

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Telecommunications Carriers Eligible to Receive Universal Service Support)	WC Docket No. 09-197
)	
Time Warner Cable Information Services (Maine), LLC)	
)	
Petition for Designation as a Lifeline-Only Eligible Telecommunications Carrier in the State of Maine)	

**PETITION OF TIME WARNER CABLE INFORMATION SERVICES (MAINE), LLC
FOR DESIGNATION AS A LIFELINE-ONLY ELIGIBLE TELECOMMUNICATIONS
CARRIER IN THE STATE OF MAINE**

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July 22, 2013

SUMMARY

Time Warner Cable Information Services (Maine), LLC (“TWCIS(ME)”) respectfully submits this Petition for Designation as a Lifeline-Only Eligible Telecommunications Carrier (“ETC”) in the State of Maine. In light of the Maine Public Utilities Commission’s recent decision that it will not adjudicate petitions for Lifeline-only ETC designation, TWCIS(ME) seeks such designation from the Commission pursuant to Section 214(e)(6) of the Communications Act of 1934, as amended, and Section 54.202 *et seq.* of the Commission’s rules. As demonstrated herein, TWCIS(ME) meets each of the statutory and regulatory prerequisites for ETC designation.

Further, designating TWCIS(ME) as an ETC will serve the public interest generally, and the needs of Maine’s low-income residents in particular. Such designation will increase consumer choice of both carriers and service plans, and ensure that more of the state’s residents are connected to the public switched telephone network. The ability to offer Lifeline discounts to qualifying low-income customers will not only promote affordability and competition in connection with TWCIS(ME)’s voice services, but also facilitate greater access to broadband Internet access services. The low cost of TWCIS(ME)’s Lifeline service plans will better enable low-income consumers to afford bundled packages including broadband service. Designating TWCIS(ME) as an ETC will improve its ability to serve these low-income individuals, and thus will serve the public interest. Accordingly, TWCIS(ME) respectfully requests that the Commission grant this Petition on an expedited basis.

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respectfully submits this Petition for Designation as a Lifeline-Only Eligible Telecommunications Carrier (“ETC”) in the State of Maine. In light of the Maine Public Utilities Commission’s (“MPUC’s”) recent decision that it will not adjudicate petitions for Lifeline-only ETC designation,¹ TWCIS(ME) seeks such designation from the Commission pursuant to Section 214(e)(6) of the Communications Act of 1934, as amended (the “Act”),² and Section 54.202 *et seq.* of the Commission’s rules.³ TWCIS(ME) respectfully requests that the

¹ See *Amendment to Standards for Designating and Certifying Eligible Telecommunications Carriers Qualified to Receive Federal Universal Service Fund Support*, Order Adopting Amended Rule and Statement of Factual and Policy Basis, Docket No. 2013-00220, at 1 (June 13, 2013) (“*MPUC Order*”).

² 47 U.S.C. § 214(e)(6).

³ 47 C.F.R. § 54.202 *et seq.* In February 2012, the FCC amended its rules applicable to the Lifeline program. This Petition is consistent with the ETC designation requirements as amended. See *Lifeline and Link Up Reform and Modernization*, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11 (rel. Feb. 6, 2012) (“*Lifeline Reform Order*”).

Commission grant this Petition expeditiously, so that low-income customers in Maine can benefit from the high-quality services TWCIS(ME) provides without delay.

I. BACKGROUND

Time Warner Cable. TWCIS(ME) is a wholly owned subsidiary of Time Warner Cable Inc. (“TWC”). TWC is the second-largest cable operator in the United States, with operations in 29 states and more than 15 million residential and commercial customers (including approximately 5 million residential voice subscribers). In addition to its digital cable and broadband services, TWC offers interconnected Voice-over Internet Protocol (“VoIP”) services throughout its 29-state footprint through various subsidiaries. Indeed, TWC was the first multi-system cable operator—and one of the first service providers—to introduce a mass-market, facilities-based VoIP service, now known as Home Phone, bringing a reliable, feature-rich, competitive voice alternative to millions of residential consumers.

