

CAPTION SHEET

CASE MANAGEMENT SYSTEM

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|--------------------------|---|-----------------------------|
| 1. REPORT DATE: 00/00/00 | : | |
| 2. BUREAU: FUS | : | |
| 3. SECTION(S): | : | |
| 5. APPROVED BY: | : | 4. PUBLIC MEETING DATE: |
| DIRECTOR: | : | 00/00/00 |
| SUPERVISOR: | : | |
| 6. PERSON IN CHARGE: | : | 7. DATE FILED: 12/15/97 |
| 8. DOCKET NO: R-00974236 | : | 9. EFFECTIVE DATE: 01/01/98 |

PARTY/COMPLAINANT: PUC

RESPONDENT/APPLICANT: COMMONWEALTH TELEPHONE CO.

COMP/APP COUNTY:

UTILITY CODE: 310800

ALLEGATION OR SUBJECT

COMMONWEALTH TELEPHONE COMPANY HAS FILED SUPPLEMENT NO. 54 TO TARIFF TELEPHONE-PA. P.U.C. NO. 23 TO BECOME EFFECTIVE JANUARY 1, 1998, WHICH REQUESTS TO ADOPT AND BE INCLUDED IN THE PENNSYLVANIA TELEPHONE ASSOCIATION'S LIFELINE SERVICE PLAN AT DOCKET NO. P-00971274.

DOCUMENT
FOLDER

DOCKETED
DEC 16 1997

ORIGINAL

THE LAW FIRM OF

MALATESTA HAWKE & MCKEON LLP

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December 15, 1997

James J. McNulty, Acting Secretary
Pennsylvania Public Utility Commission
Room B-18, North Office Building
P. O. Box 3265
Harrisburg, PA 17120

R-00974236

RECEIVED
97 DEC 15 PM 1:11
PROthonARY'S OFFICE

Re: Petition Of The Pennsylvania Telephone Association For Approval Of Lifeline Service Plan, Docket No. P-00971274; **PETITION OF COMMONWEALTH TELEPHONE COMPANY FOR APPROVAL OF LIFELINE SERVICE PLAN**

Dear Mr. McNulty:

Commonwealth Telephone Company ("CTCo") respectfully requests that the Pennsylvania Public Utility Commission ("Commission") approve CTCo's request to adopt and be included in the Pennsylvania Telephone Association's Lifeline Service Plan at Docket No. P-00971274. This Petition requires CTCo to adhere to all the terms and conditions previously approved by the Commission for the Pennsylvania Telephone Association at Docket No. P-00971274. (See Attachment A)

This Petition also requests that CTCo's submitted tariff for Lifeline Service be approved in less than statutory notice. CTCo's Lifeline Service tariff's proposed issued date is December 12, 1997, with an effective date of January 1, 1998. (See Attachment A)

Approval of this Petition will permit CTCo to comply with the Commission's Order at Docket No. P-00971274 and make available Lifeline local telephone services to all existing or potential residential customers within the Company's service territory.

Respectfully submitted,

[Signature]
Norman James Kennard

NJK/bes
Enclosure
cc: Robert Marinko (BFUS)

DOCUMENT
FOLDER

DOCKETED
DEC 16 1997

125

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PETITION OF THE PENNSYLVANIA :
TELEPHONE ASSOCIATION FOR APPROVAL : DOCKET NO. P-00971274
APPROVAL OF LIFELINE SERVICE PLAN :

PETITION OF
COMMONWEALTH TELEPHONE COMPANY
FOR APPROVAL OF LIFELINE SERVICE PLAN

PROthonotary's Office
97 DEC 15 PM 11
11

AND NOW COMES the Commonwealth Telephone Company ("CTCO"), by and through its counsel, Malatesta Hawke & McKeon LLP, and, pursuant to 52 Pa. Code §5.48, petitions the Pennsylvania Public Utility Commission ("Commission") for approval of its Lifeline Service Plan, and, in support thereof, represents the following:

1. The Petitioner is Commonwealth Telephone Company, a local exchange telephone carrier operating in the Pennsylvania and subject to regulation by this Commission. 66 Pa. C.S. §§101, et seq.

2. The names and addresses of Petitioner's attorneys are:

Norman James Kennard
Lillian S. Harris
Malatesta Hawke & McKeon LLP
Harrisburg Energy Center
P. O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300

3. CTCO is responding to the Commission's Order entered July 31, 1997 at Docket No. I-00940035 in which, the Commission directed all LECs to prepare and file, no later than September 30, 1997, a tariff supplement which contained a Lifeline Service Plan under which local telephone services would be made available, at reduced rates and/or under specific conditions, to all existing or potential residential customers within the LEC's service territory. The purpose of this Petition is to comply with the Commission's July 31, 1997 Order.

