

LIFELINE

A. LIFELINE SERVICE

2. Eligibility

Lifeline service is available to qualifying low-income residential customers who are currently participating in one of the following assistance programs:

- a. Federal Public Housing Assistance (Section 8)
- b. Medicaid
- c. Supplemental Nutrition Assistance Program (SNAP)
- d. Supplemental Security Income (SSI)
- e. Veteran Pension Benefits program
- f. Survivor Pension Benefits program

Lifeline Assistance is also available to customers whose total household income is at or below one-hundred thirty-five percent (135%) of the federal poverty level.

Prior to receiving Lifeline benefits the customer will have to verify eligibility through the National Verifier. There are three ways in which to verify eligibility. One: the customer may apply for Lifeline on their own through the consumer portal at www.checklifeline.org. Eligibility *may* be determined immediately after applying online. If the National Verifier cannot prove eligibility the customer will need to upload additional documents as proof of eligibility. Two: the customer may apply by sending their completed application and all supporting documentation via mail. Completed documentation can be sent to the Lifeline Support Center.

Lifeline Support Center
PO Box 7081
London, KY 40742

Three: the customer may bring their completed application and supporting documentation to an authorized retail location where a Cincinnati Bell Telephone representative can assist with National Verifier eligibility. Lifeline benefits will only begin once the completed application form and documentation of eligibility are reviewed and approved through the National Verifier. Customers will not receive retro-active Lifeline credits for periods prior to the approval of National Verifier.

The Company shall follow established processes for recertification through the National Verifier in accordance with FCC requirements.

Issued: February 7, 2020

Effective: February 7, 2020

By: Ted Heckmann, Assistant Secretary and
Managing Director, Regulatory Affairs

RECEIVED

2/7/2020

PUBLIC SERVICE
COMMISSION
OF KENTUCKY