TWCIS(ME). TWCIS(ME) is a Delaware limited liability company authorized to provide telecommunications services in Maine, and more specifically throughout the requested ETC area, pursuant to a Certificate of Public Convenience and Necessity (“CPCN”) issued by the MPUC.⁴ TWCIS(ME)’s principal offices are located at 60 Columbus Circle, New York, NY 10023. TWCIS(ME) is not designated as an ETC in any other jurisdiction, but TWC’s

⁴ *TWCIS(ME) Petition for Finding of Public Convenience and Necessity to Provide Resold Interexchange and Facilities Based Local Exchange Telecommunication Service*, Order Granting Authority to Provide Facilities-Based Local Exchange Service and Competitive Interexchange Service and Approving Schedule of Rates and Terms and Conditions, Docket No. 2002-792 (Feb. 11, 2003); *TWCIS(ME) Request Authorization to Provide Facility-Based Local Exchange Service in Several Additional Exchanges of Verizon*, Order Approving Application to Amend Order Regarding Scope of Authority, Docket No. 2006-664 (Dec. 13, 2006); *TWCIS(ME) Petition for Finding of Public Convenience and Necessity to Expand Scope of Authority to Provide Facilities Based Local Exchange Service in Independent Telephone Company Territories*, Order, Docket No. 2006-739 (Nov. 15, 2007); *TWCIS(ME) Petition for Finding of Public Convenience and Necessity to Expand Scope of Authority to Provide Facilities Based Local Exchange Service in Raymond and North Anson*, Order, Docket No. 2008-234 (Oct. 24, 2008).

telecommunications carrier subsidiary is designated as an ETC in New York,⁵ and TWC subsidiaries in other states plan to seek ETC designations from the relevant state commissions.

When TWC first began providing retail voice service in Maine using its interconnected VoIP capabilities, it did so by obtaining interconnection and exchanging traffic with incumbent local exchange carriers (“ILECs”) through commercial arrangements with a third-party telecommunications carrier. TWC recently transitioned to a more efficient and cost-effective business model under which it relies on TWCIS(ME) to interconnect and exchange traffic with ILECs. In addition to carrying out wholesale carrier functions relating to interconnection with the public switched telephone network (“PSTN”), TWCIS(ME) will provide retail interconnected VoIP service as a telecommunications service pursuant to its CPCN.⁶ TWCIS(ME) also provides high-capacity transport services to wireless carriers and to enterprise customers in Maine.

Correspondence regarding this Petition and questions concerning the ongoing operations of TWCIS(ME) following ETC designation should be directed to:

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⁵ *Petition of Time Warner Cable Information Services (New York), LLC for Modification of Its Existing Eligible Telecommunications Carrier Designation, Order Approving Designation as a Lifeline-Only Eligible Telecommunications Carrier, Case No. 12-C-0510 (Mar. 14, 2013).*

⁶ TWC Digital Phone LLC plans to transfer its retail customers to TWCIS(ME) on or around November 1, 2013.

and

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Designation of Eligible Telecommunications Carriers. Section 254(e) of the Act provides that “only an eligible telecommunications carrier designated under Section 214(e) shall be eligible to receive specific Federal universal service support.”⁷ The Act provides state public utility commissions with primary authority to designate ETCs.⁸ However, the MPUC recently amended its rules governing ETC designation and certification standards. As a result of those amendments, the MPUC will no longer adjudicate applications for Lifeline-only ETC designation.⁹ Pursuant to Section 214(e)(6), the Commission may designate as an ETC “a common carrier providing telephone exchange service and exchange access that is not subject to the jurisdiction of a State commission.”¹⁰ The Commission has established that a carrier must demonstrate that the relevant state commission will not adjudicate its ETC designation

⁷ 47 U.S.C. § 254(e).

⁸ 47 U.S.C. § 214(e)(2).

⁹ *MPUC Order*, at 2 (holding that “[i]t is the view of the Commission that there is no longer any advantage to Maine consumers, financial or otherwise, for the Commission to certify ETCs that apply for the designation solely for the purpose of offering Lifeline service and receiving the federal Lifeline subsidy”); *see also* 65-407-206 ME. CODE R. § 1 (2013) (providing “[t]he Commission does not designate as ETCs Telecommunications Providers seeking such designation solely for the purpose of receiving low-income support to provide services such as Lifeline. Telecommunications Providers seeking such designation must apply to the Federal Communications Commission”).

