

**CINCINNATI BELL EXTENDED TERRITORIES LLC**  
**Residential Service Agreement- Local Telephone Services**  
**Nonresidence Service Agreement- Local Telephone Services**

**Section 22- Lifeline**

Original Page 1

LIFELINE

A. LIFELINE ASSISTANCE

1. Regulations

a. Benefits

Lifeline shall be a flat-rate, monthly, primary access line service with touch-tone service, or any other services and bundles or packages of services, if available to customers, less the Lifeline discount, and shall provide the following:

1. A recurring discount to the monthly basic local exchange service rate or other local service rate that provides for the maximum contribution of federally available assistance.
2. Not more than once per customer at a single address in a twelve-month period, a waiver of all nonrecurring service order charges for establishing service. (See Note 1.)
3. Free blocking of toll service, 900 service and 976 service.
4. A waiver of the federal universal service fund end user charge
5. A waiver of the Company's local telephone service deposit requirement.

Note 1: The Lifeline nonrecurring charge waiver applies only to establishing access line service. The waiver does not apply to nonrecurring charges for optional services or features ordered with the access line including charges to establish a service bundle.

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Original Page 2

LIFELINE

A. LIFELINE ASSISTANCE (Continued)

1. Regulations

a. Eligibility

Lifeline Assistance is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:

1. Federal Public Housing Assistance or Section 8
2. Survivor Pension Benefits Program
3. Veteran Pension Benefits Program
4. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid.
5. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
6. Supplemental Nutritional Assistance Program (SNAP/Food Stamps)

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](http://www.checklifeline.org). Eligibility *may* be determined immediately after applying online. If the National Verifier cannot prove eligibility the customer will need to upload more 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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1<sup>st</sup> Revised Page 3  
Cancels Original Page 3

LIFELINE

A. LIFELINE ASSISTANCE (Continued)

1. Regulations (Continued)

b. Payment Arrangements

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 the regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll charges shall have toll restricted service until such past due toll charges have been paid in full or until the customer establishes service with a subsequent toll provider.

- c. All aspects of Lifeline Assistance shall be consistent with the federal requirements and any additional state-specific requirements, including, but not limited to 47 C.F.R. Part 54, Subpart E; The FCC's Lifeline Modernization Order (Third Report and Order released on April 27, 2016, WC Docket No. 11-42, FCC 16-38, et.al. Ohio Administrative Code; and, the Commission's nontraditional Lifeline service order (Finding as Order adopted May 23, 2012, Case No. 10-2377-TP-COI) and any subsequent entries and/or orders. Additional state-specific requirements are tariffed in parts A.1.a., A.1.b., and A.1.c. of this section.

2. Rates and Charges

a. Monthly Pricing with Lifeline

All Lifeline customers receive an FCC prescribed \$5.25 discount on their local monthly service rates. (C)

- b. Lifeline will be offered in Ohio in the specific areas authorized by the Ohio Public Service Commission in case number(s): 18-1685-TP-UNC