

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 12/1/2020

Section 8
Leaf: 1
Revision: 1
Superseding Revision: 0

LIFELINE TELEPHONE SERVICE

A. DESCRIPTION

1. Federal Lifeline Discounted Service

The Lifeline program helps to offset some of the costs for broadband and/or voice services to eligible residential subscribers. Depending upon the type of service, the federal program offers a discount of \$5.25 for voice-only subscribers and \$9.25 for broadband service or a bundled service that includes broadband service. To be eligible for the broadband service discount, the broadband speed subscribed to by the customer must be consistent with federally mandated minimum broadband service standards. If the broadband contained in the bundle does not meet the federally mandated minimum service standards, the bundle would be eligible for the voice-only discount.

For voice-only Lifeline subscribers, a flat-rate federal discount of \$5.25, consisting of a reduction of the Federal Subscriber Line Charge and a reduction in the monthly rate for local exchange telephone service will be applied. Customers may choose any type or grade of local telephone service, including bundled voice services that are normally offered by the Company.

In addition to the federal discount of \$5.25, each Lifeline voice-only subscriber eligible to receive federal Lifeline support will also receive an additional NY State discount of \$4.00. Those lifeline subscribers eligible only under the New York State Lifeline Discounted Service are not eligible to receive this additional discount. The discount is located on Addenda 1.

2. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a. above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year. The discount is located on Addenda 1.

3. New York State Lifeline Discounted Service

This service provides a state discount of up to \$9.25 for local exchange telephone service. State only qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. This service is only available to customers that do not qualify under the federal Lifeline program. State qualifications do apply. The discount is located on Addenda 1.

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(C)

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- B. GENERAL (N)
1. Qualified customers may choose one of the Lifeline services as described preceding. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up America program. Service connection charges do not apply to initial changes in service from: (M)
(M)
(N)
- a. Message or flat rate services to Lifeline service.
b. Lifeline service to non-Lifeline services.
- For subsequent changes from one type of service to another, service connection charges as stated in this tariff will apply. (N)
- C. REGULATIONS (T)
1. **Federal Lifeline** These services are restricted to low income residential subscribers. A consumer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size; or to qualify for lifeline service a subscriber must be a recipient of benefits from at least one of the following Entitlement Programs administered by the New York State Office of Temporary and Disability Assistance (OTDA): (C)
- Medicaid;
Supplemental Nutrition Assistance Program (Food Stamps or SNAP);
Supplemental Security Income (SSI);
Federal Public Housing Assistance (FPHA);
Bureau of Indian Affairs General Assistance;
Tribally-Administered Temporary Assistance for Needy Families (TTANF);
Food Distribution Program on Indian Reservations (FDPIR);
Head Start (If income eligibility criteria are met) or;
Veterans Pension
Survivors Pension
2. **New York State Lifeline** These services are restricted to low income residential customers. To qualify for NYS Lifeline service, a customer must be ineligible to receive the Federal Lifeline Service and be a recipient of benefits from any one of the following Entitlement Programs: (N)
- a. National School Lunch
b. Low Income Home Energy Assistance (LIHEAP)
c. Temporary Assistance for Needy Families (TANF)
3. In addition to meeting the qualifications provided above a qualifying low-income consumer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline Service.

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D. RESPONSIBILITY OF THE SUBSCRIBER

1. Applicants must provide proof to the telephone company that they are receiving one or more of the above benefits. Such proof may consist of an up-to-date identification card issued by Department of Social Services or a form letter issued by the telephone company and signed by an authorized representative of Social Services.
2. Lifeline rate treatment will not begin until proof of eligibility is provided to the Company.

E. Voluntary Toll Blocking (Restriction)

Toll blocking functionality is offered at no charge to those Lifeline customers who request this service.

F. Customer Deposit Waiver

No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.

G. Locality Charge Waiver

Locality charges are waived for Lifeline customers.

H. Responsibility of the Telephone Company

1. The company will make annual verification of the subscriber's eligibility status with the New York State Department of Social Services. If, after verification, a subscriber is identified as being ineligible, the subscriber will be notified that, unless the information is shown to be in error, Lifeline rate treatment will be discontinued, and the customer will be billed for discounts received while ineligible for the service.
2. Once the Lifeline benefit begins, it will be continued until a periodic verification check by the Company indicates that the customer is no longer eligible. The Company will notify the customer prior to discontinuing the discount.

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(M)

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LIFELINE TELEPHONE SERVICE

I. RATES AND CHARGES

(M)(T)

1. Service Order Charges

(D)

(D)
(T)

(D)

Qualified Lifeline customers will be charged the following rate for Restoral of Service.

(D)
(T)

	<u>Charge</u>
Restoral Charge	\$10.00

(M)(T)

J. CONNECTION CHARGE ASSISTANCE PLAN

(T)

1. The Connection Charge Assistance Plan provides for a reduction in the charges associated with the connection of new service and moves of existing telephone service, subject to the following eligibility criteria:

- a. Applies only for a single telephone line at the principal place of residence of the applicant.
- b. Applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years of age.
- c. Applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in B. preceding.

2. The following charges apply:

	<u>Nonrecurring Charge</u>
a. Connection of new telephone service	\$10.00
b. Move of existing telephone service	\$10.00

(M) Material relocated from Leaf: 3.

(N)