¹⁰ 47 U.S.C. § 214(e)(6).

application before the carrier seeks such designation from the Commission.¹¹ Accordingly, TWCIS(ME) has attached as Exhibit 1 the MPUC order disclaiming jurisdiction to designate Lifeline-only ETCs, thus satisfying the requirement to provide an “affirmative statement” from the relevant state commission.¹²

Section 214 of the Act provides that, upon request and consistent with the public interest, convenience, and necessity, the Commission may, in the case of an area served by a rural telephone company, and shall, in the case of all other areas, designate more than one common carrier as an ETC, provided the requesting carrier: (i) offers the services that are supported by federal universal service support mechanisms using its own facilities or a combination of its own facilities and resale of another carrier’s services; and (ii) advertises the availability of such services and the charges therefor using media of general distribution.¹³ The Commission’s rules impose additional requirements regarding ETC designation. As demonstrated below, TWCIS(ME) satisfies each of these requirements.

Scope of TWCIS(ME) Designation and Service Area Request. TWCIS(ME) seeks ETC designation in order to receive Lifeline (but not “high cost”) support from the federal universal service fund (“USF”) for the benefit of low-income customers. TWCIS(ME) seeks ETC designation throughout each of TWC’s franchise areas in Maine. A list of the municipalities for which TWCIS(ME) seeks designation is attached as Exhibit 2. Relatedly,

¹¹ See *Procedures for FCC Designation of Eligible Telecommunications Carriers Pursuant to Section 214(e)(6) of the Communications Act*, Public Notice, 12 FCC Rcd 22947, 22948 (1997) (“*Section 214(e)(6) Designation Procedures*”).

¹² See *Federal-State Joint Board on Universal Service*, Twelfth Report and Order, Memorandum Opinion and Order, and Further Notice of Proposed Rulemaking, 15 FCC Rcd 12208, 12264 ¶ 113 (2000) (providing that an “affirmative statement” may consist of “any duly authorized letter, comment, or state commission order indicating that it lacks jurisdiction to perform designations over a particular carrier”).

¹³ 47 U.S.C. §§ 214(e)(6), (e)(1).

TWCIS(ME) seeks designation on the Penobscot Indian Island and Pleasant Point Passamaquoddy Reservations. Pursuant to Commission rules, TWCIS will provide a copy of this Petition to the affected tribal governments and regulatory authorities, as applicable, at the time it files with the Commission.¹⁴ For the reasons set forth below, designating TWCIS(ME) as an ETC throughout the requested service area will serve the public interest, convenience, and necessity.

TWCIS(ME) is aware that its service area in Maine includes portions of a number of rural ILECs' study areas. Notably, TWC has successfully sought and obtained forbearance from the requirement to serve the entirety of a rural telephone company's study area or to obtain approval to modify the service area boundaries in connection with its subsidiaries' Lifeline-only ETC petitions.¹⁵ That grant of forbearance obviates the need for TWCIS(ME) to conform its ETC service area to rural ILECs' study area boundaries or to obtain an order modifying such boundaries.

II. TWCIS(ME) SATISFIES THE STATUTORY AND REGULATORY REQUIREMENTS FOR ETC DESIGNATION

TWCIS(ME) satisfies each of the statutory and regulatory requirements set forth in the Act and the Commission's rules:¹⁶

¹⁴ 47 C.F.R. § 54.202(c).

¹⁵ *See Time Warner Cable Inc. Petition for Forbearance*, Memorandum Opinion and Order, FCC 13-44 (Apr. 15, 2013) (holding that blanket forbearance from the requirement to serve the entirety of a rural telephone company's study area or to obtain formal approval to serve a modified service area "furthers the Act's and Commission's goals of ensuring the availability of voice service to low-income consumers") ("*TWC Forbearance Order*").

¹⁶ *See* 47 C.F.R. § 54.202 *et seq.*; *see also generally* Section 214(e)(6) *Designation Procedures; Lifeline Reform Order*.

A. TWCIS(ME) Offers Voice Telephony Services Supported by the Federal Low-Income Universal Service Program in Compliance with Section 214(e)(1)(A) of the Act

TWCIS(ME) certifies that it is a common carrier,¹⁷ that it will provide the services supported by federal universal service support mechanisms under Section 254(c) of the Act and as specified in Section 54.101(a) of the Commission’s rules, and that it will offer these supported services throughout the areas in which it is designated as an ETC. TWCIS(ME) further certifies that it will offer the supported services using its own facilities and the same network infrastructure used to serve its existing customers. TWCIS(ME)’s voice telephony services include:

Voice Grade Access. “Voice grade access” permits an end user to transmit voice communications, including signaling the network that the caller wishes to place a call, and to receive voice communications, including receiving a signal that there is an incoming call.

