

**1. LIFELINE ASSISTANCE**

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**A. General**

1. Lifeline service shall be a flat rate, monthly, primary access line service with touchtone service or any other packages/bundles of service, if available to customers, less the lifeline discount and shall provide all of the following:
  - a. Recurring discount equal to the maximum contribution of federally available assistance will be applied to the customer's monthly service charge;
  - b. Waiver of the Federal Universal Service Fee;
  - c. Waiver of a deposit to establish service;
  - d. Waiver of the applicable service connection charges for establishing service, not more than once per customer at a single address in a twelve month period;
  - e. Free toll restriction and automatic blocking for 900 and 976 calls.

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2. Customers qualifying for Lifeline Assistance with past due bills for regulated local service charges shall be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges shall have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.

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**B. Regulations**

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1. Lifeline Assistance is available to residential customers who qualify as a low-income consumer pursuant to 47 C.F.R. 54.409, as it may be revised in the future. (N)
2. A customer is not eligible for Lifeline Assistance if he or she is already receiving Lifeline service or if there is anyone else in the customer's household, as defined in C.F.R. 54.400(h), subscribed to a Lifeline service.
3. Initial Subscriber Eligibility Determination and Certification  
  
The Company will ensure that Lifeline subscribers are eligible to receive Lifeline services consistent with the federal requirements set forth in 47 C.F.R 54.410.
4. Subscriber Eligibility Re-certification  
  
The Company will annually recertify all Lifeline subscribers consistent with the federal requirements in 47 C.F.R. 54.410(f).
5. All other aspects of the state-specific Lifeline service shall be consistent with the federal requirements in 47 C.F.R. 54. (N)

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/1/ Material formerly appeared on 5th Revised Sheet 3.

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/2/ Material formerly appeared on 5th Revised Sheet 4.

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/1/ Material now appears on 4th Revised Sheet 1.

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Issued: November 8, 2016

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In accordance with an Order issued by the Public Utilities Commission of Ohio, dated November 3, 2016,  
Case No. 16-1116-TP-COI.

By Adam Grzybicki, President, Cleveland, Ohio

ATT TN OT-16-0005

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/1/ Material now appears on 4th Revised Sheet 1.

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**3. LIFELINE ASSISTANCE (cont'd)**

**B. Regulations (cont'd)**

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/1/ Material now appears on 7<sup>th</sup> Revised Sheet 6. See 5.c.

Issued: May 31, 2012

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In accordance with an Order issued by the Public Utilities Commission of Ohio, dated October 27, 2010,  
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By Thomas C. Pelto, President, Cleveland, Ohio

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Issued: May 19, 2011

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In accordance with an Order issued by the Public Utilities Commission of Ohio, dated October 27, 2010,  
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By Thomas C. Pelto, President, Cleveland, Ohio

ATT TN OT-11-0025

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**5. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES**

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Schools, libraries, and consortia including those entities that comply with 47 CFR, Section 54.501 will be eligible for the Universal Service Discount Plan for schools and libraries (Plan). Discounts available to eligible schools and libraries shall be determined based on 47 CFR, Section 54.505.  
Services purchased at a discount under this Plan shall not be resold.

**A. Terms and Conditions**

Plan provisions and eligibility are as detailed in 47 CFR beginning with Section 54.500.

**B. Prices**

Plan discounts are as detailed in 47 CFR, Section 54.505.

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/1/ Material now appears on 2nd Revised Sheet 9 in this Section.  
/2/ Material formerly appeared in Original Sheet 13 in this Section.

**6. UNIVERSAL SERVICE SUPPORT PLAN FOR HEALTH CARE PROVIDERS**

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Public and non-profit health care providers as defined in 47 CFR, Section 54.601 shall be eligible for this universal service support plan for health care providers (Plan). Services covered by the Plan are all telecommunications services. However, those with a bandwidth capacity are limited to a bandwidth capacity of 1.544 Mbps or less. Services purchased pursuant to this Plan shall not be resold.

**A. Terms and Conditions**

Plan provisions and eligibility are as detailed in 47 CFR beginning with Section 54.601

**B. Prices**

The amount of universal service support for an eligible service provided to a rural health care provider shall be the difference, if any, between the urban rate and the rural rate charged for the service, as defined within these rules.

Plan discounts/support are as detailed in 47 CFR, Section 54.605, 607 and 609.

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/1/ Material now appears on 3rd Revised Sheet 10 in this Section.

/2/ Material formerly appeared in Original Sheet 14 in this Section.