

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

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By: Rusty Dorman
General Manager

PUBLIC UTILITY COMMISSION OF TEXAS

EFFECTIVE

Dec. 2, 2016 Tariff No. 46540

TARIFF CLERK

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL

The rates and charges listed in this Section apply to Local Exchange Services of the Eastex Telephone Cooperative, Inc., herein referred to as the Cooperative, in its exchanges as specified on the Cooperative's exchange service area maps as approved and on file with the Public Utility Commission of Texas.

The telecommunications services listed in this Section are subject to the rates, charges, rules and regulations of the Member Services Tariff as it now exists or as it may be revised, added to or supplemented by superseding issues that are made a part of the Member Services Tariff.

This tariff cancels and supersedes all other Local Exchange Service Tariffs issued and effective prior to the effective date of these tariffs.

A. Provision of Service

The Cooperative provides one party service throughout its service areas, in twenty-one exchanges, according to an area coverage design approved by and financed with the Rural Electrification Administration, Washington, D.C.

B. Application of Rates and Charges

Local exchange service rates and charges as specified in this section are for basic local exchange service and facilities only, including tone dialing service, mandatory Extended Area Service, and mandatory Expanded Local Calling Service, except where otherwise indicated. The rates for other ancillary services not specifically shown in this section are presented in other sections of this tariff.

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Unless otherwise specified, the Rates and Charges quoted in this section are for periods of one month at same location, payable in advance and provide unlimited flat rate calling within the exchange area. Where Extended Area Service (EAS) and/or Expanded Local Calling Service (ELCS) is provided, the monthly local exchange service rate for local exchange access lines or trunk includes all EAS and ELCS charges and provides unlimited calling within the home exchange and all other exchanges as specified in the EAS and ELCS calling scope(s).

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

C. RESERVED FOR FUTURE USE

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By: Mr. Allen Dorman

Effective:

EASTEX TELEPHONE COOPERATIVE, INC.
HENDERSON, TEXAS

SECTION 4
4th Revised Page 3
Replacing 3rd Revised Page 3

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LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

C. RESERVED FOR FUTURE USE

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EASTEX TELEPHONE COOPERATIVE, INC.
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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

C. RESERVED FOR FUTURE USE

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

D. Monthly Local Exchange Access Line Rates (1)

Exchange (NPA-NXX)	Bus. 1-Pty	Res. 1-Pty	Key Trunk	PBX Trunk	
EAS Exchange(s)					
Blanchard (936-967) (BLNC) Livingston Goodrich Onalaska	\$25.84	\$22.50	\$28.76	\$33.37	I
Chester (936-969) (CHES)	25.84	22.50	28.76	33.37	I
Coldsprings (936-653) (CLSP) Evergreen Oakhurst Shepherd	25.84	22.50	28.76	33.37	I
DeBerry (903-766) (DBRY)	25.84	22.50	28.76	33.37	I
Elysian Fields (903-633) (ELFD) DeBerry	25.84	22.50	28.76	33.37	I
Evergreen (936-767) (EVRG) Coldsprings Oakhurst Shepherd	25.84	22.50	28.76	33.37	I

(1) Rates for access line service do not include a charge for an instrument or other customer premises equipment.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

D. Monthly Local Exchange Access Line Rates (1) (Continued)

Exchange (NPA-NXX)	Bus. 1-Pty	Res. 1-Pty	Key Trunk	PBX Trunk	
EAS Exchange(s)					
Goodrich (936-365) (GDRC) Blanchard Livingston Onalaska	\$25.84	\$22.50	\$28.76	\$33.37	I
Goodsprings (903-854) (GDSP) Henderson Laneville Minden Mt. Enterprise Oak Hill Pinehill	25.84	22.50	24.01	28.62	I
Hudson (903-743) (HDSC)	25.84	22.50	28.76	33.37	I
Huxley (936-368) (HXLV)	25.84	22.50	28.76	33.37	I
Laneville (903-863) (LANV) Goodsprings Henderson Minden Mt. Enterprise Oak Hill Pinehill	25.84	22.50	24.01	28.62	I
Maydelle (903-795) (MYDL)	25.84	22.50	24.01	28.62	I

