

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 8
Leaf: 2
Revision: 0
Superseding Revision:

LIFELINE TELEPHONE SERVICE

B. REGULATIONS

1. 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):

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Home Energy Assistance Program (HEAP) (State support only)
- National School Lunch Program (State support only)
- Temporary Assistance to Needy Families (TANF) (State support only)
- Veterans Pension
- Survivors Pension

2. Applicants must provide proof to the Telephone Corporation that they are receiving, or have received during the past year, one or more of the above benefits. Lifeline rate treatment will not begin until proof of eligibility is provided to the Telephone Company but will be retroactive to January 1, 1987 for applications received through September 30, 1987.

The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Telephone Company to establish eligibility.

All subscribers, who have had service since January 1, 1987 or earlier, who apply and are certified as eligible for the Lifeline discount between January 1, 1987 and September 30, 1987 will be credited with the discount as of January 1, 1987. For new subscribers, during this period, the discount is credited as of the service connection date.

3. The Company will conduct an annual sample verification process among Lifeline customers to ensure continued Lifeline eligibility. Each sampled customer will receive a letter requesting that they provide proof (copy of agency document) that they are still eligible for the Lifeline discount. Receiving no answer and/or no verification documentation, Frontier will contact the customer an additional time before discontinuing Lifeline rates.
4. Lifeline customers are entitled to Toll Restriction and Third Number Billed/Collect Call Restriction without a monthly charge. There will be no record order charge to add these types of blocking.
5. Lifeline applies only for a single telephone line at the principal place of residence of the applicant.

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