

### Lifeline Application

Remove all references to “board-approved form”.

#### **Requirements for customer.**

4 CSR 240-31.120(3)

(A) All consumers shall complete an application form and submit adequate proof of eligibility.

#### **Requirements for company applying for ETC status.**

4 CSR 240-31.130(1)(D)

7. A copy of the Lifeline and/or Disabled Application form(s) to be used by the applicant.

#### **Requirements for annual ETC filings.**

4 CSR 240-31.130(3)(A)1.C. – delete and replace with a new number 7 (make current number 7, number 8)

7. A copy of the Lifeline and/or Disabled Application form(s) the ETC uses in Missouri.

### **Requirements for Lifeline and Disabled Programs**

*New rule section*

4 CSR 240-31.120(5) (make current (5), number (6))

(5) Requirements for Lifeline and Disabled Application Forms

1. The board will provide sample Lifeline and Disabled application forms (sample forms) to be placed on the commission’s website and the MoUSFA website.
2. ETCs may use the sample forms or may use their own company-specific Lifeline and Disabled applications forms (company-specific form).
3. If a company uses a company-specific form, the following requirements shall apply.
  - A. The company-specific form shall comply with all requirements of 47 CFR 54.410(d) and this rule.
  - B. The company-specific form shall comport with any FCC-approved compliance plan.
  - C. The company-specific form shall clearly delineate all customer obligations and provisions and all acknowledgements that must be provided subject to penalty of law.
    1. Customer obligations, provisions and acknowledgements shall be in a font that is at least as large as the font used in majority of the company-specific form.

2. Customer obligations, provisions and acknowledgements shall receive no less emphasis of importance than is provided for the majority of the language in the company-specific form.
  - D. The ETC shall provide a method, whether on the form or in another format, to allow commission staff, upon request, to easily verify that the customer is providing, and the ETC is reviewing, appropriate documentation of customer eligibility.
  - E. Neither the commission, nor the board, shall be considered as endorsing or approving the company-specific form.
3. As part of its annual filing under 4 CSR 240-31.130(3), each ETC is required to submit a copy of its Missouri Lifeline and Disabled application form(s). Commission staff shall review all company-specific applications to identify any concerns.
- A. Commission staff and the ETC shall use best efforts to resolve any identified concerns.
  - B. If a resolution cannot be reached, board staff shall present the company-specific application to the board for review and decision on the issue. Notwithstanding any provision to the contrary elsewhere in this chapter, the board's decision shall be final, and the ETC shall change its company-specific form accordingly.
4. Nothing in this Section shall preclude the staff or the Office of Public Counsel from periodically requesting and reviewing the Lifeline and Disabled application form(s) used by any ETC. Upon request, the ETC shall provide the requested form(s).
5. Nothing in this Section shall preclude the staff or the Office of Public Counsel from filing a complaint related to the Lifeline and Disabled application form(s) used by any ETC.