

LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

Title Sheet  
Original Title Sheet 1

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC.

LIFELINE SERVICES

FLORIDA PUBLIC SERVICE COMMISSION

TARIFF NO. 3

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LIFELINE SERVICES

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Florida PSC – Tariff No. 3

Section 1  
Original Table of Contents Sheet 1

---

TABLE OF CONTENTS

<u>Subject</u>	<u>Section</u>
Explanation of Symbols.....	1
Explanation of Terms .....	1

---

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Florida PSC – Tariff No. 3

Section 1  
Original Sheet 1

---

### EXPLANATION OF SYMBOLS

- (C) - To signify changed regulation
- (D) - To signify discontinued rate or regulation
- (I) - To signify increase
- (M) - To signify matter relocated without change
- (N) - To signify new rate or regulation
- (R) - To signify reduction
- (T) - To signify change in text but no change in rate or regulation

### EXPLANATION OF TERMS

**TRANSITIONAL LIFELINE ASSISTANCE:** A transitional program which provides a reduction of Basic Local Telecommunications Service for any Lifeline subscriber who no longer qualifies for Lifeline Assistance.

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LIFELINE SERVICES

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Florida PSC – Tariff No. 3

Section 2  
Original Table of Contents Sheet 1

---

LIFELINE ASSISTANCE

TABLE OF CONTENTS

	<u>Sheet</u>
A. Telecommunications Access System Act of 1991 .....	1
B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan).....	1
1. General .....	1
2. Application and Regulations .....	1
3. Rates and Charges .....	3
C. Transitional Lifeline Assistance Program.....	3
1. General .....	3
2. Regulations .....	3

---

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LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

Section 2  
First Revised Sheet 1  
Cancels Original Sheet 1

---

LIFELINE ASSISTANCE

A. Telecommunications Access System Act of 1991

Pursuant to passage of the Telecommunications Access System of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all Local Exchange Telephone Company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunication access lines per account bill rendered. The Florida Public Service Commission shall determine the amount of the surcharge however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the subscriber and be itemized at least once annually.

B. Lifeline Assistance Plan

1. General

- a. This program is a government Lifeline Assistance Plan and provides for a credit to eligible customers on their monthly billing. Funding for Lifeline Assistance is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. (T)  
(T)
- b. In order to qualify for the Florida Lifeline Assistance Plan, a customer may self-certify under penalty of perjury, or authorize an agency to verify their participation in at least one of the following programs:
- Supplemental Security Income (SSI),
  - Supplemental Nutrition Assistance Program,
  - Medicaid,
  - Federal Public Housing Assistance (Section 8),
  - Veterans Pension, or
  - Survivors Pension
- c. Customers will also qualify for Lifeline Assistance if their household income is at or below 135% of the Federal Poverty guidelines. (T)  
(E)  
(E)  
(D)  
(T)

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Section 2  
First Revised Sheet 2  
Cancels original Sheet 2

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LIFELINE ASSISTANCE

B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan)  
(Continued)

2. Application and Regulations

Guidelines for implementation of this program are as follows:

- a. Certification Procedures – Subscriber certification will comply with 47 C.F.R. Sec. 54.410. (T)  
(T)  
(D)
- b. Processing Procedures - The Telephone Company will process all applications and apply the appropriate credit on the subscriber's monthly bill. An explanation of the credit will appear on each telephone bill.
- c. Verification Procedures - Subscriber recertification will comply with 47 C.F.R. Sec. 54.410. (T)  
(D)  
(D)
- d. Lifeline Service can only be associated with the primary residential connection.
- e. Toll blocking service is available to Lifeline Service customers at no charge.
- f. Lifeline Service may not be disconnected for non-payment of toll charges.
- g. Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.

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Florida PSC – Tariff No. 3

Section 2  
First Revised Sheet 3  
Cancels Original sheet 3

LIFELINE ASSISTANCE

B. Lifeline Assistance Plan (Continued) (T)

3. Rates and Charges

a. A total credit amount applies to the Lifeline customer's monthly bill as follows:

Monthly Credit

Federal Lifeline Credits::

(T)

Federal Lifeline Support Credit

\$9.25

(D)  
(D)

b. A secondary service order charge does not apply when an existing customer converts their service to Lifeline Assistance.

c. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.

d. When a customer is no longer eligible for Lifeline service, the Lifeline credit amount specified in a. preceding, will be discontinued and, if requested by the customer, Transitional Lifeline Assistance will be applied for a period of 1 year. At the end of the 1-year period, regular tariffed rates and charges apply.

C. Transitional Lifeline Assistance Program

1. General

Transitional Lifeline Assistance is a state program, which provides a 30% reduction of the applicable monthly exchange flat rate for Residential Basic Local Service for subscribers who no longer qualify for the Lifeline Assistance Plan.

2. Regulations

A Lifeline Assistance subscriber who requests this service will receive a discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

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