(1) Rates for access line service do not include a charge for an instrument or other customer premises equipment.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

D. Monthly Local Exchange Access Line Rates (1) (Continued)

Exchange (NPA-NXX)	Bus. 1-Pty	Res. 1-Pty	Key Trunk	PBX Trunk	
EAS Exchange(s)					
Minden (903-898) (MIND) Goodsprings Henderson Laneville Mt. Enterprise Oak Hill Pinehill	\$25.84	\$22.50	\$24.01	\$28.62	I
Mt. Enterprise (903-822) (MTEN) Goodsprings Laneville Minden Oak Hill Pinehill	25.84	22.50	24.01	28.62	I
Oak Hill (903-836) (OKHL) Goodsprings Henderson Laneville Minden Mt. Enterprise Pinehill	25.84	22.50	24.01	28.62	I
Oakhurst (936-377) (OKHR) Coldsprings Evergreen	25.84	22.50	28.76	33.37	I

(1) Rates for access line service do not include a charge for an instrument or other customer premises equipment.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

D. Monthly Local Exchange Access Line Rates (1) (Continued)

Exchange (NPA-NXX)	Bus. 1-Pty	Res. 1-Pty	Key Trunk	PBX Trunk	
EAS Exchange(s)					
Onalaska (936-646) (ONLS) Blanchard Goodrich Livingston	\$25.84	\$22.50	\$28.76	\$33.37	I
Pinehill (903-889) (PNHL) Goodsprings Henderson Laneville Minden Mt. Enterprise Oak Hill	25.84	22.50	28.76	28.62	I
Ruby (936-563) (RUBY) Livingston Segno	25.84	22.50	28.76	33.37	I
Segno (936-685) (SEGN) Livingston Ruby	25.84	22.50	28.76	33.37	I
Waskom (903-687) (WSKM)	25.84	22.50	28.76	33.37	I

(1) Rates for access line service do not include a charge for an instrument or other customer premises equipment.

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

E. Expanded Local Calling Service (ELCS)

1. General

Expanded Local Calling Service (ELCS) allows the end user to make calls to one or several other exchanges for a monthly flat rate fee rather than pay timed toll charges for these calls. The regulations involving ELCS are found in 16 TAC § 26.219. T

2. Description

The following Paragraph, Section 4.I.E.3., lists the exchange(s) of the Cooperative (Petitioning Exchanges) that have received approval of their ELCS petition(s), along with a listing of the exchanges that will be in the toll free Expanded Local Calling Scope. ELCS monthly rates are included in the local exchange rates as specified in Section 4 I.D. DT

3. ELCS Monthly Rate Additives

<u>Petitioning Exchange</u>	<u>Expanded Local Calling Scope</u>	<u>Residence Per Line</u>	<u>Business Per Line</u>	
Chester (936-969)	Corrigan Lufkin Nacogdoches Woodville	\$0.00 (ELCCHR)	0.00 (ELCCHB)	D
Coldsprings (936-653)	Cleveland Conroe Cut and Shoot Grangerland Lake Conroe Riverbrook	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	D

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LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

E. Expanded Local Calling Service (ELCS) (Continued)

3. ELCS Monthly Rate Additives (Continued)

<u>Petitioning Exchange</u>	<u>Expanded Local Calling Scope</u>	<u>Residence Per Line</u>	<u>Business Per Line</u>	
DeBerry (903-766)	Carthage Deadwood Elysian Fields Marshall Waskom	\$0.00 (ELCDBR)	\$0.00 (ELCDBB)	D
Elysian Fields (903-633)	Carthage Deadwood Karnack Marshall Waskom	\$0.00 (ELCMYR)	\$0.00 (ELCMYR)	D
Evergreen (936-767)	Conroe Cleveland Cut and Shoot Grangerland Huntsville Lake Conroe New Waverly Riverbrook Willis	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	D
Goodsprings (903-854)	Jacksonville Kilgore Price Tyler	\$0.00 (ELCGSR)	\$0.00 (ELCGSB)	D

