

GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Customer Assistance Programs (cont'd)

D. Missouri Universal Service Fund: Low-Income Assistance

1. 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 qualified discounted services under either the low-income assistance or the disabled assistance program. (C)
2. 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:
  - a. Medicaid
  - b. SNAP (Supplemental Nutrition Assistance Program) (f/k/a Food Stamps)
  - c. Supplementary Security Income (SSI)
  - d. Federal Public Housing Assistance or Section 8
  - e. (T)
  - f. (D)
  - g. (D)
  - h. Income as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines
  - i. Veterans and Survivors Pension Benefit (N)
3. 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:
  - a. Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
  - b. Access to local emergency services, including, but not limited to, 911 service established by local authorities
  - c. Access to basic local operator services
  - d. Access to basic local directory assistance
  - e. Standard intercept service
  - f. Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
  - g. One (1) standard white pages directory listing
  - h. Toll blocking or toll control for qualifying low-income customers
4. Support Amount - Customers eligible under the established criteria can receive a discount from their bill for qualified essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state voice 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, extended area service additive, and mileage additives, if any). (C)  
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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

Customer Assistance Programs (cont'd)

E. LIFELINE SERVICE

1. General

Lifeline Service applies a credit to the Basic Local Exchange Service monthly recurring access line or other qualified service rates for qualifying residential customers. (C)

- a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income customers.
- b. Lifeline will not be furnished on a Foreign Exchange service.
- c. Lifeline service shall not be disconnected for non-payment of toll charges.
- d. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purpose of lifeline service will restrict 1+, 0+, and 0- (operator bandied) calls.
  1. If the customer chooses "toll blocking" the company will not charge a service deposit for essential local telecommunications service.
  2. Toll blocking is offered to Lifeline subscribers at no charge.

2. Eligibility Requirements

An applicant must meet the following criteria in order to qualify for Lifeline Service:

- a. To qualify for Lifeline the consumer must participate in one of the following programs:
  1. Medicaid
  2. SNAP (Supplemental Nutrition Asst. Program) (f/k/a Food Stamps)
  3. Supplemental Security Income (SSI)
  4. Federal public housing assistance
  - 5.
  - 6.
  - 7.
  8. Veterans or Survivors Pension Benefit (D)  
|  
(D)  
(N)
- b. Or the customer's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines.

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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. (C)

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 local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction in their residential access line rate in an amount ordered by the Federal Communications Commission.
- c. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates.

4. Customer Annual Responsibility

- a. All Lifeline customers as of June 1, 2012 must certify with the Company that they are still eligible for Lifeline support each year. Customers may certify in person, 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).