

From: [Shanequa Jones](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00216296 [ref:_00Dt0GzXt_500t0A07Kt:ref]
Date: Friday, July 06, 2018 8:32:58 AM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00216296

COMPANY:

CUSTOMER: Diane Schwing

ADDRESS: Refused, Refused, Ohio Refused

SERVICE ADDRESS: Refused, Refused, Ohio Refused

AIQ: AT&T Ohio

NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #:

SUBJECT: AT&T Ohio - Assistance Programs

Please docket the attached in the case number above.

Please do not allow AT&T to drop their Line Line discount. It is another example of mega corporations & companies quest for profits. I cannot imagine that Ohio would allow this to happen...their is no alternative for me. I don't think you need more informationjust don't allow this to happen!

Sincerely,

Shanequa Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Assistant

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



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Case Number: 00216200

Dear Frank Matthews:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding AT&T Ohio (AT&T) and the Lifeline program.

On September 17, 2017, AT&T filed a petition to discontinue its participation in the federal Lifeline program throughout the majority of its service area. If approved by the PUCO, AT&T will no longer provide the \$9.25 discount to its Lifeline customers. In order to continue to receive Lifeline discounts, AT&T customers would need to enroll with a different provider. A list of carriers providing Lifeline discounts is available online at www.lifelinesupport.org.

However, the Federal Communications Commission (FCC) has a pending proposal to discontinue Lifeline support for certain wireless carriers. If approved by the FCC, this would reduce the number of available Lifeline providers. The PUCO has previously advocated that the FCC not adopt this proposal.

AT&T's application and all related documents are available at www.PUCO.ohio.gov, case number 17-1948-TP-UNC. Click on the link to "Docketing Information System (DIS)" and enter the case number in the search field. Your comments have been filed in the case docket; as a result, your comments will form a permanent part of the record.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Shanequa Jones
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Assistant
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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From: [Shanequa Jones](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00216200 [ref:_00Dt0GzXt._500t09zyan:ref]
Date: Friday, July 06, 2018 11:46:49 AM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00216200
COMPANY:
CUSTOMER: Frank Matthews
ADDRESS: , ,
SERVICE ADDRESS: Refused, Refused, OH Refused
AIQ: AT&T Ohio
NIQ:

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DOCKETING CASE #:17-1948-TP-UNC

SUBJECT: AT&T Ohio - Assistance Programs

Please docket the attached in the case number above.

Ohio Bell, Ameritech, SBC and AT&T all over the years petitioned and were granted regulatory relief in numerous legislative actions. Part of the trade-off that they made to get many Bills passed was the commitment of BLES Service Standards and a commitment to lower income Ohio residents of Lifeline service.

AT&T may quickly tout it will still provide Lifeline discounts, in areas in which it receives CAF II broadband subsidies, per FCC guidelines.

AT&T justifies nixing the Lifeline subsidy in the non-CAF areas because "AT&T no longer receives high-cost rural support." In other words, we are not really discontinuing Lifeline we are just narrowing the geography where we participate to the areas where we get High-Cost support."

The justification is irrelevant. There are many eligible Lifeline consumers in urban areas where AT&T never received high-cost rural support.

Per the PUCO, AT&T Ohio identified 10,482 customers that may be affected by it no longer providing Lifeline discounts.

AT&T will also likely testify that a high percentage of Ohioans use Lifeline credits on cell phones and landline usage is shrinking, no matter how small the number of subscribers, this is a slap in the face to elderly and low-income people by a billion dollar corporation that just got massive tax cuts.

Please deny AT&T's application.

Frank Mathews
Admin Dir
Communications Workers of America D4

Sincerely,

Shanequa Jones

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Assistant
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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From: [Shanequa Jones](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00216287 [ref:_00Dt0GzXt_500t0A05dA:ref]
Date: Friday, July 06, 2018 8:47:14 AM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00216287

COMPANY:

CUSTOMER: S.A. Linden

ADDRESS: 904 Norris Dr, Columbus, Ohio 43224

SERVICE ADDRESS: 904 Norris Drive

43224, Columbus, OH 43224

AIQ: AT&T Ohio

NIQ: (614) 262-3092

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DOCKETING CASE #:17-1948-TP-UNC

SUBJECT: AT&T Ohio - Assistance Programs

Please docket the attached in the case number above.

Allowing AT&T to stop participating is a slippery slope and sets a bad example. They are certainly wealthy enough to be able to continue participating in this program! I don't use AT&T now, but I used to and their fees are way higher than WOW, the company I'm with now. If AT&T is going to gouge the public, they should help with the customers who can't afford them without LifeLine.

Sincerely,

Shanequa Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Assistant

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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From: [Rayshon Eaves](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00216437 [ref:_00Dt0GzXt._500t0A0lqr:ref]
Date: Friday, July 06, 2018 10:04:32 AM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00216437

COMPANY:

CUSTOMER: Patricia Garrison

ADDRESS: 421 West Grant Street, Kent, Ohio 44240

SERVICE ADDRESS: 421 West Grant Street, Kent, Ohio 44240

AIQ: AT&T Ohio

NIQ: (330) 673-6118

If AT & T takes away Lifeline, I will not be able to afford my phone service. I live alone and have had a stroke and I need land line to call 911. Everything is going up except my SS which has not had an increase in 4 yrs. I live on \$1100 a month and I own my own home. I am very close to being homeless if one more thing goes up or gotten rid of. Please do not let greedy AT&T do this to the Elderly-70 years old. I don't know what will happen to my friends and I if we lose Life Line.

DOCKETING CASE #: 17-1948-TP-UNC

SUBJECT: AT&T Ohio - Regarding PUCO

Please docket the attached in the case number above.

Sincerely,

Rayshon Eaves

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Assistant
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

7/6/2018 12:27:32 PM

in

Case No(s). 17-1948-TP-UNC

Summary: Public Comment electronically filed by Docketing Staff on behalf of Docketing