4. Attached to and incorporated into this Petition as **Appendix A** is CTCo's tariff supplement which sets forth the Lifeline Service Plan.

5. Specific provisions for providing lifeline telephone service under the tariff attached as **Appendix A** include, but are not limited to, the following:

(A) Features Included in Residential Lifeline Service:

Residential Lifeline Service will consist of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:

- (i) One-Party Residence Line Rate or Local Measured Service Option.
- (ii) Directory Listing (standard only).
- (iii) Non-Published or Non-Listed Telephone Number Service.
- (iv) Access to Directory Assistance Service.
- (v) Touch-Tone Calling Service.
- (vi) Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. The Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
- (vii) Access to Operator Services.
- (viii) Voluntary Toll Restriction Option.
- (ix) Link Up America (when applicable).
- (x) Access to 800/888 Services.
- (xi) Access to Call Trace.
- (xii) Access to Alerting and Reporting Systems (9-1-1 dialing).
- (xiii) Access to the Pennsylvania Telecommunications Relay Service.

(B) Eligibility for Lifeline Service:

- (i) Lifeline service is limited to only one service per qualified customer or household.
- (ii) Lifeline service does not apply to applicants who are full time students living in university or college controlled housing.
- (iii) Lifeline service will be available to all existing or potential residential customers in the service territory of CTCO if the customer's income is at or below the United States Census Bureau's Poverty Level Guidelines for all States (except Alaska and Hawaii) and the District of Columbia, as published annually in the Federal Register.
- (iv) Lifeline service applicants must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- (v) Lifeline eligibility certification and recertification will be determined by CTCO by utilizing either of the following two (2) methodologies:
 - a) Participation in any of the following Department of Public Welfare (DPW) programs verified by the Company:
 - Temporary Assistance for Needy Families (TANF)
 - General Assistance (GA)
 - Supplemental Security Income (SSI); or
 - b) Eligibility documentation is provided by the Lifeline applicant in the form of state or federal income tax returns for the most recent calendar year.
- (vi) Lifeline service customers are required to apply for the Link Up America benefit, when applicable.
- (vii) The CTCO may recertify Lifeline participants every two (2) years utilizing one of the alternative methodologies identified in sub-paragraph (v), above.
- (viii) Lifeline service will be provided to a customer only so long as the customer continues to meet the participation and certification guidelines.
- (ix) If CTCO determines that a Lifeline applicant is not eligible, or that a Lifeline participant has lost eligibility, CTCO will notify the applicant or participant by either telephone or letter.

- (x) Eligible applicants who owe outstanding arrearages to CTCO for prior service provided to that applicant will be restricted in their participation in the Lifeline program consistent with the following:
 - a) Existing customers of CTCO who are applying to participate in the Lifeline program and who are currently suspended for non-payment of basic service will not be permitted to participate in the Lifeline program until all outstanding basic service arrearages are paid in full. The customer will be billed the basic service restoral charge.
 - b) Existing customers of CTCO who are applying to participate in the Lifeline program and who have outstanding toll and/or non-basic arrearages will be permitted to participate in the Lifeline program but will be toll restricted until the toll and/or non-basic arrearages are paid in full. Upon payment of arrearages, if the customer desires toll service, the customer will also be billed the toll service restoral charge.
 - c) Former customers of the CTCO who are applying for Lifeline Service and who have outstanding final arrearages related to bills which have been final for less than four years as referenced in 52 Pa. Code §64.33(a) shall be permitted to participate in the Lifeline program if the final arrearages do not relate to basic service or if the basic service arrearages are paid in full.
 - d) Former customers of CTCO who are applying for Lifeline service and who have outstanding final toll and/or non-basic arrearages will be toll and/or non-basic restricted until the toll and/or non-basic arrearages are paid in full. Upon payment, if the customer desires toll service, the customer will be billed the toll service restoral charge.
- (xi) Lifeline customers are subject to all residential service regulations set forth in the tariff of CTCO and in the Commission's regulations.

(C) Content of the Lifeline Basic Service Offering:

- (i) A Lifeline applicant who meets the eligibility requirements will qualify to subscribe to the features included in the Residential Lifeline Service.
- (ii) The Residential Lifeline Service offering of CTCO shall provide the residential dial tone line portion of basic telephone service to Lifeline subscribers with a \$1.75 discount which will be offset from the tariffed

one-party residential dial tone line rate. The federal Subscriber Line Charge for Lifeline subscribers will be offset by \$3.50. The Dial Tone Line rate and the Subscriber Line Charge monthly discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

