laws of the State of Texas in 1960. Big Bend Telephone Company provides telecommunications services in the areas certified to it which include service to eight (8) Texas counties: Brewster, Crockett, Jeff Davis, Pecos, Presidio, Reeves, Terrell, and Val Verde. Big Bend Telephone Company's authority to serve this area is granted in its Certificate of Convenience and Necessity No. 40004, as determined by the Public Utility Commission of Texas (the Commission). Big Bend Telephone Company maintains its primary office of operations at 808 N. Fifth, Alpine, Texas.

The Company provides one-party service throughout its service area. The following exchanges are included in Big Bend Telephone Company's General and Local Exchange Tariff:

<u>Exchange</u>	<u>Counties</u>	<u>Extended Local Calling Service<sup>(1)</sup>, Local Calling Scope</u>
Alamito	Presidio	Marfa <sup>(2)</sup> , Big Bend National Park, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Big Bend Park Canyon,	Brewster	Alamito, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua

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All rules, regulations and rates of Big Bend Telephone Company apply to the above exchanges unless otherwise specifically noted in this tariff.

- (1) Extended Local Calling is a non-optional two-way calling arrangement whereby customers physically located in the specified Company exchange can make toll-free calls to and receive toll-free calls from incumbent local exchange carrier (ILEC) customers who are physically located in the specified exchange. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.
- (2) AT&T Texas is the serving ILEC.

**PUBLIC UTILITY COMMISSION OF TEXAS**  
**APPROVED**  
March 12, 2012 - CONTROL# 40203

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**I. DESCRIPTION OF OPERATIONS (Continued)**

<u>Exchange</u>	<u>Counties</u>	<u>Extended Service<sup>(1)</sup>, Local Calling Scope</u>
Big Canyon	Terrell, Pecos	Alamito, Big Bend National Park, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Calamity Creek	Brewster	Alpine <sup>(2)</sup> , Alamito, Big Bend National Park, Big Canyon, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Comstock	Val Verde	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Heath Canyon	Brewster	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua

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TEXAS  
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March 12, 2012 - CONTROL# 40203

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**I. DESCRIPTION OF OPERATIONS (Continued)**

<u>Exchange</u>	<u>Counties</u>	<u>Extended Service<sup>(1)</sup>, Local Calling Scope</u>
Lajitas  Canyon,	Brewster	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath  Langtry, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Langtry	Val Verde	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Canyon, Lajitas, Presidio, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Presidio	Presidio	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Redford, Sanderson, Sheffield, Six Shooter, and Terlingua
Redford  Canyon,	Presidio	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath  Lajitas, Langtry, Presidio, Sanderson, Sheffield, Six Shooter, and Terlingua

By: Mr. Justin Haynes  
Title: President

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**LOCAL EXCHANGE SERVICE**

**I. DESCRIPTION OF OPERATIONS (Continued)**

<u>Exchange</u>	<u>Counties</u>	<u>Extended Service<sup>(1)</sup>, Local Calling Scope</u>
Sanderson	Terrell	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sheffield, Six Shooter, and Terlingua
Sheffield Canyon,	Pecos, Crockett	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Redford, Sanderson, Six Shooter, and Terlingua
Six Shooter Canyon,	Pecos, Terrell, Jeff Davis	Fort Stockton <sup>(2)</sup> , Alamito, Big Bend National Park, Big Calamity Creek, Comstock, Heath Canyon, Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, and Terlingua
Terlingua Canyon,	Brewster	Alamito, Big Bend National Park, Big Canyon, Calamity Creek, Comstock, Heath Lajitas, Langtry, Presidio, Redford, Sanderson, Sheffield, and Six Shooter

