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1300 Columbus-Sandusky Rd. N.
Marion, OH 43302

May 13, 2005

Ms. Renee J. Jenkins - Chief
Docketing Division - 10th Floor
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Transmittal Letter
Revised Tariff Sheets Filed Pursuant
to the Commission's Order in
Case No. 05-461-TP-UNC
And
Case No. 90-5023-TP-TRF

Dear Ms. Jenkins:

Attached are three (3) complete printed copies of revised tariff sheets filed pursuant to the Commission's Entry of April 13, 2005 in Case No. 05-461-TP-UNC. The tariff sheets reflect modifications to the Company's Lifeline Assistance and Link Up offerings. After discussions with Staff, textual changes were made to the Service Connection Assistance tariff included in this filing. Also attached are the customer notifications as required in Case. No. 05-461-TP-UNC.

The transmitted tariff sheets are listed on the attached Tariff Revision Summary.

Acknowledgement and date of receipt of this filing is requested.

Very truly yours,

A handwritten signature in black ink, appearing to read 'TODD COLQUITT', is written over a horizontal line.

TODD COLQUITT
President

MTC:jac
Attachments

This is to certify that the images appearing are an
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TARIFF REVISION SUMMARY

Case No. 05-461-TP-UNC
And
Case No. 90-5023-TP-TRF

<u>Tariff</u>	<u>Section</u>	<u>Sheet No.</u>
P.U.C.O. No. 7	8	10th Revised Sheet No. 1 5th Revised Sheet No. 2 2nd Revised Sheet No. 7 3rd Revised Sheet No. 9 2nd Revised Sheet No. 10 Original Sheet No. 11

BASIC TELEPHONE ASSISTANCE

1. SERVICE CONNECTION ASSISTANCE

1.01. General

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

- Waiver of applicable deposit requirements under Section 1 of this tariff.
- Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in Section 2 of this tariff (Service Connection Assistance does not apply to network wiring charges).

1.02. Regulations

A. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:

1. Home Energy Assistance Program (HEAP, E-HEAP);
2. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
3. Food Stamps;
4. Federal Public Housing or Section 8 Assistance; or
5. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).

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GENERAL EXCHANGE TARIFF
P.U.C.O. No. 7

SECTION 8
5th Revised Sheet No. 2
Canceling 4th Revised Sheet No. 2

Verizon North Inc.

BASIC TELEPHONE ASSISTANCE

1. SERVICE CONNECTION ASSISTANCE

1.02. Regulations (Cont'd)

- B. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 1.02.A. above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs.
- C. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- D. Service Connection Assistance is available for all grades of service.
- E. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence. (D)
- F. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the household owes money for such services previously provided at the customer's current address.
- G. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

Issued: May 13, 2005

Effective: June 13, 2005

In compliance with the Public Utilities Commission of Ohio
Case No. 05-461-TP-UNC, Order dated April 13, 2005
by Todd Colquitt, President, Verizon North Inc., Marion, Ohio

BASIC TELEPHONE ASSISTANCE

3. LINK UP

3.01. General

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

- A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

3.02. Regulations

A. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:

- Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
- Food Stamps
- Supplemental Security Income (SSI) under Title XVI of the Social Security Act
- Federal Public Housing or Section 8 Assistance
- Home Energy Assistance Programs (HEAP, E-HEAP)
- National School Lunch's Free Lunch Program (NSL)
- Temporary Assistance for Needy Families (TANF) or Ohio Works First

(N)
(N)

BASIC TELEPHONE ASSISTANCE

4. LIFELINE ASSISTANCE

4.01. General

Lifeline Assistance is a federal support program that provides eligible customers with the following benefits:

- A waiver of the Federal Subscriber Line Charge.
- A reduction of \$1.75 off the customer's monthly basic local service charges.
- A waiver of the state Access Recovery Charge.
- Additional Verizon contribution and federal matching credits.

Note: The combined Lifeline Assistance discount amount from the above listed benefits may not exceed a total monthly credit of \$10.20.

