

Q. What is LIFELINE?

A. A lower monthly Cincinnati Bell bill, free installation of the basic phone line, and no deposit for income eligible households.

Q. Why LIFELINE?

A. To ensure everyone can afford telephone service.

Q. Who can get LIFELINE?

- A.** You automatically qualify for LIFELINE if you receive one of the following benefits:
- Section 8 Housing/Federal Public Housing
 - Medicaid (Not C.H.I.P.)
 - Food Stamps
 - Supplemental Security Income (SSI)
 - Any Home Energy Assistance Plan (HEAP)
 - SSDI (Supplemental Security Disability Income)
 - Ohio Works First or TANF
 - Free School Lunch Program
 - General Assistance / Disability Assistance

Q. Can I qualify if I don't receive public benefits?

A. You qualify if your household income is no more than 150% of the poverty level. Compare your household income to these numbers. (2009 numbers)

Family Size	Annual Income	150% Poverty Maximum Gross Monthly Income
1	\$15,600	\$1,300.00
2	\$21,000	\$1,750.00
3	\$26,400	\$2,200.00
4	\$31,800	\$2,650.00
5	\$37,200	\$3,100.00
6	\$42,600	\$3,550.00
7	\$48,000	\$4,000.00
8	\$53,400	\$4,450.00

For each additional person, add \$5,400 Annual Income or \$450 Monthly Income. To receive Lifeline benefits based on your income, you must submit documentation of your income with this application.

Q. Can I have optional or extra features on my telephone line with LIFELINE?

A. Yes, all LIFELINE customers may purchase Call-Waiting, if desired. LIFELINE customers may also purchase any optional features that are needed for health or safety reasons. Customers must send CBT a written statement certifying a need for any feature purchased for health or safety.

Q. How do I apply for LIFELINE?

A. Fill out this application form, sign it, and return it along with documentation when required to Cincinnati Bell.

LIFELINE INFORMATION

**\$12.28 Monthly Discount*
Cincinnati Bell LIFELINE**

- Optional features other than Call Waiting are not allowed except for health or safety reasons. LIFELINE discounts do not apply to optional features.
- Discount applies to only one telephone line per account.
- If you apply for this discount, Cincinnati Bell will disconnect your Caller ID or any other optional features you already have other than Call Waiting, unless you certify that the optional features are needed for health or safety reasons.
- Cincinnati Bell may audit your ongoing eligibility for Lifeline.

The Lifeline Assistance Program is not available in Cincinnati Bell-serviced areas of Mason, Monroe, Franklin, Lebanon, Middletown, Dayton and Dayton metro and Springfield.

*Rates as of July 1, 2009

Be sure to fill out this application completely

Failure to completely fill out the application may delay your LIFELINE discount.

CAUTION:

You must be truthful on your application. Cincinnati Bell has the right to verify the information you provide. Falsifying information to get a LIFELINE discount could be treated as perjury

**No Phone?
Disconnected?**

LIFELINE can help you get back on!

LIFELINE payment arrangements available

Who Pays for LIFELINE?

LIFELINE is a Federally Funded program. Cincinnati Bell pays part of the cost of the Cincinnati Bell LIFELINE program.

For more information about LIFELINE call Cincinnati Bell:

**513-565-LIFE (5433)
or TTY: 513-241-2899
or FAX: 800-213-2193**

Calling hours:

**Mon-Fri: 7:30 a.m. – 7:00 p.m.
Saturday: 7:30 a.m. – 1:00 p.m.**

You may also call
Public Utilities Commission of Ohio
Voice 1-800-686-PUCO (7826)
TTY 1-800-686-1570
or Ohio Consumers' Counsel (OCC)
1-877-PICKOCC (742-5622)

Cincinnati BellSM

APPLICATION FORM

**OHIO LIFELINE
TELEPHONE DISCOUNT**

Cut your Monthly Phone Bill by \$12.28!*

SAVE MONEY!