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LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

E. Expanded Local Calling Service (ELCS) (Continued)

3. ELCS Monthly Rate Additives (Continued)

<u>Petitioning Exchange</u>	<u>Expanded Local Calling Scope</u>	<u>Residence Per Line</u>	<u>Business Per Line</u>	
Hudson (903-743)	Alto Jacksonville Maydelle Palestine Rusk Tyler	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	E
Huxley (936-368)	Center Joaquin Nacogdoches San Augustine Tenaha	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	E
Laneville (903-863)	Kilgore Longview Nacogdoches	\$0.00 (ELCLNR)	\$0.00 (ELCLNB)	
Maydelle (903-795)	Hudson Jacksonville Palestine Rusk Tyler	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	

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LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

E. Expanded Local Calling Service (ELCS) (Continued)

3. ELCS Monthly Rate Additives (Continued)

<u>Petitioning Exchange</u>	<u>Expanded Local Calling Scope</u>	<u>Residence Per Line</u>	<u>Business Per Line</u>	
Minden (903-898)	Carthage Gary Kilgore Longview Nacogdoches	\$0.00 (ELCMNR)	\$0.00 (ELCMNB)	D
Mt. Enterprise (903-822)	Carthage Henderson Kilgore Longview Nacogdoches	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	D
Oak Hill (903-836)	Kilgore Longview Tatum	\$0.00 (ELCMYR)	\$0.00 (ELCMYR)	D
Oakhurst (936-377)	Huntsville	\$0.00 (ELCMYR)	\$0.00 (ELCMYR)	D

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

E. Expanded Local Calling Service (ELCS) (Continued)

3. ELCS Monthly Rate Additives (Continued)

<u>Petitioning Exchange</u>	<u>Expanded Local Calling Scope</u>	<u>Residence Per Line</u>	<u>Business Per Line</u>	
Pinehill (903-889)	Carthage Kilgore Longview Nacogdoches Tyler	\$0.00 (ELCPHR)	\$0.00 (ELCPHB)	D
Waskom (903-687)	DeBerry Elysian Fields Karnack Marshall Uncertain	\$0.00 (ELCMYR)	\$0.00 (ELCMYB)	D

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. 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.

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MEMBER SERVICES TARIFF
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I. GENERAL (Continued)

F. State Lifeline Program (Continued)

1. General (Continued)

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 the Low Income Discount Administrator (LIDA) or the Commission.

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).

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. State Lifeline Program (Continued)

3. State Eligibility Requirement

a. 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.

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 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.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. 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.

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LOCAL EXCHANGE SERVICE**

I. GENERAL (Continued)

F. State Lifeline Program (Continued)

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 5 of this tariff.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. 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. 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.

By: Rusty Dorman
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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Federal Lifeline Program (Continued)

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 5 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.

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.

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Federal Lifeline Program (Continued)

1. General (Continued)

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.

i. 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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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. 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 and exceptions delineated in 47 Code of Federal Regulations §54.408. T

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

i. 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).

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Federal Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

b. Obligations of the Customer (Continued)

ii. 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.

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.

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LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Federal Lifeline Program (Continued)

4. Deposit and Credit Requirements (Continued)

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.

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.

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**MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE**

I. GENERAL (Continued)

G. Federal Lifeline Program (Continued)

5. Service Connection and Charges (Continued)

b. Service connection charges may apply when:
(Continued)

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 5 of this tariff.

d. Applicable service connection charges for the Company are specified in Section 5 of this tariff.

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.

