

LIFELINE

A. LIFELINE SERVICE

1. General

Lifeline is a government assistance program that allows qualifying low-income customers to pay reduced charges for access line service. Lifeline services and discounts are provided in accordance with Federal Communications Commission regulations and any additional state-specific requirements established by the Commission.

Lifeline discounts are funded in whole or in part through application of Lifeline support provided by the federal Lifeline program and by the Commonwealth of Kentucky telecommunications service support program. Lifeline discounts may apply to any residential service plan that includes voice telephony service, including bundled packages of services.

2. Benefits

The Lifeline provided benefits and discounts are:

- a. A federally provided monthly discount of \$5.25 off the customer's access line service. This discount is first applied to waive the monthly federal subscriber line charge (End User Common Line charge) with the remainder applied to the customer's monthly rate for the primary individual line service or primary bundled access line service.
- b. A state provided monthly discount of \$3.50 off the customer's monthly rate for the primary individual line service or primary bundled access line service.
- c. Free toll limitation services (e.g. toll blocking) upon customer request.
- d. A waiver of the Company's service deposit requirement, if the customer elects to receive toll limitation services.

Reductions to customer accounts through this program shall not produce a monthly rate that is below zero.

Lifeline benefits are limited to one per household.

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Effective: December 1, 2020

By: Ted Heckmann, Assistant Secretary and
Managing Director, Regulatory Affairs

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2. Eligibility

Lifeline service is available to qualifying low-income residential customers who are currently participating in one of the following assistance programs:

- a. Federal Public Housing Assistance (Section 8)
- b. Medicaid
- c. Supplemental Nutrition Assistance Program (SNAP)
- d. Supplemental Security Income (SSI)
- e. Veteran Pension Benefits program
- f. Survivor Pension Benefits program

Lifeline Assistance is also available to customers whose total household income is at or below one-hundred thirty-five percent (135%) of the federal poverty level.

Prior to receiving Lifeline benefits the customer will have to verify eligibility through the National Verifier. There are three ways in which to verify eligibility. One: the customer may apply for Lifeline on their own through the consumer portal at www.checklifeline.org. Eligibility *may* be determined immediately after applying online. If the National Verifier cannot prove eligibility the customer will need to upload additional documents as proof of eligibility. Two: the customer may apply by sending their completed application and all supporting documentation via mail. Completed documentation can be sent to the Lifeline Support Center.

Lifeline Support Center
PO Box 7081
London, KY 40742

Three: the customer may bring their completed application and supporting documentation to an authorized retail location where a Cincinnati Bell Telephone representative can assist with National Verifier eligibility. Lifeline benefits will only begin once the completed application form and documentation of eligibility are reviewed and approved through the National Verifier. Customers will not receive retro-active Lifeline credits for periods prior to the approval of National Verifier.

The Company shall follow established processes for recertification through the National Verifier in accordance with FCC requirements.

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Managing Director, Regulatory Affairs

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B. KENTUCKY LIFELINE SUPPORT SURCHARGE

The Kentucky Lifeline Support Surcharge was set up to support Lifeline Service in Kentucky.

The Kentucky Lifeline Support Surcharge is imposed on each residential and nonresidential service access line of all Incumbent Local Exchange Carriers (ILECs), Competitive Local Carriers (CLECs), and Wireless Service Providers' bills, pursuant to Orders issued by the KPSC in Administrative Case No. 360. For purposes of application of this surcharge, access lines are defined as facilities which provide access to and from the telecommunications network for toll and/or local calling with the exception of payphone, remote calling forwarding, radio common carriers, interLATA foreign exchange lines, private line services, other common carriers, and company official accounts.

The surcharge will appear on each customer's bill under the line item "Kentucky Lifeline Support" and will be billed at the rate of \$0.25 per month per line.

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By: Kevin Mann, Director of Regulatory Affairs