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December 22, 2021  
**Via Web Filing**

Mr. Morris Woodruff, Executive Secretary  
Missouri Public Service Commission  
200 Madison Street  
Suite 500  
Jefferson City, MO 65101

RE: Time Warner Cable Information Services (Missouri), LLC  
Revision for P.S.C. Mo. No. 4 (Local)

Dear Mr. Woodruff:

Enclosed for filing please find the above referenced tariff filing submitted on behalf of Time Warner Cable Information Services (Missouri), LLC ("Company"). This filing, submitted as a follow-up to the Company's designation as an ETC, adds Lifeline Telephone Service to the tariff. The Company respectfully requests an effective date of December 23, 2021 for this tariff filing.

The following tariff pages are included:

3 <sup>rd</sup> Revised Sheet 7	Updates Table of Contents
Original Sheets 62-64	Adds Lifeline Telephone Service

Any questions you may have regarding this filing should be directed to my attention at 407-740-3006 or via email to [croesel@inteserra.com](mailto:croesel@inteserra.com). Thank you for your assistance in this matter.

Sincerely,

/s/ Carey Roesel

Carey Roesel  
Consultant

cc: Office of Public Counsel (via web file)  
F. App – Charter (via E-mail)  
tms: MOI2101  
Enclosures  
CR/sp

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## 5.0 – SPECIAL SERVICES AND PROGRAMS

### 5.1 Lifeline Telephone Service

- A. Eligible low-income subscribers of the Company’s Lifeline Telephone Service will receive a monthly credit, based on the Federal Lifeline Program, towards a qualifying bundle of Spectrum Voice and Internet service.<sup>1</sup>
- B. Spectrum Voice is \$12.99<sup>2</sup> per month when bundled with a qualifying Internet service.
- C. **Spectrum Voice:** Includes local calling (Basic Service), Unlimited Long Distance (ULD) calling minutes (intrastate and interstate) and Calling Features on the Subscriber’s primary line including 3-Way Calling, Accept Selected Callers, Block 3rd Party Charges, Block 900/976 Calls, Block Anonymous Calls, Block Collect Calls, Block International Calls, Block Outbound Caller ID, Block Unwanted Callers, Caller ID, Call Waiting, Call Waiting with Caller ID, Do Not Disturb, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Repeat Dialing, Return Call, Set Backup Phone, Simultaneous Ring, Speed Dial, Trace Call and VIP Ring. Unlimited long distance calling includes calls within the fifty (50) United States and Canada, Guam, Mexico, Puerto Rico, American Samoa, the Northern Mariana Islands and the US Virgin Islands. Also included is Directory Assistance, Private Number Service, Call Guard (blocks unwanted calls from robo-callers) and Voicemail/Readable Voicemail. Some features or services may not be available in all areas and are subject to change at Spectrum’s discretion. Taxes and fees included. Feature descriptions may be found at [www.spectrum.net/support/category/voice](http://www.spectrum.net/support/category/voice).<sup>3</sup>

#### 5.1.1 Eligibility

- A. Lifeline Telephone Service is a government assistance program and is restricted to low income residential customers for a single exchange access line, per household, at the principal residence. A household is defined as any individual or group of individuals living together at the same address as one economic unit.

To qualify for Lifeline Telephone Service, a Customer’s household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size, or the Customer must participate in any one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans and Survivors Pension Benefit

<sup>1</sup> Select Lifeline bundles eligible for discount are as determined by the Company. The Company’s voice service bundled with the Company’s qualifying Lifeline Internet service will receive a federal Lifeline Internet credit.

<sup>2</sup> Effective February 1, 2022, new subscribers will pay \$14.99 per month.

<sup>3</sup> Basic Service and ULD are described fully in the Company’s Residential Voice Price Guide located at <https://www.spectrum.com/policies/terms-of-service>.

Issued: December 22, 2021

Effective: December 23, 2021

Issued by: Betty Sanders, Vice President – Telephone Regulatory  
TIME WARNER CABLE INFORMATION SERVICES (MISSOURI), LLC  
12405 Powerscourt Drive  
St. Louis, MO 63131

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**5.0 – SPECIAL SERVICES AND PROGRAMS (CONT'D.)**

(N)

**5.1 Lifeline Telephone Service (Cont'd.)**

**5.1.1 Eligibility (Cont'd.)**

- B. Customers may learn more about Lifeline Telephone Service, determine eligibility, and submit an application (online or by mail) at <https://www.lifelinesupport.org/>.
- C. The Lifeline Telephone Service credit will be effective the month following Customer's enrollment in the Company's Lifeline Telephone Service program.
- D. The Customer must qualify for Lifeline Telephone Service on a yearly basis and may be required to recertify to confirm continued eligibility for the Lifeline benefit.

**5.1.2 Lifeline Telephone Service Terms and Conditions**

- A. The Company's Lifeline Telephone Service is available only to Customers within the Company's designated Eligible Telecommunications Carrier area which corresponds to those Census Blocks in Missouri in which it receives Rural Digital Opportunity Fund support, as described in Section 5.1.3, below.
- B. Lifeline Telephone Service is limited to one per household at the Customer's primary residence and is non-transferable.

(N)

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**5.0 – SPECIAL SERVICES AND PROGRAMS (CONT'D.)**

(N)

**5.1 Lifeline Telephone Service (Cont'd.)**

**5.1.2 Lifeline Telephone Service Terms and Conditions (Cont'd.)**

- C. For any Lifeline Telephone Service offering that distinguishes between toll and non-toll calls (i.e., separate charges are assessed for toll calls), toll limitation is offered at no charge to those Lifeline Telephone Service Customers who request this feature. The Company will not collect a service deposit for Lifeline Telephone Service plans that do not charge additional fees for toll calls, or for which a Customer has elected toll limitation service.
- D. Service connection charges do not apply to change existing Service to/from Lifeline Telephone Service. For connection of new service, Service connection charges may apply.

**5.1.3 Lifeline Telephone Service Availability**

- A. The provision of Lifeline Telephone Service is subject to the availability on a continuing basis of all the necessary network facilities and technical capabilities to provide the Lifeline Telephone Service.
- B. Lifeline Telephone Service shall be available in the Census Blocks in Missouri in which the Company receives Rural Digital Opportunity Fund (RDOF) support. These designated Census Blocks where the Company receives RDOF funding may cover all or portions of the following Counties:

Caldwell	Cass	Clay	Clinton
Jackson	Lafayette	Platte	Ray

(N)