**Monthly Discount
Free Installation
No Deposit**

For Income Eligible Residents

**No phone?
Disconnected?
Call 513-565-LIFE (5433)
TTY: 513-241-2899
Fax: 1-800-213-2193**

Cincinnati BellSM

THIS IS NOT AN APPLICATION FOR TELEPHONE SERVICE

CAUTION: By signing and submitting this application, you certify that each of the items you have checked is true.

**Questions?
CALL
513-565-LIFE**

Write your initials in the box below to sign up for the LIFELINE discount.

\$12.28 Monthly Discount with Restrictions*

- You understand that Call Waiting is the only optional feature you can have with LIFELINE. To buy or order other features, you must certify that you need them for health or safety reasons.
- If you now have Caller ID or any other optional features, Cincinnati Bell will turn them off unless you certify that you need them for health or safety reasons.

*Rates as of July 1, 2009

MAIL TO: Cincinnati Bell Lifeline
11 Grandview Circle, Suite 120
Canonsburg, PA 15317
OR FAX TO: 1-800-213-2193

AGENCY CODE _____

Public Benefit Programs

Please check the boxes below for each of the programs from which you receive benefits. If you do not receive benefits from these programs, you must fill out the income eligible information section below.

- Section 8 Housing/Federal Public Housing
- Medicaid (Not C.H.I.P.)
- Food Stamps
- Supplemental Security Income (SSI)
- Any Home Energy Assistance Plan (HEAP)
- SSDI (Supplemental Security Disability Income)
- Ohio Works First or TANF
- Free School Lunch Program
- General Assistance/Disability Assistance

Income Eligible

Check box, fill in all information and attach supporting documentation.

Customers enrolling in LIFELINE through income eligibility must submit documentation of income. This documentation should be sent with this application. Examples of acceptable documentation include the most recent:

- Current year's federal income tax return
- Current year's state income tax return
- Current year's W-2
- Current Income statement from employer
- Most recent three month's pay stubs
- Most recent Social Security statement of benefits
- Most recent Veteran's Administration Statement of benefits
- Most recent retirement/pension statement of benefits
- Most recent unemployment statement of benefits
- Most recent Workmen's Compensation statement of benefits
- Other legal document(s) showing current income, e.g. divorce decree of child support document (specify) _____

My household income is no more than 150% of the poverty level (See table on the other side of this application.)

There are _____ people in my household.

My household total gross monthly income is

\$ _____

Personal Eligibility

You must check all to qualify.

- My telephone is listed in my name or my spouse's name; and;
- I am not listed as a dependent on another person's income tax return (customers over 60 are exempt from this rule); and;
- The address on this form is my primary residence and not a second home or business; and;
- I will promptly notify Cincinnati Bell if any of these things change.

Complete Application & Sign

(All information is required)

Applicant's Name (please print)

Social Security Number
(Needed to verify your telephone number)

Address of Phone Service

City, State, Zip Code

Past or Current Telephone Number

I authorize Cincinnati Bell or its representative to have access to any records of public agencies or employers needed to verify my statements on this application and to confirm LIFELINE eligibility. I state under penalty of perjury that all representations on this application are true. I will promptly notify Cincinnati Bell if I no longer receive benefits from at least one of these programs and my income is above the maximum limit.

Signature

Date

Customers who receive LIFELINE benefits may order Call Waiting and/or an additional line at the usual, non-discounted rates.

LIFELINE customers will not be able to order any other calling features, such as Caller ID, unless the customer certifies a health or safety need for the additional features.

The usual non-discounted rates will apply to features purchased for health or safety reasons.

Customers who want to add features for health or safety reasons must call Cincinnati Bell to order those features and subsequently submit a certification statement.

To certify that a calling feature is needed for a health or safety reason, the customer must send a signed, written statement to CBT that the feature is needed for health or safety purposes. No additional documentation is required.

The certification statement should include the customer's name, address, telephone number, and the feature(s) needed for health or safety reasons.

The certification statement should be mailed or faxed to the same locations as this application form. Customers who are new to Lifeline should enclose the certification

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