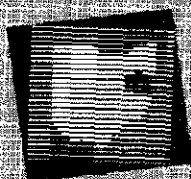


FILE



CAA

COMMUNITY ACTION AGENCY
OF COLUMBIANA COUNTY

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22 January 2007

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PUCO

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

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

Dear Ms. Jenkins:

The Community Action Agency of Columbiana County, Inc. wishes to express support for AT&T's efforts to eliminate custom calling feature restrictions relating to Lifeline Ohio services. These restrictions are not responsive to customer needs. Eliminating these restrictions will reduce confusion and permit low-income customers to choose which telecommunications services best meet their needs. FCC Lifeline guidelines do not call for the same restrictions the State of Ohio imposes. Nor do other states in which AT&T provides service have similar restrictions. Indeed, the FCC has stated that it believes restrictions on vertical services could discourage enrollment in the program.

Customers who want only basic telephone service will be able to order only that service. However, there are Lifeline customers that need and want other services currently unavailable to them, such as Caller ID and 3-Way calling. Although current rules allow for a customer to disclose they have medical or safety needs for such services, they not often wish to do so. Consequently these customers often go without a much needed service, or perhaps, choose to give up the Lifeline discount.

Lifeline customers should have the same opportunities other customers have to consider other services and benefit from cost-savings currently not available to them. The goal of the Lifeline plan should be to make phone service affordable, not control customer decision-making and use of telephone services. We ask that our clients and other Lifeline customers be afforded the opportunity to make their own choices for telecom services. We believe our Lifeline customers would benefit from eliminating these restrictions and urge you to approve AT&T's waiver request. Thank you.

Sincerely,

Carol F. Bretz

Executive Director

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Technician RB

Date Processed 1/24/07