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October 30, 2020

Morris L. Woodruff, Secretary  
Missouri Public Service Commission  
200 Madison Street, PO Box 360  
Jefferson City, MO 65102-0360

RE: Consolidated Communications of Missouri Company - Tariff Revision - PSC MO No. 1,  
Lifeline Updates

Dear Secretary:

Enclosed for filing, Consolidated Communications of Missouri Company d/b/a Consolidated Communications hereby submits the following tariff sheet with a proposed effective date of December 1, 2020.

Section 4 - Fifth Revised Sheet 23

The purpose of this filing updates some of the Lifeline certification language to reflect the process is administered by the National Lifeline Eligibility Verifier and to align with the reduction in the Lifeline Program Benefit.

Please contact me at the number below or Carrie Patterson at [carrie.patterson@consolidated.com](mailto:carrie.patterson@consolidated.com) with any questions or concerns regarding this filing.

Regards,

Kevin J. Kastor

A handwritten signature in blue ink that reads "Kevin J. Kastor".

Director – Government Affairs

P: 936.788.7420

kevin.kastor@consolidated.com

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Customer Assistance Programs

E. LIFELINE SERVICE (cont'd)

2. Eligibility Requirements (cont'd)

- c. The customer must sign, under penalty of perjury, a document certifying:
  - 1. He/She is receiving benefits from one of the programs in a.1 above.
  - 2. Name of the program(s) from which they are receiving benefits.
  - 3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
- d. The premises at which the residence service is requested must be the applicant's principal place of residence.
- e. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.
- f. Lifeline Service is limited to one qualified service per household at the customer's primary residence.

3. Rates and Charges

- a. Service charges do not apply when Lifeline Service is added to an existing service, or is continued, and it is the only service being ordered.
- b. Lifeline service is a reduction in the monthly service charges normally paid by qualifying low-income consumers in an amount ordered by the Federal Communications Commission. (C)
- c. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates. (C)

4. Customer Annual Responsibility

- a. All Lifeline customers as of June 1, 2012 must certify that they are still eligible for Lifeline support each year. Customers may certify over the phone or in writing. Customers will not be required to provide verifying documentation. (C)

5. Access Recovery Charge (ARC)

- a. Eligible Lifeline customers are exempt from ARC (effective July 1, 2012).