

1. LIFELINE ASSISTANCE

A. General

Effective June 11, 2019, Lifeline service is available only to eligible subscribers who reside in the retained census blocks identified in Exhibit B of "Petition of AT&T Ohio for Order Confirming Relinquishment of Eligible Telecommunications Carrier Designation in Specified Areas" filed on September 7, 2017 in PUCO Case No. 17-1948-TP-UNC.

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The list of retained census blocks in Exhibit B may be found at the following link:
(Copy and paste into internet browser)

<http://dis.puc.state.oh.us/DocumentRecord.aspx?DocID=3646b9ba-d5e7-49aa-87f5-6254b79db0b0>

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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.
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.

B. Regulations

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, and who reside in the retained census blocks noted in A., preceding.
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.

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/1/ Material formerly appearing on this Sheet now appears on Sheet 2.

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Issued: June 11, 2019

Effective: June 11, 2019

In accordance with approval of the Public Utilities Commission of Ohio, June 10, 2019, Case No. 19-1082-TP-ATA.

By Adam Grzybicki, President, Cleveland, Ohio

ATT TN OT-19-0004

1. LIFELINE ASSISTANCE (cont'd)

B. Regulations (cont'd)

3. Eligibility Determination, Certification, and Re-Certification
Effective March 24, 2020, pursuant to 47 C.F.R. 54.404, the National Lifeline Eligibility Verifier (National Verifier) will determine subscriber eligibility and conduct annual recertification. The National Verifier will collect the customer's application, determine eligibility, and give an approval or denial for a Lifeline discount. Once approved, the National Verifier will retain the approval for 90 days, during which time the Company may use the eligibility to provide a Lifeline discount. The Lifeline credit will not be established until the customer's eligibility has been determined by the National Verifier and the customer contacts the Company to apply the Lifeline credit.

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

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Issued: November 8, 2016

Effective: December 2, 2016

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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Issued: November 8, 2016

Effective: December 2, 2016

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

3. LIFELINE ASSISTANCE (cont'd)

B. Regulations (cont'd)

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

Issued: May 31, 2012

Effective: June 1, 2012

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated October 27, 2010,
Case No. 10-1010-TP-ORD.

By Thomas C. Pelto, President, Cleveland, Ohio

ATT TN OT-12-0004

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Issued: November 8, 2016

Effective: December 2, 2016

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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Issued: May 19, 2011

Effective: May 19, 2011

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated October 27, 2010,
Case No. 10-1010-TP-ORD.

By Thomas C. Pelto, President, Cleveland, Ohio

ATT TN OT-11-0025

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PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

3rd Revised Sheet 11
Cancels 2nd Revised Sheet 11
and Original Sheet 13 (N)

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.

Issued: December 19, 2007

Effective: December 19, 2007

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17839

PART 4 - Exchange Access Services
SECTION 4 - Telephone Assistance Programs

2nd Revised Sheet 12
Cancels 1st Revised Sheet 12
and Original Sheet 14 (N)

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.

Issued: December 19, 2007

Effective: December 19, 2007

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17839