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PUCO

May 10, 2005

~~05-626-TP-ATA~~
05-461-TP-UNC

Ms. Renee Jenkins, Director of Administration
Docketing Division
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Re: PUCO Case No. 05-461-TP-UNC
Frontier Tariff Docket 90-5009-TP-TRF

Transmittal No. 2005 -- 3

Dear Ms. Jenkins:

Enclosed are an original and fifteen copies of an application for tariff revisions that Frontier Communications of Michigan, Inc. is submitting to implement changes to the Lifeline/Link-Up program in accordance with PUCO Order No. 05-461-TP-UNC and under Frontier's tariff docket of 90-5009-TP-TRF.

As acknowledgment this filing has been received, please date stamp and return the marked enclosed copy of this letter in the envelope provided.

If you have any questions regarding this application, please call Ron Williams, Regulatory Manager, at (517) 592-0277.

Sincerely,

Tanya Swanson
Regulatory Staff Analyst

Enclosures

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician AM Date Processed 5/11/05

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM

for
Automatic Cases for ILECs Not Subject to Alternative Regulation
(Effective October 14, 2004)

In the Matter of a Proceeding to Implement Lifeline Assistance)
Modifications as a result of a Federal Communications Commission)
Order)

6-2-05
ATA
461
Case No. 05-461-TP - UNC

Name of Company : Frontier Communications of Michigan Inc.
Address of Company: 109 Randolph St., Brooklyn, MI 49230
Company Web Address: www.frontieronline.com
Regulatory Contact Person(s): Ron Williams Phone: 517-592-0277 Fax: 517-592-5000
Regulatory Contact Person's Email Address: ron.williams@frontiercorp.com
Date: May 11, 2005 TRF Docket No. : 90-5009-TP-TRF

Motion for protective order included with filing? _ Yes X No
Motion for waiver(s) filed affecting this case? _ Yes X No [Note: waiver(s) tolls any automatic timeframe]

NOTE: This form must accompany all automatic approval/notice applications filed by incumbent local exchange companies (ILECs) not subject to a qualifying alternative regulation plan when making an application pursuant to Case Nos. 84-944-TP-COI and 86-1144-TP-COI or 89-564-TP-COI.

I. Please indicate the reason for submitting this form (check one)

- ☐ 1 (AEC) Application For Approval Of A Customer Contract For Competitive Services
☐ a. Stand-Alone Contract (90-day approval, 7 copies)
☐ b. Pre-Approved Contract (0-day notice, 7 copies)
- ☐ 2 (ACO) ILEC Application for Change in Ownership Pursuant to 4905.402, Ohio Revised Code (30-day approval, 10 copies)
- ☐ 3 (ALI) Small, For-Profit, ILEC Application For A Limited Increase In Non-Basic Rates (60-day approval, 10 copies)
- ☐ 4 (ATA) Application For Tariff Amendment That Does Not Result In An Increase In Rates
☐ a. Large ILEC, Competitive Offerings Other Than Those Listed Under 5., Below (60-day approval, 7 copies)
☒ b. Small, for-profit ILECs (45-day approval, 10 copies) (Not-for-profit, see item 6, NFP, below)
☐ c. All Others (non-automatic approval)
- ☐ 5 (ZTA) Tariff Application Not For An Increase In Rates Involving Message Toll, Toll-Free Service, 900 And 900-Like Services, 500 Service, Calling Card, Prepaid Calling Card, Private Line, and Speed Dialing In Accordance With Waiver Granted in 99-563-TP-COI (5/11/2000 and 11/21/2002) (0-day notice, 7 copies)
NOTE: Notifications do not require or imply Commission Approval.
- ☐ 6 (NFP) Small, not-for-profit ILEC tariff amendment
☐ a. Tariff Change Not Resulting In An Increase In Rates (0-day notice, 7 copies)
☐ b. Tariff Application Resulting In An Increase In Non-Basic Rates (45-day notice, 7 copies)
☐ c. Tariff Application Resulting In An Increase In Basic Rates (60-day notice, 10 copies)

THE FOLLOWING ARE TRF FILINGS ONLY, NOT NEW CASES

- ☐ 7 Introduction or Extension of Promotional Offering (10-day notice, 3 copies)
☐ 8 New Price List Rate Within an Approved Rate Range for Existing Competitive Service (0-day notice, 3 copies)