TWCIS(ME)’s customers will be able to place and receive calls on the PSTN.

Local Usage. “Local usage” is an amount of exchange service usage provided without an additional charge to end users. TWCIS(ME) provides service plans that offer unlimited local and/or long-distance usage and numerous other benefits including caller ID, call waiting, three-way calling, and voicemail.¹⁸

Access to Emergency Services. “Access to emergency services” includes access to services, such as 911 and enhanced 911 (“E-911”), provided by local governments or other public safety organizations. TWCIS(ME) provides its voice customers with such access, is capable of delivering automatic numbering information (“ANI”) and automatic location

¹⁷ 47 U.S.C. § 153(11) defines a “common carrier” as “any person engaged as a common carrier for hire, in interstate or foreign communication by wire or radio or in interstate or foreign radio transmission of energy”

¹⁸ For additional information, *see infra* Section II.C.

information (“ALI”) over its existing network, and otherwise satisfies applicable state and federal E-911 requirements—including those applicable to VoIP providers.¹⁹ Further, TWCIS(ME) pays all applicable E-911 fees in a timely manner. TWCIS(ME) will continue to work with local public safety answering points (“PSAPs”) within the designated service area to make 911 and E-911 service available to its customers.

Toll Limitation. “Toll limitation” includes the offering of either “toll control” or “toll blocking” to qualifying low-income customers, as a means of limiting or blocking the completion of outgoing toll calls. TWCIS(ME) will provide toll blocking for any service plans that distinguish between local and toll calls from a pricing standpoint. Some of TWCIS(ME)’s calling plans do not distinguish between local and toll calls at the point of dialing, such that TWCIS(ME) cannot offer toll limitation without blocking all service to a customer. Section 54.401(a)(2) of the Commission’s rules provides that toll limitation service is not necessary for any Lifeline service that does not distinguish between toll and non-toll calls in the pricing of the service.²⁰

B. TWCIS(ME) Will Advertise the Availability of and Charges for its Supported Service Offerings in Compliance with Section 214(e)(1)(B) of the Act

TWCIS(ME) will advertise the availability of the supported services detailed above, and the corresponding rates and charges, throughout its designated service area. The company will advertise using media of general distribution in a manner designed to inform those likely to qualify for Lifeline service and the general public.

In accordance with Commission rules, TWCIS(ME)’s Lifeline marketing materials will explain in clear, easily understood language that: (i) the offering is a Lifeline

¹⁹ See 47 C.F.R. § 9.1 *et seq.*

²⁰ 47 C.F.R. § 54.401(a)(2); *see also Lifeline Reform Order* ¶ 49.

service; (ii) that Lifeline is a government assistance program; (iii) the service is non-transferable; (iv) only eligible consumers may enroll in the program; and (v) the program is limited to one discount per household.²¹ Further, the materials will explain what documentation is necessary for enrollment and that consumers who willfully make false statements in order to obtain the benefit can be barred from the program and punished by fine or imprisonment.²² Pursuant to Commission rules, these materials include all print, audio, video, and web materials used to describe or enroll in the Lifeline service offering, including application and certification forms.²³

Finally, TWCIS(ME) will offer Lifeline service only under its own and parent company TWC's brand names, and not through any non-TWC affiliates. To the extent that TWCIS(ME) seeks to provide Lifeline service through any such non-TWC affiliate in the future, TWCIS(ME) will disclose such information pursuant to the reporting requirements set forth in Section 54.422 of the Commission's rules.²⁴

C. TWCIS(ME) Will Satisfy its Additional Obligations as an ETC

In addition to those requirements set forth in Section 214(e)(1) of the Act, TWCIS(ME) will satisfy additional ETC requirements adopted by the Commission. In particular:

Commitment to Comply with Applicable Service Requirements (47 C.F.R. § 54.202(a)(1)(i)). TWCIS(ME) certifies that it will comply with the service requirements applicable to the support it receives. Because TWCIS(ME) seeks only Lifeline support, as

²¹ 47 C.F.R. § 54.405(c).

²² *Lifeline Reform Order* ¶ 275.

²³ 47 C.F.R. § 54.405(c).

