

**Choice One Communications of New York Inc.**  
**d/b/a EarthLink Business**  
PSC No. 1 - Telephone  
Effective Date: September 8, 2012

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## LOCAL EXCHANGE SERVICES

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### SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (Cont'd.)

#### 8.1 Lifeline Telephone Service, (Cont'd.)

##### 8.1.2 Eligibility, (Cont'd.)

Applicants must provide proof to the Company that they are certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or their authorized representative, as designated by the New York State Department of Social Services and identified as so authorized on the customer's card for any of the above benefits. Lifeline rates will not be offered until proof of eligibility is provided to the Company.

Life Line services are effective upon receipt of a completed and signed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline Customer's eligibility. If a Customer is identified as being ineligible, the Customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

##### 8.1.3 Charges

For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in Section 8.2 following.

Service connection charges do not apply to change existing service from:

A. Flat Rate Service to Basic Lifeline service;

B. Basic Lifeline service to Flat Rate Service.

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Issued By: Vice President - Tax, Atlanta, Georgia 30309