

LOCAL SERVICE TARIFF
PUCO NO. 1

CINCINNATI BELL TELEPHONE COMPANY LLC

Section 4
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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE

1. General

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:

- a. 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.
- b. 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.)
- c. Free blocking of toll service, 900 service and 976 service.
- d. A waiver of the federal universal service fund end user charge
- e. 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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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

2. 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. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid.
2. Supplemental Nutritional Assistance Program (SNAP/Food Stamps)
3. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
4. Supplemental Security Insurance - blind and disabled (SSD)
5. Federal Public Housing Assistance or Section 8
6. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP)
7. National School Lunch Program's Free Lunch Program (NSL)
8. Temporary Assistance to Needy Families (TANF/Ohio Works)
9. General Assistance, including disability assistance (DA)

Lifeline Assistance is also available to customers whose total household income is at or below one-hundred fifty percent (150%) of the federal poverty level.

The Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one or more of the programs listed in A.2.a of this section and identifying the specific program(s) from which the customer receives benefits; or that the household meets the income qualification identified in this section and provide documentation of income as noted in this section A.2.a Furthermore, the customer must agree to notify the Company if the customer ceases to participate in such program(s) or no longer meets the income qualification.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

2. Regulations (Continued)

a. Eligibility (Continued)

The Company must verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.

Consistent with federal law, examples of acceptable income documentation include the most current:

1. State or federal income tax return
2. Income statement or W-2 from an employer
3. Three consecutive months pay stubs
4. Social Security statement of benefits
5. Retirement/Pension statement of benefits
6. Unemployment/Workmen's Compensation statement of benefits
7. Any other legal document that would show current income such as a divorce decree or child support document.

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 service charges have been paid or until the customer establishes service with a subsequent toll provider.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

2. Regulations (Continued)

c. Terms and Conditions

All other aspects of the state-specific Lifeline service shall be consistent with the federal requirements. The rates, terms, and conditions for Lifeline service shall be tariffed in accordance with Rule 4901:1-6. O.R.C.

The Company shall provide written notification, as described in Parts A.3.a and A.3.b. of this section, to the customer applying for Lifeline service that is determined ineligible for Lifeline and shall provide an additional 30 days to prove eligibility as described in Part A.3.c. of this section.

The Company shall provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The Lifeline customer shall have an additional sixty (60) days to submit acceptable documentation of continued eligibility, as described in Part A.4. of this section, or dispute the findings regarding termination of benefits.

The Company shall establish procedures to verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.509-54410.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

3. Enrollment Process

a. Program Qualified Customers

The enrollment process and rules in this Part A.3.a. apply only to customers who qualify for Lifeline Assistance through one of the programs listed in Part A.2.a. of this section.

Current customers who convert to Lifeline will receive Lifeline benefits beginning on the day that the customer requests conversion to Lifeline.

New customers will begin receiving Lifeline benefits on the service establishment date.

The customer must submit a completed Lifeline application certifying eligibility to receive Lifeline benefits within 15 business days of the request to establish Lifeline service. Customers who do not submit the appropriate certification within 15 business days are subject to termination of Lifeline benefits in accordance with the "Notice of Non-qualification" described in Part A.3.c. of this section.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

3. Enrollment Process (Continued)

b. Income Qualified Customers

The enrollment process and rules in this Part A.3.b. apply only to customers who qualify for Lifeline Assistance through the income qualifier in Part A.2.a. of this section.

Customers enrolling in Lifeline through income eligibility must submit appropriate documentation of eligibility prior to receiving Lifeline benefits. Examples of acceptable income documentation are identified in Part A.2.a of this section.

The customer must submit a completed Lifeline application certifying eligibility to receive Lifeline benefits and the supporting documentation verifying income eligibility within 15 business days of the request to establish Lifeline service. Customers who return the appropriate documentation within 15 business days will receive Lifeline benefits retro-active to the date the customer requested Lifeline service or to the date that service was established for customers who established new service.

Customers who do not submit documentation within 15 business days will not receive retro-active Lifeline credits. Rather, Lifeline benefits will begin on the date the application and supporting documentation is received by the Company.

Customers who submit insufficient documentation will receive notice in accordance with Part A.3.c. of this section. Customers who subsequently submit sufficient documentation will receive Lifeline benefits retro-active to the date the customer requested Lifeline service or to the date that service was established for customers who established new service.

