

**GENERAL EXCHANGE SERVICE TARIFFS**

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## **LIFELINE SERVICE**

### **A. General Regulations**

1. Lifeline service is available to qualifying low-income subscribers for single party residence service.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive:
  - a. Federal Lifeline support of \$9.25,
  - b. Additional Missouri Universal Support up to \$3.50, as long as the total amount of items "a" and "b" do not exceed the sum of the Federal Subscriber Line Charge and the recurring charges for basic local telecommunications services.
3. Lifeline will not be furnished on a Foreign Exchange service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. Toll blocking 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" the company will not charge a service deposit.
  - b. Toll blocking is offered to Lifeline subscribers at no charge.
6. Eligible Lifeline customers are exempt from the Access Recovery Charge (ARC) effective July 1, 2012.\*

### **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 or Missouri Universal Service Fund Low-income assistance 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
    5. Low Income Home Energy Assistance Program
    6. Temporary Assistance to Needy Families
    7. National Free Lunch Program; or
  - b. The customer's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines.\*
2. 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.\*
3. The premises at which the residence service is requested must be the applicant's principal place of residence.

**LIFELINE SERVICES (CONTINUED)****B. Eligibility Requirements (Continued)**

4. There is only one telephone line servicing the residential 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.

**1. Missouri USF Low-Income Assistance**

- A. **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.
- B. **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:
  1. Medicaid
  2. Food stamps
  3. Supplementary Security Income (SSI)
  4. Federal Public Housing Assistance or section 8
  5. Low Income Home Energy Assistance Program (LIHEAP)
  6. Temporary Assistance to Needy Families\*
  7. National Free Lunch Program\*
- C. **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:
  1. Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
  2. Access to local emergency services, including, but not limited to, 911 service established by local authorities
  3. Access to basic local operator services
  4. Access to basic local directory assistance
  5. Standard intercept service
  6. Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
  7. One (1) standard white pages directory listing
  8. Toll blocking or toll control for qualifying low-income customers
- D. **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).

**2. Missouri USF Disabled Assistance**

- A. **General-** A disabled customer, or a dependent, is a customer who requests or receives residential essential local telecommunications service, as defined in section 1(c) of this tariff, and meets the eligibility requirements set forth in this tariff.
- B. **Regulations-** Disabled assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependant, are totally and permanently disabled or blind and receiving any of the following:
- 1) Federal Social Security Disability benefits.
  - 2) Federal Supplemental Security income benefits
  - 3) Veterans Administration benefits
  - 4) State blind pension pursuant to Section 209.010 to 209.160 RSMo
  - 5) State aid to blind persons pursuant to Section 209.240 RSMo
  - 6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.
- C. **Support Amount-** Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed 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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