

INDIVIDUAL, PARTY AND AUXILIARY LINE SERVICE  
AND STATION SERVICE

A. INDIVIDUAL, PARTY AND AUXILIARY LINE SERVICE (Cont'd)1. Exchange Service (Cont'd)

## c. Flat Rate and Message Rate Service (Cont'd)

(3)

## (4) Life Line Service

- (a) Flat Rate Life Line Service - This service provides a full waiver of the federal subscriber line charge for flat rate customers.

Basic Life Line Service - This low priced individual line message rate service provides a full waiver of the federal subscriber line charge. There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

Qualified customers may choose any of the Life Line services as described above. Service connection charges do not apply to change existing service to, from or within Life Line service. For connection of new service, service connection charges apply.

Qualified applicants who meet the eligibility criteria for the Connection Charge Assistance Plan will receive reduced service connection charges as specified in Section 14 of this tariff.

- (b) These services are restricted to low income residential subscribers for a single exchange access line at the principal residence. To qualify for Life Line services a subscriber must be certified as income eligible for benefits under the Home Energy Assistance Program (HEAP) or from at least one of the following Entitlement Programs administered by the New York State Department of Social Services:

Aid to Families with Dependent Children (ADC)  
Food Stamps  
Home Relief  
Medicaid  
Supplemental Security Income (SSI)

INDIVIDUAL, PARTY AND AUXILIARY LINE SERVICE  
AND STATION SERVICEA. INDIVIDUAL, PARTY AND AUXILIARY LINE SERVICE (Cont'd)1. Exchange Service (Cont'd)

## c. Flat Rate and Message Rate Service (Cont'd)

## (4) Life Line Service (Cont'd)

- (c) Applicants must provide proof to the Company that they are certified as income eligible to receive one or more of the above benefits. After initial contact, the customer is sent an application form to be completed by the customer or his authorized representative, as designated by the New York State Department of Social Services and identified as so authorized on the customer's card for any of the above benefits.

In addition, applicants are eligible for discounted Life Line rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

The Life Line services are effective upon receipt of a completed and signed form, including a pre-printed reply form as specified in paragraph (e) below or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

- (d) An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with the New York State Department of Social Services (DSS) and/or the New York City Community Development Agency (CDA).
- (e) The Company will upon learning from DSS and/or CDA that a customer is eligible for Life Line but is not currently enrolled in the program, and after providing a period of 30 days from the date the customer was notified of eligibility for the program for the customer to decline enrollment, convert the customer's service to the Life Line reduced rate service without a signed application. The Life Line services are effective as of the date 30 days from the date of the notice.

Applicants who are not identified as current customers, according to a confidential computer matching program conducted with DSS and/or CDA, may enroll by submitting a pre-printed reply form, approved by the Company and DSS, that shows current eligibility information. For new customers, the Life Line discount is credited as of the service connection date.

INDIVIDUAL, PARTY AND AUXILIARY LINE SERVICE  
AND STATION SERVICE

A. INDIVIDUAL, PARTY AND AUXILIARY LINE SERVICE (Cont'd)

1. Exchange Service (Cont'd)

c. Flat Rate and Message Rate Service (Cont'd)

(4) Life Line Service (Cont'd)

- (f) The Company, in coordination with DSS and CDA will review eligibility status monthly. If, after verification, a customer is identified as being ineligible, after four consecutive monthly matches when verification is by computerized matching programs, the customer will be notified in writing and required to provide proof of eligibility within thirty days. Upon failure to provide proof to the Company within the specified time period, the customer's service will be switched to comparable service at full rate. Basic Life Line service will be switched to message rate service and flat rate Life Line service will be switched to regular flat rate service. There will be no charge for a change in service.
- (g) Eligibility information learned from DDS and/or CDA in a computerized matching program is confidential, and will not be used for any other purpose than the administration of Life Line service.
- (h) A Life Line Service customer may voluntarily choose to block region-to-region calls, toll calls and access to an interexchange carrier. Blocking is provided to Life Line Service customers without charge.
- d. The local loop component of Individual or Auxiliary Line Business Exchange Service may be purchased under the terms and conditions of Integrated Access Service, as described in Section 12, Paragraph N. of this tariff. When the customer selects the integrated Access Service Transport Package 1, 3, or 12 service delivery options described in Section 12, Paragraph N.3 of this tariff, the customer must also subscribe to the Company's Switched Network Access Port Service as described in Section 25 of this tariff to provide a complete service. In such cases, the monthly rates and charges for the IAS Transport Package 1, 3, or 12 Local Distribution Channel and for Local Port Service will apply in lieu of the monthly rates and charges for Individual or Auxiliary Business Exchange Service.