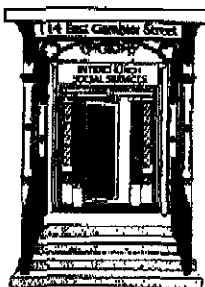


FILE



# INTERCHURCH SOCIAL SERVICES of Knox County, Inc.

114 East Gambier Street  
Post Office Box 1052  
Mount Vernon, Ohio 43050  
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United Way  
of Knox County

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FAX

September 11, 2008

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

Re: Case No. 00-1532-TP-COI

Dear Ms. Jenkins,

My name is Joy Harris and I am the Executive Director of Interchurch Social Services of Knox County, Inc. (ISS). ISS is an emergency needs provider assisting low-income residents in Knox County. Services include food pantry and financial aid for rent, utility disconnects, prescriptions and transportation for medical appointments. I am writing today in support of the Embarq Waiver of Lifeline Vertical Services Restrictions.

As an emergency needs provider, ISS staff encourages clients to participate in the many mainstream support services available including Food Stamps, HEAP and Lifeline. At times, eligible clients will decline the application for Lifeline. There are a variety of reasons, but one we hear regularly is that they don't want to give up their voice mail and caller ID services. These services allow them the flexibility to receive messages from medical providers and others when they are out and to ignore nuisance calls. Lifeline customers could benefit from being able to subscribe to these features and packages offered at significant discounts. The sign-up process would be simplified and reduce customer confusion re: services.

I urge the Public Utilities Commission of Ohio to honor the waiver of Lifeline Vertical Services Restrictions. Please give consumers the right to choose services that add to the quality of their life.

Sincerely,

Joy Harris  
Executive Director

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Technician Date Processed 9-11-08



Doing Together What We Could Never Do Separately