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**MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE**

I. GENERAL (Continued)

F. Federal Lifeline Program (Continued)

6. Federal Lifeline Program Rate Reduction (Continued)

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: Rusty Dorman
General Manager

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
Dec. 2, 2016 Tariff No. 46540
TARIFF CLERK

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. 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 qualifying low-income customer can only receive one federal discount on one service option outlined below. The discount shall only be given if the customer and service meet qualifying criteria as specified above.

(1). The Company shall grant federal support to qualifying low-income consumers of eligible broadband service up to \$9.25 per month, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.

(2). The Company shall grant federal support to qualifying low-income consumers of eligible voice-only service as follows, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount.

- up to \$7.25 per month from December 1, 2019 to November 30, 2020;

- up to \$5.25 per month from December 1, 2020 to November 30, 2021;

- no support per month beginning December 1, 2021 except in allowable circumstances defined by the FCC.

By: Rusty Dorman
General Manager

PUBLIC UTILITY COMMISSION OF TEXAS	
Approved: November 13, 2019	Effective: December 1, 2019
Control No. <u>50111</u> TARIFF CLERK	

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

F. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount (Continued)

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

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.

By: Rusty Dorman
General Manager

PUBLIC UTILITY COMMISSION OF TEXAS	
Approved: November 13, 2019	Effective: December 1, 2019
Control No. <u>50111</u> TARIFF CLERK	

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Local Exchange Packages

1. Rules and Regulations

a. The following packages are available to qualifying existing or new customers as indicated below and upon availability for each serving area.

b. All requests for packaged services are subject to the Rules and Regulations found in Section 3 of this Member Services Tariff.

c. Applicable service charges as specified in Section 5 of this Member Services Tariff apply unless otherwise indicated herein.

d. In instances where a package contains multiple access lines, the primary customer will be responsible for all accrued charges associated with such access lines.

e. Billing for packages provisioned to a single customer account or location will be reflected on a single customer bill, and will not be separated on a per line basis, unless otherwise agreed to by the Cooperative.

f. The following packages cannot be used to qualify the customer for any other tariffed service.

g. The services are furnished only where adequate and suitable facilities permit.

h. Individual features and services included in the packages described below are subject to the tariff specifications outlined for such features or services in other areas of this or other Cooperative tariffs.

By: Mr. Rusty Dorman

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Nov. 28, 2015 Tariff No. 45352

TARIFF CLERK

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Local Exchange Packages (Continued)

1. Rules and Regulations (Continued)

i. For packages that contain multiple lines, all lines must be provisioned to a single premises or location. Packages will not be split between multiple locations.

j. Certain features may be de-selected from the following packages at the customer's option without charge. No adjustment is made to the package price whether any of these features are included or not.

k. The component services of the following packages may be purchased individually at their respective stand-alone tariffed or non-tariffed rates.

l. Discounted monthly rates for any other combinations of the services provided in the following packages, as specified elsewhere in this tariff, do not apply under package subscriptions.

m. The following packages may be included in other larger packages and marketed under other names. The following packages may also be combined with other additional services at a jointly marketed price that exceeds the package tariff price.

n. Customers currently subscribing to all component services of a package may request billing at the package price identified herein.

By: Mr. Allen Dorman

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

Nov. 28, 2015 Tariff No. 45352

TARIFF CLERK

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

G. Local Exchange Packages (Continued)

2. Package Descriptions and Pricing

a. Residential Line Bundle

The Residential Line Bundle includes the following services and features for a monthly recurring rate of \$26.00⁽¹⁾⁽²⁾

- o 1 Residential Local Exchange Access Line
- o Expanded Local Calling and/or Extended Area Service, where applicable
- o Call Waiting
- o Call Forwarding
- o Three-Way Calling
- o Calling Name and Number Delivery

⁽¹⁾ Rates do not include all local, state and/or federal fees and surcharges, such as 911 fees and End User Common Line Charges (a.k.a. Federal Subscriber Line Charges), as may be required by regulatory authorities or are otherwise approved in the Cooperative's tariffs on file with state and/or federal regulatory agencies.

