

SERVICE CONNECTION CHARGES - Continued

Lifeline Service

A. General Regulations

1. Lifeline Service is available to qualifying low-income subscribers for single party residence service.
2. The monthly discount will be the maximum amount allowed by the Missouri Public Service Commission and the Federal Communications Commission; however, this discount will not exceed the sum of the federal subscriber line charge and the recurring charges for voice telephony service. The monthly discount will be the same for Lifeline customers solely subscribing to voice telephony service and for Lifeline customers subscribing to a bundle of services.
3. Lifeline Service will not be furnished on a Foreign Exchange service.
4. Lifeline Service shall not be disconnected for non-payment of toll charges providing the Lifeline customer subscribes to Toll Blocking Service.
5. Toll Blocking Service provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll Blocking for the purposes of Lifeline Service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "Toll Blocking Service" the company will not charge a service deposit.
 - b. Toll Blocking Service is offered to Lifeline subscribers at no charge.

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SERVICE CONNECTION CHARGES - Continued**Lifeline Service - Continued****B. Eligibility Requirements**

1. An applicant must meet all of 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) Food stamps
 - 3) Supplemental Security Income (SSI)
 - 4) Federal Public Housing Assistance or Section 8
 - 5) Low Income Home Energy Assistance Program
 - 6) National Free Lunch Program
 - 7) Temporary Assistance to Needy Families
 - 8) 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). (N)
2. The customer must sign, under penalty of perjury a document certifying:
 - a. He/she is receiving benefits from one of the programs in 1.a. above.
 - b. Name of the program(s) from which they are receiving benefits.
 - c. That he/she will notify the company if he/she no longer participates in the program(s) named in b. preceding.
3. The premises at which the residence service is requested must be the applicant's principal place of residence.
4. 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.
5. Customer Annual Responsibility (N)

All Lifeline customers as of June 1, 2012 must certify with the Company that they are still eligible for Lifeline support by December 31 each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation.
6. Access Recovery Charge (ARC)

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

SERVICE CONNECTION CHARGES - Continued**Lifeline Service - Continued****A. 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 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 Needy 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 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 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).