

## CHECK SHEET

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
Title Page	6 <sup>th</sup> Revised	23	6 <sup>th</sup> Revised	52B	Obsolete
Check Sheet	23 <sup>rd</sup> Revised*	24	5 <sup>th</sup> Revised	52C	Obsolete
1 (TOC)	7 <sup>th</sup> Revised	24A	1 <sup>st</sup> Revised	52D	Obsolete
2 (TOC)	12 <sup>th</sup> Revised	25	1 <sup>st</sup> Revised	53	Obsolete
2.1 (TOC)	Original	26	1 <sup>st</sup> Revised	54	Obsolete
3	1 <sup>st</sup> Revised	27	1 <sup>st</sup> Revised	54A	Obsolete
4	1 <sup>st</sup> Revised	28	3 <sup>rd</sup> Revised	55	Obsolete
5	1 <sup>st</sup> Revised	29	2 <sup>nd</sup> Revised	55A	Obsolete
6	2 <sup>nd</sup> Revised	30	3 <sup>rd</sup> Revised	55B	Obsolete
7	4 <sup>th</sup> Revised	31	1 <sup>st</sup> Revised	55C	Obsolete
8	3 <sup>rd</sup> Revised	32	6 <sup>th</sup> Revised	55D	Obsolete
9	1 <sup>st</sup> Revised	33	21 <sup>st</sup> Revised	56	Obsolete
10	5 <sup>th</sup> Revised	34	13 <sup>th</sup> Revised	57	Obsolete
10A	1 <sup>st</sup> Revised	34A	2 <sup>nd</sup> Revised	57.1	Obsolete
10B	2 <sup>nd</sup> Revised	35	13 <sup>th</sup> Revised	58	Obsolete
10C	Original	35A	10 <sup>th</sup> Revised	58.1	Obsolete
11	4 <sup>th</sup> Revised	35B	1 <sup>st</sup> Revised	58.2	Obsolete
12	2 <sup>nd</sup> Revised	36	5 <sup>th</sup> Revised	59	2 <sup>nd</sup> Revised
13	2 <sup>nd</sup> Revised	36A	6 <sup>th</sup> Revised	60	2 <sup>nd</sup> Revised
14	6 <sup>th</sup> Revised	36B	1 <sup>st</sup> Revised	61	2 <sup>nd</sup> Revised
14A	5 <sup>th</sup> Revised	37	8 <sup>th</sup> Revised	62	Original
14B	6 <sup>th</sup> Revised	37A	3 <sup>rd</sup> Revised	63	Original
14C	5 <sup>th</sup> Revised	38	2 <sup>nd</sup> Revised	64	Original
14D	4 <sup>th</sup> Revised	39	2 <sup>nd</sup> Revised	65	Original
14E	4 <sup>th</sup> Revised	40	3 <sup>rd</sup> Revised	66	Original
14F	8 <sup>th</sup> Revised	41	10 <sup>th</sup> Revised	67	Original
14G	7 <sup>th</sup> Revised	42	13 <sup>th</sup> Revised	68	Original
14H	2 <sup>nd</sup> Revised	42A	1 <sup>st</sup> Revised	69	Original
14I	3 <sup>rd</sup> Revised	43	6 <sup>th</sup> Revised	70	1 <sup>st</sup> Revised
14J	8 <sup>th</sup> Revised	44	3 <sup>rd</sup> Revised	71	3 <sup>rd</sup> Revised *
14K	9 <sup>th</sup> Revised	45	15 <sup>th</sup> Revised	72	Original
14L	1 <sup>st</sup> Revised	45.1	2 <sup>nd</sup> Revised	73	1 <sup>st</sup> Revised*
15	2 <sup>nd</sup> Revised	46	7 <sup>th</sup> Revised	Appendix A	
16	3 <sup>rd</sup> Revised	46A	8 <sup>th</sup> Revised	1	1 <sup>st</sup> Revised
17	4 <sup>th</sup> Revised	47	3 <sup>rd</sup> Revised	2	1 <sup>st</sup> Revised
18	1 <sup>st</sup> Revised	48	2 <sup>nd</sup> Revised	3	6 <sup>th</sup> Revised
19	8 <sup>th</sup> Revised	49	4 <sup>th</sup> Revised	4	1 <sup>st</sup> Revised
20	2 <sup>nd</sup> Revised	49.1	Original	5	1 <sup>st</sup> Revised
21	3 <sup>rd</sup> Revised	50	4 <sup>th</sup> Revised	6	6 <sup>th</sup> Revised
21A	3 <sup>rd</sup> Revised	51	8 <sup>th</sup> Revised	7	2 <sup>nd</sup> Revised
21B	2 <sup>nd</sup> Revised	52	5 <sup>th</sup> Revised	8	2 <sup>nd</sup> Revised
22	3 <sup>rd</sup> Revised	52A	Obsolete		

\*Denotes New/Revised page this filing

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## 1.11 Special Services and Programs

### 1.11.1 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 \$22.99<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>

#### A. Eligibility

1. 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 July 16, 2024, the rate for voice service when bundled with TV and/or Internet service changes from \$19.99 to \$22.99 for all customers.

<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>.

## 1.11 Special Services and Programs (Cont'd.)

### 1.11.1 Lifeline Telephone Service (Cont'd.)

#### B. Lifeline Telephone Service Terms and Conditions (Cont'd.)

3. 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.
4. 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.

#### C. Lifeline Telephone Service Availability

1. 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.
2. 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\*\*:

Bollinger	Boone	Cape Girardeau	Cass
Franklin	Jefferson	Johnson	Lafayette
Lincoln	Perry	Pettis	Pike
Reynolds	St. Charles	Ste. Genevieve	St. Francois
St. Louis	Warren	Washington	

\*\* Lifeline Telephone Service is no longer available in Audrain, Benton, Henry, Iron, Madison, and Wayne counties.

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