

FILE University Settlement

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January 19, 2007

Ms. Renee Jenkins
Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, OH 43215

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PUCO

Re: Case No. 02-3069-TP-ALT

Dear Ms. Jenkins:

We would like to take this opportunity to express our opinion regarding the Lifeline Ohio Program and the ability for customers to choose their features. We support the efforts of AT&T to eliminate current restrictions that prevent Lifeline customers from purchasing features such as Caller ID and 3-way calling. We have heard from our clients that the current process is restrictive and understand that this can actually lead to them paying higher prices. This is obviously not what anyone wants.

We have struggled in recent months getting interest from clients to enroll in the program. Several have expressed to us that they are able to get all of the calling features they need through a cellular service. But they are choosing to pay higher prices to have these features. And cellular service is limiting the family's access to telephone service because the service is not always available at home. For a myriad of reasons, that is a concern we have about our clients and their families.

We feel that all Lifeline customers should be offered and allowed the same opportunities other customers have to choose the services that best meet their needs. It is our opinion that Lifeline enrollment would increase if these restrictions were eliminated. We want to work with PUCO and AT&T on the improvement of this program to make affordable telephone services available to all in need. We think that any and all steps that can be taken to simplify the rules and assist improving enrollment should be pursued.

Thank you for the opportunity to share our thoughts and concerns about this wonderful program. We are grateful to AT&T to have been chosen for this program and grateful to PUCO for your role in making it the most effective and efficient program it can be for the people in Ohio that are in need.

Sincerely,



Beth A. Gaglione
Director of Development

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