II. The following exhibits corresponding to the list of cases above, at a minimum, are required to be filed:

X	3, 4, 5, 6	Current Tariff Sheets (to be superseded), if applicable
X	3, 4, 5, 6	Proposed Tariff Sheets
X	2, 3, 4, 5, 6	Rationale or Explanation for Change
<input type="checkbox"/>	1.a., 4.a.	Justification for Competitive Treatment
<input type="checkbox"/>	1.a., 4.a.	Cost support for non-MTS service
<input type="checkbox"/>	2, 3, 4, 5, 6, 8	Customer Notice to customers affected by proposal, and statement as to the form and timing of the notice
<input type="checkbox"/>	1	Copy of Contract

- III. Applicant is filing this application under the regulatory requirements established by the Commission in Case No. 89-564-TP-COI.
- IV. Applicant respectfully requests the Commission to permit the filing of the proposed tariff sheets, to become effective on the date shown on the proposed tariff sheets (which is a date no earlier than the day after the applicable automatic approval date), modified by any further revisions that have become effective prior to the effective date of the proposed schedule sheets.

Respectfully submitted,

Tanya Swanson
Frontier Communications of Michigan,
Inc.

VERIFICATION

I verify that all of the information submitted herein, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

<u>Tanya Sw</u>	<u>Regulatory Staff Analyst</u>	<u>5-10-05</u>
*(Signature)	(Title)	(Date)

*Verification is required for every filing, and need **not** be notarized except for Applications for a Limited Increase in Rates (ALIs). The verification may be signed by an officer of the applicant, its counsel, or an authorized agent of the applicant except for ALIs. ALI applications must be signed by an officer of the company and be notarized.

EXHIBIT A

Current Tariff Sheets

P.U.C.O. No. 2

GENERAL EXCHANGE TARIFF

This tariff contains the pages listed below, each of which is effective as of the date shown thereon.

<u>Section</u>	<u>Revision</u>	<u>Sheet</u>
Supplement No. 1	Original	Unnumbered
Title Sheet	2nd	Title Sheet
Table of Contents	5th	1
Table of Contents	2nd	2
Table of Contents	3rd	3
Subject Index	10th	1
Subject Index	12th	2
Subject Index	6th	3
Subject Index	13th	4
Tariff	5th	5
Tariff	Original	5A
Tariff	1st	5B
Tariff	Original	5C
Tariff	Original	5D
Tariff	1st	5E
Tariff - Price List Addendum to 5E	14th	Addendum-Sheet 1
Tariff - Price List Addendum to 5E	2 nd *	Addendum-Sheet 2
Tariff	2nd	6
Tariff	1st	7
Tariff	3rd	8
Tariff	3rd	9
Tariff	4th	10
Tariff	1st	10.1
Tariff	1st	10.2
Tariff	1st	10.3
Tariff	1st	10.4
Tariff	1st	10.5
Tariff	1st	10.6
Tariff	1st	10.7
Tariff	1st	10.8

*Denotes New or Revised Sheet.

Issued: June 29, 2004

Effective: August 2, 2004

In Accordance with Case No. 90-5009-TP-TRF,
Issued by the Public Utilities Commission of Ohio
Jerry Schneider, State Vice President
Rhineland, Wisconsin

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

(T)

A. LINK UP

1. General

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

- a. 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.
- b. 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.)

2. Regulations

- a. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
 - (2) Food stamps
 - (3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 - (4) Federal Public Housing Assistance, or Section 8 or
 - (5) Low-Income Home Energy Assistance Program (LHEAP)
- b. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section A.1. above.

(T)

Issued: December 30, 1997

Effective: January 1, 1998

In accordance with Order No. 97-1670-TP-ATA Issued by the Public Utilities Commission of Ohio.

By: Jack D. Phillips

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF
BASIC TELEPHONE ASSISTANCE (Continued)

A. LINK UP (Cont'd)

(T)

2. Regulations (Cont'd)

- c. The Telephone Company shall require, as proof of eligibility for Link Up 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 A.2.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. If a customer is simultaneously applying for both Link Up and Lifeline, such customer may utilize the same document to verify eligibility for both programs.
- d. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
- e. Link Up customers are not restricted on the optional services to which they may subscribe.

(T)

Issued: December 30, 1997

Effective: January 1, 1998

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By: Jack D. Phillips

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

B. LIFELINE ASSISTANCE (T)

1. General

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

- a. A waiver of Federal Subscriber Line Charge.
- b. A reduction of \$1.75 off the customer's monthly basic local service charges.
- c. Free toll limitation service (e.g., toll blocking, toll control), upon customer's request.
- d. A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.