The Company will review all submitted documentation within 60 days.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

3. Enrollment Process (Continued)

c. Notice of Non-qualification

The Company shall provide written notification to customers that do not qualify for Lifeline Assistance or that fail to submit acceptable documentation. The notice shall give customers an additional 30-day opportunity to prove eligibility or dispute the Company's determination.

The written notification must include:

1. The earliest date termination of Lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits;
2. The reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility;
3. Contact information for the Company; and
4. A statement explaining who customers may contact in the event of a dispute.

If a customer disagrees with the Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

4. Verification for Continued Eligibility

The Company must notify customers at least 60 days prior to the Company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include:

- a. The earliest date termination of Lifeline benefits would occur;
- b. The reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility;
- c. Contact information for the Company; and
- d. A statement explaining who the customer should contact in the event of a dispute.

Should a customer fail to submit proper documentation within the 60-day period, the Company will terminate the customer's Lifeline discounts. Documentation received after the 60-day period will be treated as a new application for Lifeline benefits, and Lifeline benefits will resume on the date the documentation is received.

If a customer disagrees with the Company's findings regarding continued eligibility for Lifeline benefits, the customer may make an informal/formal complaint with the Public Utilities Commission of Ohio.

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

5. Rates and Charges

a. Price Flexibility

All of the Company's exchanges have been deemed competitive and have been accorded the pricing flexibility defined in 4901:6-14 (C) O.A.C. which caps BLES monthly rates at annual increases of no more than \$1.25 per line.

The annual period for rate increases is defined to begin on the anniversary date.

b. Monthly BLES Pricing with Lifeline

The monthly BLES rates under the Lifeline Residential Rate Program, the maximum allowable rates, and the anniversary dates are as follows:

<u>Exchange</u>	<u>Monthly Charge</u>	<u>Maximum Rate</u>	<u>Anniversary Date</u>
Bethany	12.20 (I)	12.20	January 4, 2012
Bethel	13.20 (I)	13.20	January 4, 2012
Cincinnati			
All central offices except Miami or Sayler Park	11.20 (I)	11.20	January 4, 2012
Miami or Sayler Park central offices	12.20 (I)	12.20	January 4, 2012
Clermont			
Cherry Grove central office	11.20 (I)	11.20	January 4, 2012
Batavia, Hamlet or Tobasco central offices	12.20 (I)	12.20	January 4, 2012
New Richmond central office	13.20 (I)	13.20	January 4, 2012

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LIFELINE/LINK-UP REQUIREMENTS

A. LIFELINE ASSISTANCE (Continued)

5. Rates and Charges (Continued)

b. Monthly BLES Pricing with Lifeline (Continued)

<u>Exchange</u>	<u>Monthly Charge</u>	<u>Maximum Rate</u>	<u>Anniversary Date</u>
Hamilton			
Crescentville or Fairfield central offices	11.20 (I)	11.20	January 4, 2012
Hamilton central office	12.20 (I)	12.20	January 4, 2012
Harrison	12.20 (I)	12.20	January 4, 2012
Little Miami	12.20 (I)	12.20	January 4, 2012
Newtonsville	13.20 (I)	13.20	January 4, 2012
Reily	13.20 (I)	13.20	January 4, 2012
Seven Mile	13.20 (I)	13.20	January 4, 2012
Shandon	13.20 (I)	13.20	January 4, 2012
Williamsburg	13.20 (I)	13.20	January 4, 2012

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LIFELINE/LINK-UP REQUIREMENTS

B. LIFELINE RECOVERY SURCHARGE

1. General

Incumbent Local Exchange Carriers (ILECs), in accordance with Section 4927.13 (D) of the Revised Code, may recover from end users any Lifeline service discounts that are not recovered through state or federal funding or whose recovery is prohibited by law. In accordance with 4901:1-6-19 (P) O.A.C., ILECs may recover these discounts through a customer billing surcharge on retail customers, excluding those with Lifeline service.

The Company's Lifeline Recovery Surcharge is calculated to recover the difference between the Company's Lifeline prices and the Company's standard retail service prices, minus any portion of the price differences that are recovered through federal or state funding. The Company will update this calculation at least once per year in accordance with 4901:1-6-19 (R) O.A.C.

The Lifeline Recovery Surcharge is imposed on each residence, nonresidence, and payphone access line, other than Lifeline service. For purposes of application of this surcharge, access lines are defined as facilities, which provide access to and from the telecommunications network for toll service and for local calling. Not included in this definition are remote call forwarding and Cincinnati Bell official accounts.

2. Rates and Charges

Monthly Charge

Lifeline Recovery Surcharge, per Line: \$ 0.30 (R)

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