- (iii) The maximum discount offered to Lifeline subscribers will be \$5.25.
- (iv) Lifeline service will be subject to all applicable State, Local and Federal Taxes, and surcharges, and to all applicable tariff rates, charges, and surcharges.
- (v) Lifeline subscribers with CTCO will have the choice between One-Party Residential Flat service or a Local Measured Service option, if available. These services will be offered under tariffed terms and conditions at tariffed rates.
- (vi) The following service options will be offered to Lifeline subscribers only under the prescribed circumstances:
 - a) Touch-tone service, which will be offered at tariffed rates.
 - b) Call Trace service, which will be offered at tariffed rates.
 - c) Private or non-listed telephone number service, which will be offered at the tariffed rate.
- (vii) Lifeline subscribers will have the option of adding Caller ID Line Blocking at any applicable tariffed rate.
- (viii) Lifeline subscribers will have their dial tone line blocked for dial station access to 976/556/900 and any other type of Audiotex Service.
- (ix) Lifeline subscribers will have the option of having their dial tone line voluntarily toll restricted at no charge.
- (x) No other non-basic or optional services shall be offered to Lifeline subscribers.
- (xi) Lifeline subscribers shall not be permitted to subscribe to any other type of residential Local Exchange Service at the same or other premises (i.e., additional dial tone lines will not be permitted).
- (xii) Lifeline service will not be permitted under Foreign Exchange or Foreign Central Office Service arrangements.

- (xiii) Lifeline subscribers who accrue arrearages related to non-payment of Lifeline basic service charges will be subject to suspension or termination of basic service, consistent with the provisions of 52 Pa. Code Chapter 64.

(D) Lifeline Toll Service:

- (i) If a Lifeline subscriber allows their toll service to become past due, the existing Chapter 64 regulations will be followed and the Lifeline customer will be notified using the notification policies already in place. Upon payment of the outstanding toll arrearage, the Lifeline subscriber will be charged the toll restoral charge.
- (ii) The only waiver from Chapter 64 requirements would be the option of CTCO to deny toll restoral to a Lifeline subscriber that has had their toll service terminated on two occurrences for non-payment. This waiver does not apply to a subscriber that has a medical certification under 52 Pa. Code §64.103.
- (iii) If a Lifeline subscriber loses their toll service for non-payment, it will not affect their Lifeline basic service or their eligibility to participate in the Lifeline program. The Lifeline subscriber will still have access to the BCS Informal Complaint process under 52 Pa. Code §64.153.

(E) Funding of Lifeline Service Programs:

The maximum discount provided to Lifeline customers will be \$5.25. This discount will be funded by the Federal Universal Service Fund. To the extent that such funds are not available to CTCO , the service will not be available to customers.

(F) Customer Notification:

- (i) CTCO will publicize the availability of Lifeline service through annual bill inserts or bill messages and information in the Customer Guide pages of the directory.
- (ii) The bill insert/bill message will be issued semi-annually in the first year that the Lifeline service is available.
- (iii) CTCO will publicize the availability of Lifeline service pursuant to language previously approved for the PTA.
- (iv) CTCO will work with newspapers in their service territory to provide an article for publication which explains Lifeline services. If the newspaper will not run the article, the Company will place an advertisement regarding the availability of Lifeline services.

- (v) CTCO will work with state agencies in providing language and information on Lifeline services.

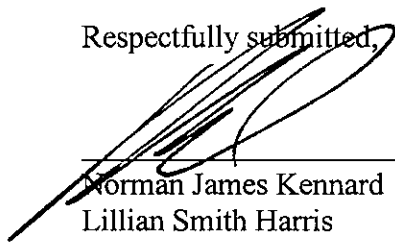
(G) **Tracking Reports:**

- (i) For the first two (2) years following the establishment of a Lifeline Service Plan, CTCO will file an annual tracking report with the Commission with respect to its Plan.
- (ii) The annual tracking report will be filed within 90 days of the anniversary of the date that the Lifeline service is initially made available by CTCO .

6. Approval of this Petition, and the tariff supplement attached hereto as **Appendix A**, is in the public interest in that it will: (a) permit CTCO to comply with the Commission's Order entered July 31, 1997 at Docket No. I-00940035; and (b) allow CTCO to make available Lifeline local telephone services to residential customers within its service territory.

WHEREFORE, for the reasons set forth above, Commonwealth Telephone Company hereby requests that the Pennsylvania Public Utility Commission (1) approve this Petition; and (2) approve the Lifeline Service tariff attached to this Petition.