By: Mr. Justin Haynes  
Title: President

**PUBLIC UTILITY COMMISSION OF  
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March 12, 2012 - CONTROL# 40203

**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES**

**A. General**

1. The rates and charges listed in this Section apply to Local Exchange Service provided by the Company in its service area as specified by the Company's exchange service area maps approved and on file with the Public Utility Commission of Texas.<sup>(1)(2)</sup>
2. The local exchange service rates and charges specified in this Section are for Basic Local Exchange Service which includes tone dialing and access to Caller ID at no charge. Rates and charges for ancillary services and facilities not specified in this Section are presented in other sections of this tariff.
3. Unless otherwise specified, the rates and charges quoted in this Section are for a minimum contract period of one month. These rates and charges are payable in advance and provide unlimited flat rate calling within the Company's service area as shown under Description of Operations.
4. Local access trunks may be required for local access connections terminating in, or for use with some types of customer-provided equipment with switching (Private Branch Exchange or PBX). For applicable trunk charges, see the PBX Trunk rates as shown in Part III, page 13 of this Section.

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(1) Local Exchange Service provides toll-free calling between Company customers physically located within the Company's serving area. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another telecommunications provider where both customers are physically located within the specified exchanges and the other telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

(2) Extended Local Calling Service is a non-optional two-way calling arrangement whereby customers physically located in the Company's serving area can make toll-free calls to and receive toll-free calls from Company customers who are physically located in the Company serving area. Customers of the Company may also be able to place and receive toll-free calls to and from customers of another non-ILEC telecommunications provider where both customers are physically located within the specified exchanges and the non-ILEC telecommunications provider has entered into the necessary interconnection or traffic exchange agreements with the Company, which govern such calling arrangements. Without the necessary interconnection or traffic exchange agreements with the Company, calls to such telecommunications provider's customers may be subject to toll charges applied by the customer's long distance service provider.

By: Mr. Justin Haynes  
Title: President

**PUBLIC UTILITY COMMISSION OF  
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MAY 20, 2013 - CONTROL# 41475  
Tariff Clerk

**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES**

**C. State Lifeline Program**

The State Lifeline Program (“State Lifeline”) is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

**1. General**

- a. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.
- d. State Lifeline rate reductions do not apply to service connection charges.
- e. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
- f. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges 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.
- g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- h. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

By: Mr. Justin Haynes  
Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**C. State Lifeline Program (Continued)**

**2. Designated Lifeline Program Services**

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

**3. State Eligibility Requirement**

**a. Qualifying Low-income (Eligible) Customer Criteria**

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

**b. Obligations of the Customer**

i. A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

ii. A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

c. 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.

d. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

By: Mr. Justin Haynes  
Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**C. State Lifeline Program (Continued)**

**4. Deposit and Credit Requirements**

- a. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
  - i. The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.
  - ii. The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.
- c. 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 eligible customers of State Lifeline.

**5. Service Connection and Charges**

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.
- b. Service connection charges do apply when:
  - i. Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
  - ii. New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.
  - iii. Any subsequent moves or changes after the initial connection to State Lifeline.
- c. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

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Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**C. State Lifeline Program (Continued)**

**6. State Lifeline Program Rate Reduction**

a. Implementation

The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

b. Amounts

The Company shall apply State Lifeline rate reductions, per eligible customer, as described below

- i. State Reduction. The Company shall give qualifying low-income consumers a state-approved reduction of up to a maximum of \$3.50 in the monthly amount of intrastate charges due in addition to the Area Discount described below.
- ii. Area Discount. The Lifeline Area Discount in all exchanges except those within the Sanderson - Group II rate group is \$0.50 and the Lifeline Area Discount in the Sanderson - Group II rate group is \$1.08.

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**C. State Lifeline Program (Continued)**

**6. State Lifeline Program Rate Reduction (Continued)**

**b. Amounts (Continued)**

- iii. Combined Lifeline discounts. The Company shall apply the above discounts, however, the combined discounts shall not result in a rate of less than zero charged for the customer's basic local service.