²⁴ 47 C.F.R. § 54.422.

opposed to high-cost funding to support the construction of network facilities, it is not submitting a network improvement plan under Section 54.202(a)(1)(ii).²⁵

Ability to Remain Functional in an Emergency (47 C.F.R. § 54.202(a)(2)).

TWCIS(ME) is committed to providing and maintaining essential telecommunications services in times of emergency. In particular, TWCIS(ME) maintains a reasonable amount of back-up power throughout its network to ensure the functionality of its service without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations. TWCIS(ME) complies with all specific back-up requirements adopted by the Commission, and will comply with such requirements adopted in the future.

Satisfaction of Applicable Consumer Protection and Service Quality Standards

(47 C.F.R. § 54.202(a)(3)). TWCIS(ME) will comply with all applicable state and federal consumer protection and service quality standards. In addition, TWCIS(ME) will attempt to resolve any complaints received by the Commission and designates the following contact person to work with Commission staff to resolve any complaints or other compliance matters:

Olivia Hill, Senior Paralegal
Time Warner Cable
13820 Sunrise Valley Drive
Herndon, VA 20171
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twc.regulatory.complaints@twcable.com

Financial and Technical Capability to Provide Lifeline Service (47 C.F.R. §

54.202(a)(4)). TWCIS(ME) is a wholly owned subsidiary of TWC, a leading voice provider with approximately five million Home Phone customers, that has both the financial and technical

²⁵ 47 C.F.R. § 54.202(a)(1)(ii). The Commission has made clear that this requirement does not apply to carriers seeking designation as a Lifeline-only ETC. *See Lifeline Reform Order* ¶ 386.

capabilities to provide Lifeline service. TWCIS(ME) will continue to rely on its innovative and reliable network infrastructure and service expertise to support and further develop its operations. The company will use its successful business model to sustain and grow its network, and will do so independently of USF disbursements that provide discounts to qualifying Lifeline subscribers. TWCIS(ME) has held a CPCN to offer telecommunications services in Maine since 2003, and has not been subject to ETC revocations in any state.

Service Plan Terms and Conditions (47 C.F.R. § 54.202(a)(5)). TWCIS(ME) will apply a uniform Lifeline discount of \$9.25 to all available voice service plans. A Lifeline customer will be able to apply that discount to TWCIS(ME)'s stand-alone voice offerings or to the voice component of any bundled service plan, including all promotional service plans. For example, if the price for unlimited nationwide calling were \$19.99 per month, then the net price for a Lifeline customer would be \$10.74. If the discounted voice component of a bundled service plan were \$14.78, then the Lifeline customer's net price for voice service would be \$5.53. TWCIS(ME) will apply the Lifeline discount only to the voice component of the bundle. Pursuant to Section 54.403(a)(2) of the Commission's rules, TWCIS(ME) will apply an additional discount of up to \$25.00 off the monthly cost of voice service for Lifeline customers who are residents of Tribal lands. Consumers are able to access plan information via the company's website at www.timewarnercable.com.

Service Initiation Deposits (47 C.F.R. § 54.401(c)). TWCIS(ME) will not collect a service deposit for Lifeline plans that do not charge additional fees for toll calls, or for which a subscriber has elected toll limitation service.

Number-Portability Charges (47 C.F.R. § 54.401(e)). TWCIS(ME) will not charge Lifeline account holders a monthly number-portability fee.

Lifeline Certification and Verification (47 C.F.R. §§ 54.409, 54.410, 54.416).

TWCIS(ME) will certify consumer eligibility to participate in the Lifeline program in accordance with Commission rules and TWC's Compliance Plan.²⁶ TWCIS(ME) shares the Commission's concern about potential abuse of the Lifeline program and believes that these procedures will prevent its customers from engaging in such abuse, either inadvertently or intentionally.

TWCIS(ME) will implement procedures to ensure compliance with the Commission's rules throughout the Lifeline customer enrollment process. TWCIS(ME) will produce Maine-specific materials describing the Lifeline program and its Lifeline service discounts, and will make such materials available: (i) in print to potential applicants at each TWCIS(ME) retail location and through direct sales representatives; (ii) in print to potential applicants by mail (in response to requests made through TWCIS(ME)'s toll-free customer service telephone number or website); and (iii) electronically through TWCIS(ME)'s website, which will contain a link to such information. These materials will: (i) include detailed information about TWCIS(ME)'s Lifeline plans and eligibility requirements; and (ii) describe the enrollment process that a customer must complete prior to receiving the Lifeline discount. TWCIS(ME) will also produce Maine-specific Lifeline application materials and make them similarly available. A sample copy of TWCIS(ME)'s Lifeline credit application is attached as