Respectfully submitted,



Norman James Kennard
Lillian Smith Harris
Malatesta Hawke & McKeon LLP
Harrisburg Energy Center
P. O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300

Counsel for Commonwealth
Telephone Company

DATED: December 15, 1997

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the persons and in the manner indicated below:

Service by First Class Mail:

Irwin A. Popowsky, Esq.
Consumer Advocate
Office of Consumer Advocate
1425 Strawberry Square
Harrisburg, PA 17120

Bernard A. Ryan, Jr., Esq.
Small Business Advocate
Office of Small Business Advocate
Suite 1102
Commerce Building
300 North Second Street
Harrisburg, PA 17101

RECEIVED
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PROthonotary's OFFICE



Norman James Kennard

DATED: December 15, 1997

SUPPLEMENT NO 54
TO
TARIFF TELEPHONE - PA P.U.C. NO.23

COMMONWEALTH TELEPHONE COMPANY

RATES AND RULES
GOVERNING THE FURNISHING OF TELEPHONE SERVICE
IN
EXCHANGE AREAS OF ALL OF WYOMING COUNTY, AND PORTIONS
OF BERKS, BRADFORD, BUCKS, CARBON, CHESTER, COLUMBIA,
DAUPHIN, LACKAWANNA, LANCASTER, LEHIGH, LUZERNE,
LYCOMING, MONROE, NORTHAMPTON, SCHUYLKILL, SULLIVAN,
SUSQUEHANNA, TIOGA, AND YORK COUNTIES
IN THE STATE OF PENNSYLVANIA
AND AS SHOWN ON SHEETS 6 THROUGH 12
CONTAINED HEREIN AND AS SHOWN ON MAPS
CONTAINED IN TELEPHONE - PA P.U.C. NO. 24

PROTHONOTARY'S OFFICE
PAUL J. COLE

97 DEC 15 PM 4:11

RECEIVED

ISSUED: December 12, 1997

EFFECTIVE: January 1, 1998

by

MICHAEL P. SHARRY
SENIOR MANAGER
REGULATORY AND PUBLIC AFFAIRS
COMMONWEALTH TELEPHONE COMPANY
DALLAS, PENNSYLVANIA

NOTICE

THIS TARIFF MAKES (CHANGES) IN RATES AND RULES

SEE SHEET 2

ATTACHMENT A

COMMONWEALTH TELEPHONE COMPANY

SUPPLEMENT NO. 54 - TELEPHONE - PA P.U.C. NO. 23

LIST OF MODIFICATIONS

CHANGES . Change Index to Include Lifeline Service
Index - Eleventh Revised Sheet 4
.
Add Lifeline Service
Section 3 - Original Sheet 8C

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(C) Indicates Change

Issued: December 12, 1997

Effective: January 1, 1998

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - a. One-Party Residence Unlimited Service and Local Measured Service, if available.
 - b. Directory Listing (standard only).
 - c. Non-Published or Non-Listed Telephone Number Service.
 - d. Access to Directory Assistance Service.
 - e. Touch-Tone Calling Service.
 - f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - g. Access to Operator Services.
 - h. Voluntary Toll Restriction Option.
 - i. Link Up America (if eligible).
 - j. Access to 800/888 Services.
 - k. Access to Call Trace.
 - l. Access to Alerting and Reporting Systems (9-1-1 dialing).
 - m. Access to the Pennsylvania Telecommunications Relay Service.
 - n. Caller ID Per-call and Per-line Blocking.

LIFELINE SERVICE

B. REGULATIONS (cont'd)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs or be able to provide proof of income which is at or below the annual United States Census Bureau Poverty Level Guidelines for all states (Except Alaska and Hawaii) and the District of Columbia. Applicants who wish to be certified for Lifeline Service via the low income option will need to provide the following proof of eligibility: 1) currently filed State Income Tax Form; 2) currently filed Federal Income Tax Form, or 3) other equivalent documentation as prescribed by Commonwealth Telephone Company. Recertification of Lifeline Service participants will be conducted biennially by Commonwealth Telephone Company.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Commonwealth Telephone Company.

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B.3 above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by Commonwealth Telephone Company. When Commonwealth Telephone Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in B.3. above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.

LIFELINE SERVICE

B. REGULATIONS (cont'd)

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
6. Only services listed in B.2 above will be provided to Lifeline customers. All other premium services offered by the Company will not be available.
7. Lifeline Service customers are required to apply for the Link Up America benefit when applicable.
8. Customer requested temporary suspension of Lifeline Service is not permitted.
9. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
10. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
11. Lifeline customers are subject to all Residence service regulations in this and other tariffs of Commonwealth Telephone Company.
12. Residence Lifeline Service cannot be resold by the Lifeline customer of the Lifeline customer's agent(s).
13. Resale of Lifeline Services are subject to wholesale rate obligations and under Section 251 (c)(4) of the Telecommunications Act of 1996.
14. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
15. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
16. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

Commonwealth Telephone Company

Section 3
Original Sheet 8F

LIFELINE SERVICE

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

1. Applicable Residence Dial Tone monthly rate minus \$1.75(1).
2. Lifeline Service customers will pay the applicable Subscriber Line Charge monthly rate minus \$3.50 (1).
3. Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

- (1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.