- Lifeline Toll Restriction Service (IOSC: 40696) is available on a voluntary basis where technically feasible to Lifeline Telephone Service customers at no charge. Lifeline Toll Restriction Service prevents specified toll calls, while allowing access to local, emergency, EAS calls, etc.
- A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.

4.02. Regulations

A. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:

- Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
- Food Stamps
- Supplemental Security Income (SSI) under Title XVI of the Social Security Act
- Federal Public Housing or Section 8 Assistance
- Home Energy Assistance Programs (HEAP, E-HEAP)
- National School Lunch's Free Lunch Program (NSL) (N)
- Temporary Assistance for Needy Families (TANF) or Ohio Works First (N)

Additionally, customers not receiving benefits under one of the preceding programs and whose total gross annual income does not exceed 150% of the federal poverty guidelines are eligible for Lifeline Assistance. For customers applying for Lifeline Assistance based on income, examples of acceptable income documentation are set forth in Paragraph H. following. (N)
(N)

BASIC TELEPHONE ASSISTANCE

4. LIFELINE ASSISTANCE

4.02. Regulations (Cont'd)

- B. Participants in Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
- C. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- D. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer qualifies under the criteria identified in Section 4.02.A. above, identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to qualify or participate in such program or programs. If a customer is simultaneously applying for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs.
- E. At no time shall a customer's Lifeline rate go below zero.
- F. Participants in Lifeline Assistance may subscribe to Call Waiting at tariffed rates. Subscription to other Calling Services will require certification for medical or safety reasons.*
- G. Timeframe for Benefits

Once the Telephone Company receives a completed Lifeline Application, the customer will be enrolled into the Lifeline Program. The Telephone Company will backdate the Lifeline benefits to the date the customer requested the application if within 30 days. If the customer did not request or there is no record of such request for an application, the Company will backdate the Lifeline benefits to the date of install if within the last 30 days. If the service was established more than 30 days prior, the Telephone Company will backdate the Lifeline benefits to the date the application was received. If an application is received after the 30 days, the Company has the right to establish benefits as of the date received. If the application is returned within the 30 days and is incomplete, the Company will mail an application back to the customer along with a letter advising them to complete the application and return within 30 days of the date of the letter. If the completed application is received within those 30 days the Company will backdate the Lifeline benefits to the date the customer requested the application. This process will also apply to customers enrolling under income eligibility criteria set forth in Paragraph H. following.

(N)
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(N)

* Lifeline Assistance participants subscribing to Calling Services on April 23, 2004 will be allowed to retain those optional features provided the customer makes no changes whatsoever to their existing local exchange service.

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BASIC TELEPHONE ASSISTANCE

4. LIFELINE ASSISTANCE

4.02. Regulations (Cont'd)

H. Income Eligibility

The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of the receipt of such documentation. Examples of acceptable documentation include a copy of the most current:

- State or Federal Income Tax return;
- Current income statement or W-2 from employer;
- Social Security benefits statement;
- Veteran's Administration benefits statement;
- A retirement or pension benefits statement;
- Unemployment Compensation benefits statement; or
- A divorce decree or child support statement with income information included.

I. Appeals Process

If a customer disagrees with the Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal or formal complaint with the Public Utilities Commission of Ohio.

J. Verification of Continued Eligibility

(1) The Telephone Company will notify customers at least 60 days prior to the Company's pending termination of the customer's Lifeline benefits if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice shall be separate from the bill and will include:

- (a) the earliest date termination of benefits would occur
- (b) the reason(s) for termination of benefits and any actions which the customer must take to demonstrate continued eligibility
- (c) contact information for the Telephone Company
- (d) a statement consistent with the disconnect notice requirements outlined in O.A.C. Section 4901:1-5 pertaining to the explanation of whom the customer should contact in the event of a dispute

(2) Should a customer fail to submit proper documentation within 60 days of the notice, the Telephone Company may discontinue Lifeline benefits effective on the 61st day. If documentation is submitted after the 60th day, the Telephone Company may also require the customer to reapply for Lifeline Assistance benefits.

