

110 East High Street
Mount Vernon, OH 43050

tel 740-397-5721
fax 740-397-5762

unitedway@ecr.net
www.uwayknox.org
www.knoxlink.org

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United Way
of Knox County

September 10, 2008

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

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

Dear Ms. Jenkins:

In serving on Embarq's Lifeline Board, I have become more aware of benefits of this important program, as well as a barrier for some of our clients. We know that the Embarq Lifeline Service helps to reduce monthly fees for basic telephone service to qualified applicants by approximately \$17 per month. And we also know that vertical services such as Caller ID, 3-Way Calling, Call Forwarding, Voice Mail, etc. cannot be offered to these lifeline candidates unless the customer provides a signed statement certifying a medical or safety need for service. I feel, as well as Embarq feels, that these customers are being unduly burdened and discriminated against and we wish to seek elimination of this restriction.

Elimination of this rule would allow all eligible subscribers to take advantage of the lifeline discount, even those using vertical services. In addition, by eliminating the rule, you would also eliminate the cumbersome process of obtaining a signed statement that certifies a medical or safety need for the service. Your elimination of the rule would not only make the overall process much simpler, it would eliminate some consumer angst regarding the possibility that they might risk losing their Lifeline discounts if they want to take a vertical service.

Today, more than ever, technology is woven deep into our daily lives. So many changes have been made in the telecommunications market that Lifeline customers have an appreciation for and expectation of being able to utilize what many of us view as basic communications services - voice mail in particular. Your potential decision of eliminating this restriction would help us better meet a need and improve customer relations by the doing away with confusion and frustration along with the opportunity to increase capacity for serving more consumers.

Your consideration of Embarq's request to eliminate this restriction is appreciated.

Sincerely,

Jennifer C. Odenweller
Executive Director

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