

LOCAL EXCHANGE SERVICE

4. Local Exchange Service (Cont'd)

4.9 Lifeline Services (Cont'd)

D. Missouri USF 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 individual will receive discounted services under either the low-income assistance or the disabled assistance program.
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. Food Stamps
 - c. Supplementary Security Income (SSI)
 - d. Federal Public Housing Assistance or Section 8
 - e. Low Income Home Energy Assistance Program (LIHEAP)
 - f. National Free Lunch Program
 - g. Temporary Assistance to Need Families
 - h. The customer’s income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines (effective June 1, 2012).
3. Eligible Services – Essential local telecommunications service is defined as: Voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier’s service area has implemented 911 or enhanced 911 systems; and toll limitation services to qualifying Lifeline consumers. Toll limitation service does not need to be offered for any Lifeline service that does not distinguish between toll and non-toll calls in the pricing of the service.
4. 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 Communications 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).

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