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January 30, 2020

Lynn M. Retz Executive Director Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604

20-ZENT-340-TAR

Dear Ms. Retz:

Enclosed for filing with the Commission are revisions to the following pages of Zend Telephone Company's (ZENT) [LEC] General Exchange Tariff:

• Section 3, 6th Revised Sheets 2 and 3

With this filing, Zenda is revising Lifeline service program language per KCC Staff recommendation. The company requests an effective date of February 29, 2020.

Please return a stamped copy of the tariff sheets upon Commission approval.

If you have any questions concerning this filing, please contact me on (785) 473-7337.

Sincerely,

/s/ Tom Maurer

Tom Maurer Director

Enclosures

cc: Kathy Price, Zenda Telephone Company

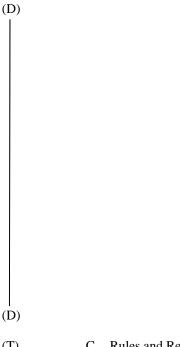
- (T) B. Initial Eligibility, Continued Re-Certification, De-Enrollment Requirements
- (C)

 1. Initial and continuing eligibility for receipt of the federal and state Lifeline credit shall be the programs and income levels established by the FCC and will be provided on a "one credit per residential premise or dwelling place" basis; or meeting the FCC single household income guidelines.
 - 2. Continued re-certification of eligibility for the receipt of the federal and state Lifeline credit shall be as established by the FCC in 47 C.F.R. § 54.410(f) and amendments thereto.
 - 3. De-enrollment in the Lifeline program shall be as established by the FCC in 47 C.F.R. \$54.405(e).

(D) | | (D)

(C)

Issued: January 30, 2020 Effective: February 29, 2020



- (T) C. Rules and Regulations
 - 1. Local service for Lifeline customers may be disconnected for non-payment of toll charges.
 - 2. Toll restriction service will be provided to Lifeline customers at no charge.
 - 3. Lifeline customers may be required to accept toll restriction service as a condition to avoid disconnection of local service for non-payment of toll.
 - 4. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of toll restriction service.
 - 5. Partial payments from Lifeline customers will be applied first to local service charges and then to toll charges.
 - 6. Lifeline customers will not be denied re-establishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
 - 7. Lifeline will not be furnished on a foreign exchange service arrangement.
- (T) D. Credit and Collections
 - 1. If a Lifeline applicant is known to have a poor credit history, a deposit may be required.