2. Regulations

- a. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs.
 - (1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
 - (2) Food stamps
 - (3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 - (4) Federal Public Housing Assistance, or Section 8 or
 - (5) Low-Income Home Energy Assistance Program (LHEAP)
- b. Participants in Lifeline Assistance shall not be disconnected from local service for nonpayment of toll charges. In addition, the Company will not deny re-establishment for local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment 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. (T)

Issued: December 30, 1997

Effective: January 1, 1998

In accordance with Order No. 97-1670-TP-ATA Issued by The Public Utilities Commission of Ohio

BY: Jack D. Phillips

P.U.C.O. No 2

General Exchange Service Tariff

Basic Telephone Assistance (Continued)

B. LIFELINE ASSISTANCE (T)

2. Regulations (Cont'd)

- 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 is receiving benefits from one of the programs identified in B.2.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. 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.

C. SERVICE CONNECTION ASSISTANCE

1. General

- a. 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 PUCO #2, Sheet 51 of this tariff.
 - Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in PUCO #2, Sheet 8 of this tariff. (Service Connection Assistance does not apply to network wiring charges.)

2. 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)
 - (2) Emergency-Home Energy Assistance Program (E-HEAP)
 - (3) Ohio Energy Credits Program
 - (4) Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 - (5) Food Stamps
 - (6) Federal Public Housing Assistance (Section 8) or
 - (7) Medical Assistance Under Chapter 5111 of the Ohio Revised Code (T)

Issued: December 30, 1997

Effective: January 1, 1998

In accordance with Order No. 97-1670-TP-ATA Issued by The Public Utilities Commission of Ohio.

BY: Jack D. Phillips

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

C. SERVICE CONNECTION ASSISTANCE (Cont'd)

2. 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 C.2.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. No other exchange service will be permitted in the same household.
- 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 may owe 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: December 30, 1997

Effective: January 1, 1998

In accordance with Order No. 97-1670-TP-ATA Issued by The Public Utilities Commission of Ohio.

By: Jack D. Phillips

GENERAL EXCHANGE SERVICE TARIFF

(D)

This Sheet reserved for future use.

(D)

Issued: June 15, 2004

Effective: July 31, 2004

In Accordance with Case No. 04-0941-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Jerry Schneider, State Vice President
Rhineland, Wisconsin

Frontier Communications of Michigan, Inc.

First Revised Sheet No. 10.7
Cancels Original Sheet No. 10.7

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

(D)

This Sheet reserved for future use.

(D)

Issued: June 15, 2004

Effective: July 31, 2004

In Accordance with Case No. 04-0941-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Jerry Schneider, State Vice President
Rhineland, Wisconsin

Frontier Communications of Michigan, Inc.

First Revised Sheet No. 10.8
Cancels Original Sheet No. 10.8

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

(D)

This Sheet reserved for future use.

(D)

Issued: June 15, 2004

Effective: July 31, 2004

In Accordance with Case No. 04-0941-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Jerry Schneider, State Vice President
Rhineland, Wisconsin

EXHIBIT B

Proposed Tariff Sheets

P.U.C.O. No. 2

GENERAL EXCHANGE TARIFF

This tariff contains the pages listed below, each of which is effective as of the date shown thereon.

<u>Section</u>	<u>Revision</u>	<u>Sheet</u>
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Tariff	2 nd *	10.1
Tariff	2 nd *	10.2
Tariff	2 nd *	10.3
Tariff	2 nd *	10.4
Tariff	1 st *	10.5
Tariff	2 nd *	10.6
Tariff	2 nd *	10.7
Tariff	2 nd *	10.8

*Denotes New or Revised Sheet.

Issued: May 11, 2005

Effective: June 10, 2005

In accordance with Order No. 05-461-TP-UNC,
 Issued by the Public Utilities Commission of Ohio.
 Jerry Schneider, State Vice President
 Rhinelander, Wisconsin

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF
BASIC TELEPHONE ASSISTANCE

A. LINK UP

1. General

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

- a. 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.
- b. 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.)

2. Regulations

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

1. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
2. Food stamps
3. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
4. Federal Public Housing Assistance, or Section 8 or
5. Home Energy Assistance Program (HEAP) (C)
6. Temporary Assistance for Needy Families (TANF) (N)
7. National School Lunch's (NSL) free lunch program, or |
8. Household income at or below 135% of the Federal Poverty Guidelines (FPG) (N)

- b. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section A.1. above.