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program**

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

**1. General**

- a. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to \$100.00, on applicable service connection charges, as provided in Section 2 of this tariff.
- d. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program (Continued)**

**1. General (Continued)**

- e. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges 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.
- f. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- g. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.
- h. The federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- g. Partial payments made by Lifeline customers will be applied first toward charges for local service.

**2. Designated Federal Lifeline Program Services**

- a. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).
- b. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.

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Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program (Continued)**

**2. Designated Federal Lifeline Program Services (Continued)**

- c. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.
- d. All designated federal Lifeline Program services are subject to minimum service standards delineated in 47 Code of Federal Regulations §54.408.

**3. Eligibility Requirement**

a. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

b. Obligations of the Customer

- 1) A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).
- 2) A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

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Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program (Continued)**

**3. Eligibility Requirement (Continued)**

- c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.
- d. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

**4. Deposit and Credit Requirements**

- a. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
  - i. The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.
  - ii. The Company receives a waiver from having to provide toll blocking due to technical limitations.
- c. 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 eligible customers of the federal Lifeline Program.

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Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program (Continued)**

**5. Service Connection and Charges**

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.
- b. Service connection charges may apply when:
  - i. Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.
  - ii. New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.
  - iii. Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.
- c. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 2 of this tariff.
- d. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

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Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program (Continued)**

**6. Federal Lifeline Program Rate Reduction**

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

- a. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.
- b. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:
  - i. advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and
  - ii. allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.
  - iii. If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.
- c. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

By: Mr. Justin Haynes  
Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES (Continued)**

**D. Federal Lifeline Program (Continued)**

**7. Federal Lifeline Program Support Amount**

The Company shall apply federal Lifeline Program rate reductions, per eligible customer, as described below.

- a. The Company shall grant federal support to qualifying low-income consumers up to \$9.25 per month, subject to the support amount directed by the Federal Communications Commission in 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.
- b. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.
- c. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to \$25 per month will be made available to qualifying eligible residents of Tribal lands.

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By: Mr. Justin Haynes  
Title: President

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**LOCAL EXCHANGE SERVICE**

**II. APPLICATION OF RATES**

**E. Local Exchange Service Objectives**

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1. Unless the Company seeks an extension of its waiver requests in P.U.C. Docket No. 32094, after July 31, 2006, local exchange access service lines shall be adequately designed and maintained to allow transmission of at least 14,400 bits of data per second when connected through an industry standard modem (ITU-T V.32bis or equivalent) or a facsimile machine (ITU-T V.17bis or equivalent).

By: Mr. Justin Haynes  
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS**  
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Dec. 2, 2016      Tariff No. 46532

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**LOCAL EXCHANGE SERVICE**

**III. LOCAL EXCHANGE SERVICE RATES AND CHARGES**

**A. Residence Monthly Local Exchange Access Line Rates (1)(2)**

<u>Exchange</u>	<u>1-Party</u>
Alamito	\$22.27
Big Bend Park	\$22.27
Big Canyon	\$22.27
Calamity Creek	\$22.27
Comstock	\$22.27
Heath Canyon	\$22.27
Lajitas	\$22.27
Langtry	\$22.27
Presidio	\$22.27
Redford	\$22.27
Sanderson	\$22.27
Sheffield	\$22.27
Six Shooter	\$22.27
Terlingua	\$22.27

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- (1) Rates for Access Line Service do not include any other charges for customer premises equipment.
- (2) Lifeline Service residential discounts are available only to qualified applicants as provided in Part II, Paragraph C, of this Section.

