

LOCAL EXCHANGE SERVICE

Lifeline (Low-Income) Program

A. General Regulations

1. Lifeline service is a discounted voice telephony service available to qualifying residential subscribers.
2. The monthly discount will be the maximum amount allowed by the Missouri Public Service Commission and the Federal Communications Commission; however, this discount will not exceed the sum of the federal subscriber line charge and the recurring charges for voice telephony service. The monthly discount will be the same for Lifeline customers solely subscribing to voice telephony service and for Lifeline customers subscribing to a bundle of services.
3. A Lifeline subscriber's voice telephony service will not be disconnected for non-payment of charges unless the subscriber fails to pay charges directly related to voice telephony service.
4. Lifeline service is available with optional toll blocking or toll limitation service restricting access to 1+, 0+ and 0- dialed calls at no charge.
5. A household is limited to one discount. A Lifeline subscriber cannot receive additional discounts for Lifeline service from another provider or through the Missouri Disabled program.

B. Eligibility and Subscriber Requirements

1. An applicant must submit a completed application form along with proof of meeting one of the following eligibility criteria:
 1. Missouri HealthNet (Medicaid)
 2. Food Stamps
 3. Supplemental Security Income (SSI)
 4. Federal public housing assistance (Section 8)
 5. Low Income Home Energy Assistance Program
 6. Temporary Assistance for Needy Families
 7. National School Free Lunch Program;
 8. The customer's income, as defined in 47 CFR Section 54.400(f), is at or below 135% of the Federal Poverty Guidelines, effective June 1, 2012.

LOCAL EXCHANGE SERVICE

LIFELINE SERVICES (CONTINUED)

B. Eligibility Requirements (Continued)

2. A Lifeline subscriber must agree to notify the company within 30 days if:
 - i. The subscriber's household receives multiple discounts through either the Lifeline program and/or the Missouri Disabled program.
 - ii. The subscriber fails to meet eligibility criteria.
3. A Lifeline subscriber agrees to respond in a timely manner to annual requests to verify continued eligibility.
4. False statements made by a Lifeline subscriber or failure to comply with Lifeline service subscriber obligations will result in de-enrollment from the program.
5. The Lifeline subscriber's address must be the subscriber's permanent address. If the Lifeline subscriber's address is temporary then the subscriber must verify the subscriber's address every 90 days.

Missouri Disabled Program

A. General Regulations

1. The Missouri Disabled program offers a \$3.50 discount for voice telephony service to qualifying residential subscribers.
2. A household is limited to one discount. A subscriber cannot receive additional discounts from the Missouri Disabled program or through the Lifeline program.

B. Eligibility and Subscriber Requirements

1. An applicant must submit a completed application form along with proof of meeting one of the following eligibility criteria:
 - 1) Federal Social Security Disability benefits.
 - 2) Federal Supplemental Security income.
 - 3) Veterans Administration Disability benefits.
 - 4) State blind pension pursuant to Section 209.010 to 209.160 RSMo
 - 5) State aid to blind persons pursuant to Section 209.240 RSMo
 - 6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.

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LIFELINE SERVICES (CONTINUED)

1. A subscriber with the Missouri Disabled Program must agree to notify the company within 30 days if:
 - i. The subscriber's household receives multiple discounts from the Missouri Disabled Program and/or Lifeline program.
 - ii. The subscriber fails to meet eligibility criteria.
2. A subscriber to the Missouri Disabled Program agrees to respond in a timely manner to annual requests to verify continued eligibility.
3. False statements made by a subscriber or failure to comply with subscriber obligations will result in de-enrollment from the program.

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