

Time Warner Cable Information Services (New York), LLC
d/b/a Time Warner Cable
P.S.C. No. 3 – Telephone
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LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 4 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

4.4 LIFELINE TELEPHONE SERVICE (CONT'D.)

4.4.2 Eligibility (Cont'd.)

- B. A customer may use the National Verifier¹ application system available at <https://nationalverifier.service-now.com/lifeline> to determine eligibility and submit a Lifeline application (online or by mail). Helpful information about the Lifeline program is available at <https://www.lifelinesupport.org>. A customer may also contact the Company directly for assistance with submitting an application and establishing Lifeline service.
- C. The Customer, or anyone else in the Customer's household, may not receive Lifeline service concurrently from another provider of telecommunications services.
- D. Lifeline services are effective the month following the Company's determination of eligibility.
- E. Every year, customers must show that they still qualify for Lifeline service. The National Verifier will first try to confirm eligibility through an automated process but if that fails then the Customer will be mailed a recertification letter explaining how the Customer can self-certify using online, IVR or mail-in options. Customers must follow these instructions in the specified timeframe or they will be de-enrolled from the program and will lose Lifeline benefits.

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¹ The National Verifier is a centralized system established by the FCC and operated by USAC who establishes program rules, verifies Lifeline applicants' eligibility and recertifies subscriber eligibility annually.

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