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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).
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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.

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D. Credit and Collections

1. If a Lifeline applicant is known to have a poor credit history, a deposit may be required.