⁽²⁾ To qualify for this package, customers may be required to order nonregulated products or services from Eastex Telephone Cooperative, Inc., or its affiliates or subsidiaries. Such products or services may be governed by rates, terms and conditions outlined in other applicable tariffs or contracts or agreements.

By: Mr. Rusty Dorman
General Manager

Public Utility Commission of Texas	
Approved: May 5, 2017	Effective: June 1, 2017
Control No. 47043 Tariff Clerk	

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service

1. General

a. Prepaid Local Telephone Service (PLTS) provides eligible customers a one-time opportunity to maintain their local telephone service with the Cooperative.

b. PLTS is offered by the Cooperative in accordance with the Public Utility Commission of Texas' Substantive Rules relating to Prepaid Local Telephone Service.

2. PLTS Services

Customers subscribing to PLTS will receive only the following services:

a. Residential local exchange access line service, including tone dialing service

b. If applicable, mandatory services, including extended area service, expanded local calling service, or extended metropolitan service

c. Access to 911 service

d. Access to dual party relay service

e. The ability to report service problems seven days a week

f. Access to the business office

g. Primary residential directory listing

h. Toll blocking service

i. Non-published service and non-listed service at the customer's option

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By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

3. Eligibility Requirements

a. Customers eligible to receive PLTS include:

i. Current residential customers who have not been disconnected from the network, but are on the verge of disconnection; and

ii. 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.

b. Customers who have been disconnected from PLTS by the Cooperative are no longer eligible to receive PLTS from the Cooperative.

c. Business customers are not eligible to receive PLTS from the Cooperative.

4. PLTS Terms and Conditions

a. Eligible customers must contact the Cooperative during the Cooperative's regular business hours to subscribe to PLTS. Within twenty-four (24) hours of receiving the customer's request, the Cooperative 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.

b. Customers subscribing to PLTS shall have mandatory toll blocking and usage-sensitive service blocking 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 Cooperative, through tariffs or contracts, nor shall customers subscribe to any other services offered by the Cooperative that are not included in a subscription to PLTS.

By: Mr. Allen Dorman

Effective:

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MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

4. PLTS Terms and Conditions (Continued)

c. Deferred Payment Plan

i. General

(a) Customers subscribing to PLTS may be required to enter into a deferred payment plan with the Cooperative to pay any outstanding debt owed to the Cooperative for services previously received under basic local telecommunications service and now received under PLTS.

(b) The Cooperative 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.

(c) If the Cooperative 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 Cooperative shall not require the PLTS customer to enter into a deferred payment plan.

ii. Deferred Payment Plan Amount

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

(a) determine the amount the customer owes for the services previously received under basic local telecommunications service and now receives under PLTS;

(b) apply any undesignated partial payment made by the customer prior to the customer's subscription to PLTS to past debt owed to the Cooperative as determined under (a) of this subparagraph; and

(c) not reallocate any undesignated partial payments assigned under (b) of this subparagraph to amounts yet to be incurred for basic local telecommunications service.

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

4. PLTS Terms and Conditions (Continued)

c. Deferred Payment Plan (Continued)

iii. The Cooperative 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.

iv. If the Cooperative 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.

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

e. Disconnection of PLTS

i. Disconnection with notice

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

(a) failure of the PLTS customer to comply with the terms of a deferred payment plan for PLTS;

(b) 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

(c) violation of the Cooperative'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.

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

4. PLTS Terms and Conditions (Continued)

e. Disconnection of PLTS (Continued)

ii. Disconnection without notice

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

(a) if the customer accrues new billable charges for toll or other services on their telephone bill that are not defined as PLTS services;

(b) where a known dangerous condition exists for as long as the condition exists; or

(c) 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.