Issued: May 11, 2005

Effective: June 10, 2005

In accordance with Order No. 05-461-TP-UNC,
Issued by the Public Utilities Commission of Ohio.
Jerry Schneider, State Vice President
Rhineland, Wisconsin

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF
BASIC TELEPHONE ASSISTANCE (Continued)

A. LINK UP (Cont'd)

2. Regulations (Cont'd)

- c. The Telephone company shall require, as proof of eligibility for Link-Up a document signed by the customer certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in 2(a) above.; identify the specific program or programs from which the customer receives benefits, and agree to notify the carrier if the customer ceases to participate in such program or programs. If the customer is applying for Link-Up based on income 2(a)(8), above., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document. (C)
- d. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
- e. Link Up customers are not restricted on the optional services to which they may subscribe.
- f. If a customer disagrees with a company's findings regarding eligibility for Link-Up, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio. (N)
(N)
(N)

Issued: May 11, 2005

Effective: June 10, 2005

In accordance with Order No. 05-461-TP-UNC,
Issued by the Public Utilities Commission of Ohio.
Jerry Schneider, State Vice President
Rhineland, Wisconsin

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

B. LIFELINE ASSISTANCE**1. General**

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

- a. A waiver of Federal Subscriber Line Charge.
- b. A reduction of \$1.75 off the customer's monthly basic local service charges.
- c. Free toll limitation service (e.g., toll blocking, toll control), upon customer's request.
- d. A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.
- e. Optional services like Caller ID & Call Waiting are not restricted. (N)

2. Regulations

- a. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
 - (2) Food stamps
 - (3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 - (4) Federal Public Housing Assistance, or Section 8 or
 - (5) Home Energy Assistance Program (HEAP) (C)
 - (6) Temporary Assistance for Needy Families (TANF) (N)
 - (7) National School Lunch's (NSL) free lunch program, or
 - (8) Household income at or below 135% of the Federal Poverty Guidelines (FPG) (N)
- b. Customers participating in this program may receive service connection and deposit waiver through Link-Up. (C)
- c. 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 is receiving benefits from one of the programs identified in 2(a) above; identify the specific program or programs from which the customer receives benefits and agrees to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for both Lifeline and Link-Up, the customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Lifeline based on income 2(a)(8) above, (C)

Issued: May 11, 2005

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In accordance with Order No. 05-461-TP-UNC,
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Jerry Schneider, State Vice President
Rhineland, Wisconsin

GENERAL EXCHANGE SERVICE TARIFF**BASIC TELEPHONE ASSISTANCE (Continued)****B. LIFELINE ASSISTANCE****2. Regulations****c. (continued)**

examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document. (C)

d. At no time will the monthly basic local exchange service charge less the discount cause the local service rates to be less than zero (C)

e. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance. (N)
(N)

f. The Lifeline discounts and waivers apply to only one access line per household. (N)

3. Enrollment Process

a. Customers wanting to establish lifeline service should complete and submit a company lifeline application, and provide documentation if applicable, within 30 days of receiving the application from the company.

b. The company will review the customer's lifeline application to determine customer's eligibility within 10 business days of receiving the application (and any required documentation if applicable) from the customer.

c. If the customer is eligible for the lifeline discount, the company will credit the customer's bill retroactive to the date of customer's request for lifeline service (and, if applicable to a new service request, retroactively apply a credit towards the regulated installation charges) as long as the customer timely submits the application and any required documentation.

d. If the customer is not eligible for lifeline or does not submit timely documentation, the company will send out a letter. (N)

Issued: May 11, 2005

Effective: June 10, 2005

In accordance with Order No. 05-461-TP-UNC,
Issued by the Public Utilities Commission of Ohio.
Jerry Schneider, State Vice President
Bridgend, Wisconsin

P.U.C.O. No 2
General Exchange Service Tariff

Basic Telephone Assistance (Continued)

4. Income Eligibility

(N)

- a. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of documentation would include 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- b. Regardless of when the Company completes the verification process lifeline benefits shall go back to the date the qualified customer established lifeline service.
- c. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance or that fail to submit acceptable documentation. Written customer notice must be given 30 days prior to the date the company intends to finalize termination of lifeline benefits in order to give the customer an additional opportunity to prove eligibility or dispute the company's determination. The customer notice must advise that the customer's bill will be adjusted to reflect the full tariffed rate for basic telephone service which may include any deposit and installation charges from the date of the application. The Telephone Company shall give customers the option of spreading installation charges over three months consistent with Chapter 4901:1-5, O.A.C.
- d. Written notification must include 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement consistent with the disconnect notice set forth in Chapter 4901:1-5, O.A.C., explaining who customers may contact in the event of a dispute.