²⁶ TWC submitted a proposed Compliance Plan as an attachment to its Forbearance Petition. *See Time Warner Cable Inc. Petition for Forbearance*, App. B, WC Docket No. 09-197 (Nov. 13, 2012). The Commission subsequently determined that ETC applicants seeking forbearance from the boundary modification requirement need not file a separate compliance plan, whereas ETC applicants seeking to avail themselves of blanket forbearance from the "facilities" requirement must continue to do so. *TWC Forbearance Order* ¶ 17, n.55 (the Commission has "adopted numerous conditions in the *Lifeline Reform Order* to reduce waste, fraud and abuse in the Lifeline program, and thus, eliminated the need to impose additional conditions in the context of forbearance from the service area conformance requirement").

Exhibit 3. TWCIS(ME) also reserves the right to use any sample application form provided by the Commission or USAC. TWCIS(ME) will direct applicants to submit their completed applications and necessary documentation to TWCIS(ME) for processing. Consistent with the Commission's requirement, TWCIS(ME) will enroll Lifeline customers through direct contacts between its personnel and those customers.

TWCIS(ME) personnel will take steps to ensure that applicants actually are eligible to participate in the Lifeline program. TWCIS(ME) will train a number of "Lifeline Representatives" to assist applicants in determining whether they are eligible to participate based on income and/or program-based criteria. These Lifeline Representatives will be available to customers at retail locations and/or in response to customer contacts through the company's toll-free telephone number and website. All personnel who interact with actual or prospective customers will be trained to refer Lifeline-related matters to a Lifeline Representative.

TWCIS(ME) also will train specific personnel to process Lifeline applications and review required documentation to determine whether it satisfies eligibility requirements. Such personnel will attest to this review on the enrollment form. Where such personnel conclude that the available documentation is insufficient to establish eligibility, TWCIS(ME) will deny the associated application and inform the applicant of the reason for such rejection. In the event that TWCIS(ME) personnel cannot ascertain whether particular documentation is sufficient to establish eligibility, the matter will be escalated to supervisory personnel.

More broadly, TWCIS(ME) will establish safeguards to prevent subscribers from receiving multiple Lifeline subsidies at the same address and individual subscribers from receiving more than one Lifeline discount. TWCIS(ME)'s Lifeline Representatives will explain in prominent, plain, easily comprehensible language to all new subscribers that no consumer is permitted to receive more than one Lifeline subsidy. Lifeline Representatives will emphasize

this “one Lifeline line per household” restriction in contacts with potential customers. They also will inform each Lifeline applicant that he or she may be receiving support under another name, and facilitate the applicant’s ability to determine whether he or she is already benefiting from Lifeline support by identifying the leading wireline and leading two wireless Lifeline offerings in the relevant market by brand name. TWCIS(ME) will also incorporate applicant names and primary residential addresses into its customer information database. Prior to claiming Lifeline funding from USAC for a customer, TWCIS(ME) will check the address of each Lifeline applicant against its database to determine whether or not it is associated with a customer that already receives TWCIS(ME) Lifeline service, and will then review the application to ascertain whether the applicant is attempting to receive Lifeline service for more than one line associated with the address. TWCIS(ME) will deny the Lifeline application of any such individual and advise the applicant of the basis for the denial. In addition, prior to requesting funding from USAC, TWCIS(ME) will process and validate its subsidy data to prevent duplicate same-month Lifeline subsidies. Any household that is already receiving a Lifeline discount from TWCIS(ME) will be automatically prevented from receiving a second Lifeline discount in that same month. TWCIS(ME) also will immediately de-enroll any subscriber whom TWCIS(ME) knows is no longer eligible or is receiving Lifeline-supported service from another ETC.