By: Mr. Justin Haynes  
Title: President

<b>Public Utility Commission of Texas</b>	
<b>Approved:</b> January 5, 2017	<b>Effective:</b> January 1, 2017
Control No. <b>46640</b> Tariff Clerk	

**LOCAL EXCHANGE SERVICE**

**III. SCHEDULE OF RATES AND CHARGES**

**B. Business Monthly Local Exchange Access Line Rates (1)**

<u>Exchange</u>	<u>1-Party</u>	<u>PBX Trunk</u>	T D
Alamito	\$30.00	\$40.50	T
Big Bend National Park	\$30.00	\$40.50	I
Big Canyon	\$30.00	\$40.50	
Calamity Creek	\$30.00	\$40.50	
Comstock	\$30.00	\$40.50	
Heath Canyon	\$30.00	\$40.50	
Lajitas	\$30.00	\$40.50	
Langtry	\$30.00	\$40.50	
Presidio	\$30.00	\$40.50	
Redford	\$30.00	\$40.50	
Sanderson	\$30.00	\$40.50	
Sheffield	\$30.00	\$40.50	
Six Shooter	\$30.00	\$40.50	
Terlingua	\$30.00	\$40.50	I

(1) Rates for Access Line Service do not include a charge for an instrument or other customer premises equipment.

By: Mr. Justin Haynes  
 Title: President

<b>PUBLIC UTILITY COMMISSION OF TEXAS</b>	
<b>APPROVED / EFFECTIVE</b>	
Dec 1, 2014	<u>TC. NO. 43696</u>
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**LOCAL EXCHANGE SERVICE**

**III. SCHEDULE OF RATES AND CHARGES (Continued)**

**C. Grandfathered Local Exchange Access Line Rates (1) (2)**

<u>Exchange</u>	<u>1-Party Residential</u>	<u>1-Party Business</u>	<u>Semi-Public</u>	<u>PBX</u>	<u>Multi Line Hunt</u>
Big Bend National Park		\$30.00		\$22.28	
Comstock	\$22.27	\$30.00	\$ 8.73		
Presidio	\$22.27	\$30.00	\$ 9.50		
Redford	\$22.27		\$ 9.50		
Sanderson	\$22.27	\$30.00	\$ 5.85	\$20.50	\$14.95
Sheffield	\$22.27	\$30.00	\$ 9.50		

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|  
I

- (2) Rates do not include a charge for an instrument or other customer premises equipment.
- (3) Applicable only to in service customers as of February 29, 1992. In service customers may keep existing rates at existing locations and existing installations. Customers cannot change, cannot add to, cannot outside move and cannot supercede.

By: Mr. Justin Haynes  
Title: President

<b>Public Utility Commission of Texas</b>	
<b>Approved:</b> January 5, 2017	<b>Effective:</b> January 1, 2017
Control No. <b>46640</b> Tariff Clerk	

**LOCAL EXCHANGE SERVICE**

**III. SCHEDULE OF RATES AND CHARGES (Continued)**

**D. Grandfathered Seasonal and Vacation Service (1)**

E

Rate  
(1)(2)

Alamito  
Big Bend National Park  
Big Canyon  
Calamity Creek  
Comstock  
Heath Canyon  
Lajitas  
Langtry  
Presidio  
Redford  
Sanderson  
Sheffield  
Six Shooter  
Terlingua

- (1) The monthly rate is based upon fifty percent (50%) of the regular rate for basic and associated additional services suspended for a minimum of thirty (30) days and a maximum of 180 days. Normal installation and service charges will apply.
- (2) Applicable only to in service customers as of February 19, 1992. In service customers may keep existing rates at existing locations and existing installations. Customers cannot change, cannot add to, cannot move and cannot supersede.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS**

By: Mr. Justin Haynes  
Title: President



**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

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**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

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**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

By: Mr. Justin Haynes  
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**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

By: Mr. Justin Haynes  
Title: President

**BIG BEND TELEPHONE COMPANY, INC.**  
Local Exchange Tariff

**SECTION 1**  
1st Revised Sheet 24  
Replacing Original Sheet 24

**LOCAL EXCHANGE SERVICE**

**IV. EXCHANGE AREA MAPS (Continued)**

By: Mr. Justin Haynes  
Title: President



**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE**

**A. General**

1. Prepaid Local Telephone Service (PLTS) provides eligible customers a one-time opportunity to maintain their local telephone service with the Company.
2. PLTS is offered by the Company in accordance with the Public Utility Commission of Texas' Substantive Rules relating to Prepaid Local Telephone Service.

