
1. LIFELINE ASSISTANCE

A. General

Effective September 13, 2022, Lifeline Service is no longer generally available. It is only available pursuant to the Orders of the PUCO in Case No. 21-0917-TP-UNC and is subject to the conditions specified in those Orders.

1. Lifeline service shall be a flat rate, monthly, primary access line service with touchtone service or any other packages/bundles of service, if available to customers, less the lifeline discount and shall provide all of the following:
 - a. Recurring discount equal to the maximum contribution of federally available assistance will be applied to the customer's monthly service charge;
 - b. Waiver of the Federal Universal Service Fee;
 - c. Waiver of a deposit to establish service;
 - d. Waiver of the applicable service connection charges for establishing service, not more than once per customer at a single address in a twelve month period;
 - e. Free toll restriction and automatic blocking for 900 and 976 calls.
2. Customers qualifying for Lifeline Assistance with past due bills for regulated local service charges shall be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges shall have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.

B. Regulations

1. Lifeline Assistance is available to residential customers who qualify as a low-income consumer pursuant to 47 C.F.R. 54.409, as it may be revised in the future, and who reside in the retained census blocks noted in A., preceding.
2. A customer is not eligible for Lifeline Assistance if he or she is already receiving Lifeline service or if there is anyone else in the customer's household, as defined in C.F.R. 54.400(h), subscribed to a Lifeline service.

1. LIFELINE ASSISTANCE (cont'd)

B. Regulations (cont'd)

3. Eligibility Determination, Certification, and Re-Certification
Effective March 24, 2020, pursuant to 47 C.F.R. 54.404, the National Lifeline Eligibility Verifier (National Verifier) will determine subscriber eligibility and conduct annual recertification. The National Verifier will collect the customer's application, determine eligibility, and give an approval or denial for a Lifeline discount. Once approved, the National Verifier will retain the approval for 90 days, during which time the Company may use the eligibility to provide a Lifeline discount. The Lifeline credit will not be established until the customer's eligibility has been determined by the National Verifier and the customer contacts the Company to apply the Lifeline credit.

5. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES

Schools, libraries, and consortia including those entities that comply with 47 CFR, Section 54.501 will be eligible for the Universal Service Discount Plan for schools and libraries (Plan).

Discounts available to eligible schools and libraries shall be determined based on 47 CFR, Section 54.505.

Services purchased at a discount under this Plan shall not be resold.

A. Terms and Conditions

Plan provisions and eligibility are as detailed in 47 CFR beginning with Section 54.500.

B. Prices

Plan discounts are as detailed in 47 CFR, Section 54.505.

6. UNIVERSAL SERVICE SUPPORT PLAN FOR HEALTH CARE PROVIDERS

Public and non-profit health care providers as defined in 47 CFR, Section 54.601 shall be eligible for this universal service support plan for health care providers (Plan). Services covered by the Plan are all telecommunications services. However, those with a bandwidth capacity are limited to a bandwidth capacity of 1.544 Mbps or less.
Services purchased pursuant to this Plan shall not be resold.

A. Terms and Conditions

Plan provisions and eligibility are as detailed in 47 CFR beginning with Section 54.601

B. Prices

The amount of universal service support for an eligible service provided to a rural health care provider shall be the difference, if any, between the urban rate and the rural rate charged for the service, as defined within these rules.

Plan discounts/support are as detailed in 47 CFR, Section 54.605, 607 and 609.