(N)

Issued: May 11, 2005

Effective: June 10, 2005

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Issued by the Public Utilities Commission of Ohio.
Jerry Schneider, State Vice President
Rhineland, Wisconsin

P.U.C.O. No 2
General Exchange Service Tariff

Basic Telephone Assistance (Continued)

B. LIFELINE ASSISTANCE

4. Income Eligibility (continued)

(N)

- e. If a customer disagrees with a company's findings regarding eligibility for Lifeline, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

5. Verification for Continued Eligibility

- a. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for the termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute.
- b. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the customer's lifeline eligibility effective on the 61st day.
- c. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

(N)

Issued: May 11, 2005

Effective: June 10, 2005

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Issued by the Public Utilities Commission of Ohio.
Jerry Schneider, State Vice President
Rhineland, Wisconsin

P.U.C.O. No 2
General Exchange Service Tariff

Basic Telephone Assistance (Continued)

C. SERVICE CONNECTION ASSISTANCE

1. General

- a. 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 PUCO #2, Sheet 51 of this tariff.
 - Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in PUCO #2, Sheet 8 of this tariff. (Service Connection Assistance does not apply to network wiring charges.)

2. 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)
 2. (D)
 3. (D)
 4. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 5. Food stamps
 6. Federal Public Housing Assistance (Section 8) or
 7. Medical Assistance under Chapter 5111 of the Ohio Revised Code
- 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 C.2.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.

* Service Connection Assistance was moved from Sheets 10.4 and 10.5.

Issued: May 11, 2005

Effective: June 10, 2005

In accordance with Order No. 05-461-TP-UNC,
Issued by the Public Utilities Commission of Ohio.
Jerry Schneider, State Vice President
Rhineland, Wisconsin

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

C. SERVICE CONNECTION ASSISTANCE (Cont'd)

2. Regulations (continued)

- e. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence. No other exchange service will be permitted in the same household.
- 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 may owe 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.

* Service Connection Assistance was moved from Sheets 10.4 and 10.5.

Issued: May 11, 2005

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Jerry Schneider, State Vice President
Rhineland, Wisconsin

EXHIBIT C

EXHIBIT C

Frontier Communications of Michigan, Inc.

Frontier proposes to use the attached customer notices which are the PUCO staff “boilerplate notices” with minor wording changes identified by the shaded areas.

PROPOSED NOTICES

...

...

...

...

Annual Audit Letter

Date of Letter

Customer Information at Top: Name, Address, Telephone Number

IMPORTANT NOTICE FROM (Name of LEC)

This notice concerns your continued participation in *(Name of LEC's low-income telephone assistance or Lifeline program)*. This program provides a discount on your monthly telephone bill if your income is at or below a certain level or if you qualify.

To be in compliance with Federal Communication Commission (FCC) and the Public Utilities Commission of Ohio (PUCO) rules, Frontier is required to verify your continued eligibility for the federally funded Lifeline program for which you are currently receiving benefits. **You are required to return the enclosed Lifeline/Linkup Discount Application to the identified address as soon as possible, but not later than sixty (60) days from the date of this letter.** If you do qualify for the telephone discount, let us know right away.

To Prove You Qualify Based on Your Household Income

Your household income must be at or below 135% of the poverty level. (See chart below)

Household Size	Annual Income
1	\$12,920
2	\$17,321
3	\$21,722
4	\$26,123
5	\$30,524
6	\$34,925
7	\$39,326
8	\$43,727
Each add'l person, add	\$ 4,401

To prove you qualify, we will need a copy of at least one of the following documents:

- A copy of your most recent federal or state tax return
- Three consecutive months worth of the most current pay stubs
- The most recent Social Security statement of benefits
- The most recent Veteran's Administration statement of benefits
- The most recent retirement/pension statement of benefits
- The most recent Unemployment or Worker's Compensation statement of benefits
- Any other legal document that would show your current income (such as a divorce decree or child support document)

