

4 Lifeline Services**4.1 Low-Income Assistance**

A. General – A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. Regulations – Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Medicaid
- 2) Food stamps
- 3) Supplementary Security Income (SSI)
- 4) Federal Public Housing Assistance or section 8
- 5) Low Income Home Energy Assistance Program (LIHEAP)

C. Eligible Services - Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:

- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
- 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
- 3) Access to basic local operator services
- 4) Access to basic local directory assistance
- 5) Standard intercept service
- 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
- 7) One (1) standard white pages directory listing
- 8) Toll blocking or toll control for qualifying low-income customers

ISSUED: November 1, 2000

EFFECTIVE: December 31, 2000

ISSUED BY: President Joe Guy
P.O. Box 99999
Our Town, MO 11111

Attachment #4

- D. Support Amount** – Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communication Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.2 Disabled Assistance

- A. General** – A disabled customer, or a dependent, is a customer who requests or receives residential essential local telecommunications service, as defined in section 1(c) of this tariff, and meets the eligibility requirements set forth in this tariff.
- B. Regulations** - Disabled assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:
- 1) Federal Social Security Disability benefits
 - 2) Federal Supplemental Security income benefits
 - 3) Veterans Administration 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.
- C. Support Amount** – Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

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5 – "Missouri Universal Service Fund"

- A. Company will place on each retail end-user customer's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the commission.
- B. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- C. The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).