

13. Lifeline Services

13.2 Low-Income Assistance (Cont'd)

B. Regulations (Cont'd)

- (2) The customer must name the program(s) from which they are receiving benefits.
- (3) The customer must notify the company if they no longer participate in the program(s) named above.
- (4) The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence, as outlined in FCC Order 12-11 released on February 6, 2012.
- (5) The service must be provided in the eligible consumer's name.

C. Eligible Services

Essential local telecommunications service is defined as two (2) way switched voice residential service within 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 910 standard white page directory listing
- (8) Toll blocking or toll control for qualifying low-income customers

D. Support Amount

- (1) Customer 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 the essential local telecommunications services (including the basic rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

- (2) The following credits will apply for customers deemed eligible for Lifeline assistance:

	Monthly Credit
Federal Credit	\$9.25
State Credit to Residential Access Line	\$6.50