To Prove You Qualify Because You Receive Benefits From an Eligible Program

Customers who are on one of the programs below automatically qualify for a telephone discount. If you are on one of these programs, we will need a copy of paperwork that shows you are enrolled. The programs include:

- Home Energy Assistance Program (LIHEAP, HEAP, and E-HEAP)
- Food Stamps
- Supplemental Security Income-Aged (SSI)
- Medical Assistance (Medicaid), including any state program that might supplant Medicaid
- Federal Public Housing/Section 8
- Ohio Works First (formerly AFDC) or Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's Free Lunch Program (NSL)

Where to Send Your Proof

If you have any questions, call us toll-free at 1-8XX-XXX-XXXX.

You can fax a copy of your records to 1-XXX-XXX-XXXX or send a copy of your records to:

**Name of LEC
Specific Department
Street Address
City, State, ZIP**

We must have proof within 60 days from the date of this letter so that your benefits do not stop.

Please include your name, address, and telephone number with your proof. We will give you a written answer within 10 days of receiving your letter. If you qualify, you will continue getting the discount. If your documentation does not show proof that you qualify, we will explain why.

If, after calling or writing us, you still have outstanding questions or complaints, you may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 614-466-8180 from 8:00 A.M. to 5:00 P.M. weekdays, or visit the PUCO website at www.puco.ohio.gov.

Residential customers may also call the Ohio Consumers' Counsel (OCC) toll free at 1-877-742-5622 from 8:00 A.M. to 5:00 P.M. weekdays, or visit the OCC website at www.pickocc.org.

Sincerely,

(Name of LEC)

INELIGIBLE NEW APPLICANT

Date of Letter

Customer Information at Top: Name, Address, Telephone Number

IMPORTANT NOTICE FROM (Name of LEC)

This notice concerns your application for participation in *(Name of LEC's low-income telephone assistance or Lifeline program)*. This program provides a discount on your monthly telephone bill if you qualify.

The documentation submitted with your application does not prove that you qualify for the lifeline discount.

In order to receive a discount on your telephone bill, you must contact within 30 days from the date of this letter. We value you as a customer and want to make sure that you receive the discount if you have a right to it. If you do qualify for the telephone discount, let us know right away.

To Prove You Qualify Based on Your Household Income

Your household income must be at or below 135% of the poverty level. (See chart below)

Household Size	Annual Income
1	\$12,920
2	\$17,321
3	\$21,722
4	\$26,123
5	\$30,524
6	\$34,925
7	\$39,326
8	\$43,727
Each add'l person, add	\$ 4,401

To prove you qualify, we will need a copy of at least one of the following documents:

- A copy of your most recent federal or state tax return
- Three consecutive months worth of the most current pay stubs
- The most recent Social Security statement of benefits
- The most recent Veteran's Administration statement of benefits
- The most recent retirement/pension statement of benefits
- The most recent Unemployment or Worker's Compensation statement of benefits
- Any other legal document that would show your current income (such as a divorce decree or child support document)

To Prove You Qualify Because You Receive Benefits from an Eligible Program

Customers who are on one of the programs below automatically qualify for a telephone discount. If you are on one of these programs, we will need a copy of paperwork that shows you are enrolled. The programs include:

- Home Energy Assistance Program (LIHEAP, HEAP, and E-HEAP)
- Food Stamps
- Supplemental Security Income-Aged (SSI)
- Medical Assistance (Medicaid), including any state program that might supplant Medicaid
- Federal Public Housing/Section 8
- Ohio Works First (formerly AFDC) or Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's Free Lunch Program (NSL)

Where to Send Your Proof

If you have any questions, call us toll-free at 1-8XX-XXX-XXXX.

You can fax a copy of your records to 1-XXX-XXX-XXXX or send a copy of your records to:

**Name of LEC
Specific Department
Street Address
City, State, ZIP**

We must have proof within 30 days from the date of this letter so that you can receive Lifeline benefits.

Please include your name, address, and telephone number with your proof within 30 days. We will give you a written answer within 10 days of receiving your letter. If you qualify, you will receive the discount. If your documentation does not show proof that you qualify, we will explain why.

If, after calling or writing us, you still have outstanding questions or complaints, you may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 614-466-8180 from 8:00 A.M. to 5:00 P.M. weekdays, or visit the PUCO website at www.puco.ohio.gov.

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Sincerely,

(Name of LEC)