TWCIS(ME) also will implement procedures to ensure compliance with the Commission’s rules regarding annual eligibility re-certification. TWCIS(ME) will require every customer enrolled in the Lifeline program to verify on an annual basis that he or she is the head of his or her household, receives Lifeline-supported service only from TWCIS(ME), and does not receive Lifeline service from any other provider. TWCIS(ME) will notify each participating Lifeline customer annually that he or she must confirm his or her continued eligibility in accordance with the applicable requirements. This notification will be mailed via the U.S. Postal

Service to the address the subscriber has on record, or transmitted by another method permitted by Commission rules (in person, in writing, by phone, by text message, by email or otherwise through the Internet). The notice will explain the actions the customer must take to retain Lifeline benefits, when the benefits may be terminated, and how to contact TWCIS(ME). Customers will have 60 days to make this certification under penalty of perjury by sending written confirmation by mail or through additional means such as an interactive voice response (“IVR”) system. Anyone who does not respond to the mailing and certify his or her continued eligibility will be removed from the Lifeline program.

III. DESIGNATING TWCIS(ME) AS A LIFELINE-ONLY ETC IN THE STATE OF MAINE WILL SERVE THE PUBLIC INTEREST

Authorizing TWCIS(ME) to participate in the Lifeline program will advance the public interest. The Commission historically has considered the benefits of increased consumer choice and the unique advantages and disadvantages of the applicant’s service offering in reviewing ETC applications submitted by proposed Lifeline participants.²⁷ Designating TWCIS(ME) as a Lifeline-only ETC will serve the public interest generally, and the needs of Maine’s low-income customers in particular, by ensuring that more of the state’s residents are connected to the PSTN. With its commitment to innovation and proven track record of high-quality service, TWCIS(ME)’s parent company TWC has built a network that serves 29 states and more than 15 million customers. For its part, TWCIS(ME) offers high-quality, facilities-based competitive services in many areas that once offered no choice of providers. This competition has created pressure for all voice providers to improve the quality and value proposition of the service they offer, and has benefitted consumers as a result. Designating

²⁷ See *Virgin Mobile ETC Designation Order*, 25 FCC Rcd 17797, 17799, ¶ 6 (2010).

TWCIS(ME) as an ETC will further benefit customers by increasing choice among carriers that offer Lifeline service.

TWCIS(ME) looks forward to providing affordable competitive service options to Lifeline-eligible subscribers, and will make available to low-income consumers the same plans offered to current subscribers. Though TWCIS(ME) already provides voice services in Maine, some of the state's low-income residents currently may be unable to take advantage of TWCIS(ME)'s services. Designating TWCIS(ME) as an ETC will enable it to offer high-quality voice service at price points that meet the needs of Maine's Lifeline-eligible consumers. For additional information regarding specific plan details, please refer to Section II.C.

Notably, many of TWCIS(ME)'s bundled service plans include access to broadband Internet access. Lifeline support will make it easier for low-income individuals in Maine to access broadband services, and is therefore consistent with the objectives set forth in the FCC's *National Broadband Plan* and *Lifeline Reform Order*. In keeping with the FCC's efforts to reduce waste, fraud and abuse in the Lifeline program, TWCIS(ME) will offer its Lifeline services only to customers who pay a recurring monthly service fee, thus ensuring that they have appropriate incentives to use the service and to refrain from seeking duplicative benefits from TWCIS(ME). For these reasons, TWCIS(ME) ETC designation in the State of Maine will serve the public interest.

IV. ANTI-DRUG ABUSE CERTIFICATION

TWCIS(ME) certifies that no party to this Petition is subject to denial of federal benefits pursuant to Section 5301 of the Anti-Drug Abuse Act of 1988.²⁸

²⁸ 21 U.S.C. § 862; *see also* Certification of Julie P. Laine attached as Exhibit 4.

V. CONCLUSION

Based on the foregoing, TWCIS(ME) has demonstrated its eligibility for designation as an ETC in the State of Maine. Accordingly, TWCIS(ME) respectfully requests that the Commission grant this Petition expeditiously.

Respectfully submitted,

TIME WARNER CABLE INFORMATION
SERVICES (MAINE), LLC

Steven N. Teplitz
Terri B. Natoli
TIME WARNER CABLE INC.
901 F Street, NW
Suite 800
Washington, DC 20004

/s/ Matthew A. Brill
Matthew A. Brill
Jarrett S. Taubman
Erin P. Fitzgerald
LATHAM & WATKINS LLP
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Washington, DC 20004

Julie P. Laine
TIME WARNER CABLE INC.
60 Columbus Circle
New York, NY 10023

July 22, 2013

INDEX OF EXHIBITS

- Exhibit 1** Maine Public Utilities Commission Order Adopting Amended Rule and Statement of Factual and Policy Basis
- Exhibit 2** Maine Municipalities for Which TWCIS(ME) Seeks Designation
- Exhibit 3** Example Time Warner Cable Lifeline Credit Application Form
- Exhibit 4** Certification of Julie P. Laine