**B. PLTS Services**

Customers subscribing to PLTS will receive only the following services:

1. Residential local exchange access line service
2. Mandatory services, including extended area service, expanded local calling service, or extended metropolitan service, if applicable
3. Residential tone dialing service
4. Access to 911 service
5. Access to dual party relay service
6. The ability to report service problems seven days a week
7. Access to the business office
8. Primary residential directory listing
9. Toll blocking service
10. Non-published service, at the customer's option

**C. Eligibility Requirements**

1. Customers eligible to receive PLTS include:
  - a. Current residential customers who have not been disconnected from the network, but are on the verge of disconnection for non-payment for services; and
  - b. Former residential customers who have been disconnected from the network due to the existence of indebtedness to any dominant certificated telecommunications (DCTU) or other telecommunications carrier.
2. Customers who have been disconnected from PLTS by the Company are no longer eligible to receive PLTS from the Company.
3. Business customers are not eligible to receive PLTS from the Company.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

**D. PLTS Terms and Conditions**

1. Eligible customers must contact the Company during the Company's regular business hours to subscribe to PLTS. Within 24 hours of receiving the customer's request, the Company shall mail the customer a confirmation letter detailing the customer's rights and responsibilities upon enrollment in the PLTS plan and the rates, terms, and conditions of the PLTS plan as described in this tariff.
2. Customers subscribing to PLTS shall have mandatory toll blocking and where usage of sensitive services are technically available, usage-sensitive service blocking, if technically capable, placed on their line. Customers subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage-sensitive services, for which additional charges are billed to the customer's local telephone bill by the Company, through tariffs or contracts, nor shall customers subscribe to any other services offered by the Company that are not included in a subscription to PLTS.
3. Deferred Payment Plan
  - a. General
    - (1) Customers subscribing to PLTS may be required to enter into a deferred payment plan with the Company to pay any outstanding debt owed to the Company for services previously received under basic local telecommunications service and now received under PLTS.
    - (2) The Company shall not require the PLTS customer to enter into a deferred payment plan to pay any outstanding debt for any services that will not be received by the customer under PLTS including, but not limited to, intraLATA and interLATA long distance services.
    - (3) If the Company cannot determine the amount of outstanding debt the PLTS customer owes for the services previously received under basic local telecommunications service and now received under PLTS, the Company shall not require the PLTS customer to enter into a deferred payment plan.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

**D. PLTS Terms and Conditions (Continued)**

3. Deferred Payment Plan (Continued)

b. Deferred Payment Plan Amount

To determine the deferred payment plan amount, the Company shall:

- (1) determine the amount the customer owes for the services previously received under basic local telecommunications service and now receives under PLTS;
- (2) apply any undesignated partial payment made by the customer prior to the customer's subscription to PLTS to past debt owed to the Company as determined under (1) of this subparagraph; and
- (3) not reallocate any undesignated partial payments assigned under (2) of this subparagraph to amounts yet to be incurred for basic local telecommunications service.

c. The Company shall not require the applicant entering into a deferred payment plan under this paragraph to make monthly payments which exceed the greater of \$10 per month or 1/12 of the outstanding debt.

d. If the Company and PLTS customer enter into a deferred payment plan under this paragraph, the initial deferred payment shall be billed beginning with the third billing cycle after initiation of PLTS service and shall be billed on a monthly basis thereafter.

