

No Phone? Disconnected? LIFELINE can help you get service back on!

Payment arrangements available

\$12.24 Monthly Discount* Cincinnati Bell LIFELINE

*Minimum discount as of March 2011

- Discount applies to only one telephone line per account.
- Discount higher in some areas.
- 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 metro, Oxford, Springfield, Troy, Wilmington or Xenia.

Who Pays for LIFELINE?

Cincinnati Bell pays part of the cost of the LIFELINE program, and the rest is federally funded.

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

• LIFELINE APPLICATION •

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)
- Home Energy Assistance Program (HEAP)
- SSDI (Supplemental Security Disability Income)
- Ohio Works First or TANF
- Free School Lunch Program
- General Assistance/Disability Assistance

Income Eligible

Complete this section ONLY if you do not receive benefits from one of the above listed Public Benefits Programs. Check box and fill in all information.

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

\$ _____

Customers enrolling in LIFELINE through income eligibility must submit documentation of income. Copies of your documentation must be attached to this application. Examples of acceptable documentation include the most recent:

- Federal income tax return
- State income tax return
- W-2 forms
- Income statement from employer
- Three month's pay stubs
- Social Security statement of benefits
- Veteran's Administration Statement of benefits
- Retirement/pension statement of benefits
- Unemployment statement of benefits
- Workmen's Compensation statement of benefits
- Other legal document(s) showing current income, e.g. child support document (specify)

• LIFELINE APPLICATION •

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;
- My household does not receive any other LIFELINE service, including Wireless LIFELINE.
- I will promptly notify Cincinnati Bell if any of these things change.

Complete Application & Sign

(All information is required)

Applicant's Name (please print)

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 or if I otherwise no longer qualify for LIFELINE.

Signature

Date

Agency Code: _____

THIS IS NOT AN APPLICATION FOR TELEPHONE SERVICE

CAUTION: This application is to certify your household's eligibility for LIFELINE. By signing and submitting this application, you certify that each of the items you have checked is true.

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

MAIL TO: Cincinnati Bell Lifeline
11 Grandview Circle, Suite 120
Canonsburg, PA 15317

OR FAX TO: 1-800-213-2193

Questions?
Call 513-565-LIFE

Cincinnati BellSM

Q. What is LIFELINE?

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

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)
 - Home Energy Assistance Program (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. If your household's gross income is equal to or less than the amounts in the following table, your household is eligible for Lifeline. (Amounts as of March 2011).

Family Size	Maximum Income	Maximum Gross Monthly Income
1	\$16,335	\$1,361
2	\$22,065	\$1,839
3	\$27,795	\$2,316
4	\$33,525	\$2,794
5	\$39,255	\$3,271
6	\$44,985	\$3,749
7	\$50,715	\$4,226
8	\$56,445	\$4,704

For each additional person, add \$5,730 Annual Income or \$478 Monthly Income.

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

A. Yes, LIFELINE customers may purchase any optional features at the regular price for the features.

Q. Can I have wireless LIFELINE and landline LIFELINE?

A. No. Only one LIFELINE benefit is permitted per household. You must choose which service receives the LIFELINE discount.

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.

OHIO LIFELINE TELEPHONE DISCOUNT

Cut your Monthly Landline Phone Bill by at least \$12.24!*

SAVE MONEY!

Monthly Discount
Free Installation
No Deposit
Free Toll Limitation

For Income Eligible Residents

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