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

g. Customers disconnected from PLTS shall receive a final notice from the Cooperative stating that the customer is permanently disconnected from PLTS and shall not be eligible for PLTS from the Cooperative 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 Cooperative.

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

5. Return to Basic Local Telecommunications Service

a. A customer subscribing to PLTS may return to basic local telecommunications service provided the customer:

i. has paid all outstanding debt to the Cooperative in full, including indebtedness for the carriage charges of interexchange carriers where the Cooperative bills those charges pursuant to tariffs or contracts; and

ii. has paid all bills for PLTS.

b. Upon the customer's completion of the obligations listed above, the Cooperative shall notify the customer:

i. of the eligibility requirements for returning to basic local telecommunications service without PLTS restrictions;

ii. of the option to receive basic local telecommunications service with toll blocking and/or usage-sensitive blocking pursuant to the Cooperative'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

iii. of the need to contact the Cooperative if the customer wants to return to basic local telecommunications service.

c. After receiving notice from the Cooperative and after fulfilling the customer obligations referenced above, in order to subscribe to basic local telecommunications service, the customer shall:

i. request subscription to basic local telecommunication service from the Cooperative; and

ii. pay the service restoral or service connection charges, if applicable and assessed by the Cooperative.

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

6. PLTS Rates, Charges and Payments

a. PLTS Rates

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

(a) the applicable residential tariffed rate (or lifeline rate, if applicable) for services included in the PLTS services definition referenced in this section;

(b) tariffed charges for non-published service, if requested by the customer; and

(c) surcharges and fees established or authorized by a governmental entity that are billed by the Cooperative, including but not limited to 911, subscriber line charge, sales tax, and municipal fees.

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

b. PLTS Nonrecurring Charges

i. If the customer subscribes to PLTS within ten (10) days from the date the Cooperative mailed notification of PLTS eligibility to that customer, the Cooperative shall defer recovery of service connection charges, as referenced in Section 5 of this tariff, until the customer returns to basic local telecommunications service.

ii. If the customer does not subscribe to PLTS within ten (10) days from the date the Cooperative mailed notification of PLTS eligibility to that customer, the Cooperative may charge service connection charges, as referenced in Section 5 of this tariff, to that customer when subscribing to PLTS.

By: Mr. Allen Dorman

Effective:

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

I. GENERAL (Continued)

I. Prepaid Local Telephone Service (Continued)

6. PLTS Rates, Charges, and Payments (Continued)

c. Payments Under PLTS

i. The Cooperative may require the residential customer of PLTS to make an initial payment for service, which shall not exceed:

(a) the monthly rate for PLTS, as described above, for up to two (2) months of service under the PLTS plan; and

(b) PLTS nonrecurring charges, as described above, if applicable.

ii. The Cooperative 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 Cooperative's regular billing cycle.

iii. The customer may be required to make payments under a deferred payment plan as previously referenced in this section.

By: Mr. Allen Dorman

Effective:

MEMBER SERVICES TARIFF
LOCAL EXCHANGE SERVICE
EASTEX TELEPHONE COOPERATIVE, INC.
TERMINATION AGREEMENT

Page Two
EASTEX TELEPHONE COOPERATIVE, INC.
TERMINATION AGREEMENT

Relocation of any portion of the equipment, facilities or service described above, either on the or to a different premises shall be considered as a termination under the terms of this agreement, unless otherwise specified in the Cooperative's Tariff.

If, at the Customer's request, engineering, manufacturing or installation work once begun is stopped and the installation is not completed, the Customer agrees to pay Cooperative in the manner set out above and within thirty (30) days of such stoppage the net costs incurred by the Cooperative prior to and as a result of such stoppage.

Date _____, 19__ Signed _____
Name of Customer)

By _____

Title: _____

Accepted: _____, 19__ EASTEX TELEPHONE COOPERATIVE, INC.

By _____
Manager

Date of Installation:

_____, 19__ Service Order No. _____

By: Mr. Allen Dorman

Effective: