

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 Missouri P.S.C., 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 long distance toll service providers consistent with rules and regulations of the Federal Communications Commission.
- 7) One (1) standard white pages directory listing.
- 8) Toll restriction for qualifying customers.

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 P.S.C. and the Federal Communications Commission. The amount of combined federal and state discounts for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services. The monthly discount will be the same for eligible customers solely subscribing to voice telephony service and for eligible customers subscribing to a bundle of services.

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(T)3.22 Disabled Assistance

A. General

A disabled customer, or a dependent of a disabled customer, is any customer who requests or receives residential essential local telecommunications service as defined previously and meets the eligibility requirements.

B. Regulations

Disabled assistance is available to all residential customers who demonstrate, by self certifying, under penalty of perjury, with the company 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. Veterans Administration benefits.
3. State blind pension pursuant to Section 209.010 to 209.160, RSMo.

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