4. Customers subscribing to PLTS shall not be required to make a deposit.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

**D. PLTS Terms and Conditions (Continued)**

5. Disconnection of PLTS

a. Disconnection with notice

The Company may disconnect PLTS after notice for any of the following reasons:

- (1) failure of the PLTS customer to comply with the terms of a deferred payment plan for PLTS;
- (2) upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or
- (3) violation of the Company's rules pertaining to the use of PLTS in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.

b. Disconnection without notice

The Company may disconnect PLTS without notice for any of the following reasons:

- (1) if the customer accrues new billable charges for toll or other services on their telephone bill that are not defined as PLTS services;
- (2) where a known dangerous condition exists for as long as the condition exists; or
- (3) where service is connected without authority by a person who has not applied for the service or who has reconnected service without authority following termination of service.

c. The Company retains the right to apply any credit in the disconnected PLTS customer's account to the customer's outstanding balances owed to the Company for telecommunications services.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

**D. PLTS Terms and Conditions (Continued)**

5. Disconnection of PLTS (Continued)

- d. Customers disconnected from PLTS shall receive a final notice from the Company stating that the customer is permanently disconnected from PLTS and shall not be eligible for PLTS from the Company again. That notice shall also state the terms and conditions that the customer must satisfy before the customer can return to basic local telecommunications service with the Company.

**E. Return to Basic Local Telecommunications Service**

1. A customer subscribing to PLTS may return to basic local telecommunications service provided the customer:
  - a. has paid all outstanding debt to the Company in full, including indebtedness for the carriage charges of interexchange carriers where the Company bills those charges pursuant to tariffs or contracts; and
  - b. has paid all bills for PLTS.
2. Upon the customer's completion of the obligations listed above, the Company shall notify the customer:
  - a. of the eligibility requirements for returning to basic local telecommunications service without PLTS restrictions;
  - b. of the option to receive basic local telecommunications service with toll blocking and/or usage-sensitive blocking pursuant to the Company's tariffed rates, if applicable, and such toll blocking and usage-sensitive blocking can be removed at any time, upon the customer's request; and
  - c. of the need to contact the Company if the customer wants to return to basic local telecommunications service
3. After receiving notice from the Company and after fulfilling the customer obligations referenced above, in order to subscribe to basic local telecommunications service, the customer shall:
  - a. request subscription to basic local telecommunication service from the Company; and
  - b. pay the service restoral or service connection charges, if applicable and assessed by the Company.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

F. PLTS Rates, Charges and Payments

1. PLTS Rates

a. The monthly rate for PLTS shall include only the following:

- (1) the applicable residential tariffed rate (or lifeline rate, if applicable) for services included in the PLTS services definition referenced in this section;
- (2) tariffed charges for non-published service, if requested by the customer; and
- (3) surcharges and fees established or authorized by a governmental entity that are billed by the Company, including but not limited to 911, subscriber line charge, sales tax, and municipal fees.

b. Late charges shall not be assessed to a PLTS customer.

2. PLTS Nonrecurring Charges

- a. If the customer subscribes to PLTS within ten (10) days from the date the Company mailed notification of PLTS eligibility to that customer, the Company shall defer recovery of service connection charges, as referenced in Section 2 of this tariff, until the customer returns to basic local telecommunications service.
- b. If the customer does not subscribe to PLTS within ten (10) days from the date the Company mailed notification of PLTS eligibility to that customer, the Company may charge service connection charges, as referenced in Section 2 of this tariff, to that customer when subscribing to PLTS.

By: Mr. Justin Haynes  
Title: President

**LOCAL EXCHANGE SERVICE**

**V. PREPAID LOCAL TELEPHONE SERVICE (Continued)**

**F. PLTS Rates, Charges and Payments (Continued)**

3. Payments Under PLTS

- a. The Company may require the residential customer of PLTS to make an initial payment for service, which shall not exceed:
  - (1) the monthly rate for PLTS, as described above, for up to two (2) months of service under the PLTS plan; and
  - (2) PLTS nonrecurring charges, as described above, if applicable.
- b. The Company shall not require subsequent monthly payments for PLTS that exceed the monthly rates for PLTS services. The due date of monthly payments under PLTS shall be based on the Company's regular billing cycle.
- c. The customer may be required to make payments under a deferred payment plan as previously referenced in this section.

By: Mr. Justin Haynes  
Title: President