

PSC NO: 4 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: December 6, 2014

Section: 6 Leaf: 3
Revision: 0
Superseding Revision:

SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE (cont'd)

3. Responsibility of the Subscriber

- a. 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.
- b. Lifeline rate treatment will not begin until proof of eligibility is provided to the Company.

4. Responsibility of the Telephone Company

- a. 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.
- b. 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.
- c. A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined following.

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

- a. Message Rate Service to Basic Lifeline Service;
- b. Basic Lifeline Service to Message Rate Service.
- c. Flat Rate Service to Flat Rate Lifeline service;
- d. Flat Rate Lifeline Service to Flat Rate Service.

Vice President Regulatory, 180 South Clinton Avenue, Rochester, NY 14646