



TOWNES TELECOMMUNICATIONS, INC.

November 10, 2016

Sandra Johnson-Gumby
Commonwealth of Pennsylvania
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105

Re: Case Docket Number M-2016-2566383

Ms. Johnson-Gumby,


Pymatuning Independent Telephone Company, a Lifeline Eligible Telecommunications Carrier in Pennsylvania delivering Wireline voice and broadband services, respectfully submits the following information applicable to outreach, customer education, and focused efforts to reach current Lifeline subscribers about program and eligibility changes.

Pymatuning Independent Telephone Company has provided the two (2) annual Lifeline-135 inserts to inform customers while satisfying our regulatory requirement. In addition, Pymatuning provided an inline bill message on all customers November 1, 2016, telephone bills to further alert customers to the Lifeline eligibility changes.

Additional outreach regarding the Lifeline changes, effective December 2, 2016, include direct conversations with customers and office signage. On December 2, 2016, the Pymatuning Independent Telephone Company website will be updated to include a new Lifeline application, information about the Lifeline program, and include a Frequently Asked Questions (FAQ) link that includes many of the FAQ's as addressed by USAC on the USAC Lifeline website.

At this time, no promotions or additional discounts are being created strictly for Lifeline subscribers. The voice service provided will continue to be the same high quality our customers have come to expect, and broadband services will continue to have unlimited data, and per rule requirements Broadband only Lifeline service will be available.

Should you have any questions or require additional information please contact me via email amolina@townes.net or phone (904)259-0029.

Thank you,

Amanda Molina

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