(N)

(N)



(date)

Dear Verizon customer,

It is time to re-certify your Lifeline eligibility. Verizon re-certifies all existing Lifeline customers annually to insure that every Lifeline recipient is eligible for discounted basic local residential telephone service. Using the enclosed envelope, please return this letter with proof of your eligibility to Verizon no later than (date must be 60 days from letter).

Please provide a copy of a document (such as a card or award letter) stating you currently receive assistance under one of the six programs listed below. In addition, please place a check by each of the programs you participate in.

- Food Stamps
- Low Income Home Energy Assistance Program (HEAP, EHEAP)
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Aid for Needy Families (TANF) or Ohio Works First
- Federal Public Housing Assistance Program or Section 8.
- National School Lunch (NSL) Free Program

If you do not participate in any of the above programs, but your household income is less than 150% of the federal poverty income guidelines you may also qualify for Lifeline. You will need to provide proof of income by sending a copy of your most recent: federal or state tax return, income statement or W-2 from an employer, 3 months of pay stubs, Social Security benefit statement, Veteran's Administration benefit statement, retirement/pension benefits statement, an Unemployment/Workmen's Compensation benefit statement, or a divorce decree or child support document.

Name: _____
(Please print) (last) (first) (middle) (social security #)

Address: _____
(street) (city) (state) (zip code)

Phone # _____ Daytime Phone # _____
(area code and number) (area code and number)

If Verizon does not receive proof of your Lifeline eligibility by (date must be 60 days from date of letter), the Lifeline discount will no longer be applied to your monthly bill. After this date, you will need to request a new application and reapply for Lifeline benefits.

If you have any questions, please call our Service Representatives at 1-800-483-4000. If you have an unresolved dispute, you may call the Public Utilities Commission of Ohio at 1-800-686-7826.

Verizon SRC/LL
MC: FLSP-2193
P.O. Box 11328
St. Petersburg, FL 33733

For Office Use Only: Rep Initials _____ Total Income _____ # in Household _____ Date Verified _____



(date)

Dear Verizon customer,

This notice concerns your Lifeline benefits. The documentation submitted does not prove that you qualify for the Lifeline discount.

In order to receive a discount or continue to receive your current discount on your telephone bill, you must contact us within 30 days from the date of this letter. Otherwise, you will be billed normal rates charged for basic telephone service. If you do qualify for the telephone discounts, let us know right away.

To prove you qualify based on eligible programs: Please place a check by each of the programs you participate in.

- Food Stamps
- Low Income Home Energy Assistance Program (HEAP, EHEAP)
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Aid for Needy Families (TANF) or Ohio Works First
- Federal Public Housing Assistance Program or Section 8.
- National School Lunch (NSL) Free Program

To prove you qualify based on household income: Your household income must be at or below 150% of the federal poverty income guidelines. You will need to provide proof of income by sending a copy of your most recent: federal or state tax return, income statement or W-2 from an employer, 3 months of pay stubs, Social Security benefit statement, Veteran's Administration benefit statement, retirement/pension benefits statement, an Unemployment/Workmen's Compensation benefit statement, or a divorce decree or child support document.

Name: _____
(Please print) (last) (first) (middle) (social security #)

Address: _____
(street) (city) (state) (zip code)

Phone # _____ Daytime Phone # _____
(area code and number) (area code and number)

If Verizon does not receive proof of your Lifeline eligibility, the Lifeline discount will not be applied to your account. After this date, you will need to request a new application and reapply for Lifeline benefits.

If you have any questions, please call our Service Representatives at 1-800-483-4000. If you have an unresolved dispute, you may call the Public Utilities Commission of Ohio at 1-800-686-7826.

Verizon SRC/LL
MC: FLSP-2193
P.O. Box 11328
St. Petersburg, FL 33733

For Office Use Only: Rep Initials Total Income # in Household Date Verified