Exhibit 1:

Maine Public Utilities Commission Order

June 13, 2013

PUBLIC UTILITIES COMMISSION
Amendment to Standards for Designating
and Certifying Eligible
Telecommunications Carriers Qualified to
Receive Federal Universal Fund Support
(Ch. 206)

ORDER ADOPTING
AMENDED RULE AND
STATEMENT OF FACTUAL
AND POLICY BASIS

WELCH, Chairman; LITTELL and VANNOY, Commissioners

I. SUMMARY

By this Order, we adopt amendments to Chapter 206 of the Commission's rules which establishes standards for the designation and annual certification of Eligible Telecommunications Carriers (ETCs). After these amendments, the Commission will no longer certify carriers that apply for ETC designation for the sole purpose of offering Lifeline, Link-Up, or other low-income program benefits. Going forward, such carriers will apply to the Federal Communications Commission (FCC) for ETC designation.¹

II. BACKGROUND

Chapter 206, adopted by the Commission on November 20, 2007, established standards for the designation and annual certification of ETCs. The rule was created, in large measure, to supplement the federal rules for ETC designation to account for distinctions between the services provided by wireline and wireless ETCs.

Since the adoption of Chapter 206, carriers seeking ETC designation for the sole purpose of offering Lifeline, link-Up, or other low-income benefits have entered the market in ever increasing numbers.² The majority of these carriers are pre-paid wireless service providers that resell the cellular telephone service of large national carriers. These pre-paid wireless ETCs typically provide a telephone handset and offer a set number of minutes (anywhere from 68 to 250 minutes per month) to low-income

¹ This rule is a routine technical rule as defined in Title 5, chapter 375, subchapter 2-A of the Maine Revised Statutes.

² The federal Lifeline program provides a subsidy from the federal Universal Service Fund (USF) to ETCs for the purpose of providing discounted telephone service to qualifying low-income consumers. Link-Up is a federal program that provides a subsidy from the federal USF to ETCs to offset the cost of telephone service installation for low-income customers. The FCC has recently eliminated the Link-Up program for all areas of the country except Tribal Lands.

customers at no charge to the customer. The service is made "free" to the low-income customer by the application of a federal universal service fund subsidy (currently \$9.25 per month) to the monthly charge on a customer's account; a charge that exactly equals the amount of the subsidy.

When drafted, Chapter 206 did not contemplate the pre-paid Lifeline business model or the designation of "Lifeline-only" ETCs. Since the proliferation of pre-paid wireless Lifeline-only ETCs, the FCC has taken steps to standardize the certification requirements for such carriers. Notably the FCC recently enacted a requirement that a non-facilities-based wireless ETC applicant have a "compliance plan" approved by the FCC before a state commission or the FCC may designate the applicant as an ETC.³ Further, as there is no state subsidy for Lifeline service, the Commission expends substantial resources administering what is for all intents and purposes a federal program.

On April 9, 2013, we issued a Notice of Rulemaking (NOR) in this proceeding detailing the proposed amendments to Chapter 206. The Commission did not schedule a public hearing on this matter, but, pursuant to rulemaking procedures, we provided an opportunity for interested persons to request such a hearing; the Commission did not receive any public hearing requests. Additionally, we provided interested persons with an opportunity to provide written comments on the proposed amendments to Chapter 206. The deadline for submitting such comments was May 17, 2013; the Commission did not receive any comments by the deadline.

It is the view of the Commission that there is no longer any advantage to Maine consumers, financial or otherwise, for the Commission to certify ETCs that apply for the designation solely for the purpose of offering Lifeline service and receiving the federal Lifeline subsidy. Because the FCC will certify Lifeline-only ETCs, Maine consumers will continue to benefit from the availability of the services offered by those carriers.

In accordance with 5 M.R.S. § 8057-A(1), we stated in our NOR that we expect that there will be no fiscal impact from this rulemaking. Further, we stated that we expect that this rulemaking will not impose an economic burden on small businesses. We continue to believe this will be the case

III. DISCUSSION OF THE RULE AMENDMENTS

A. Section 1: Purpose

In the NOR we proposed to amend Section 1 of the rule to specify that the Commission will not designate ETCs seeking such designation solely for the purpose of receiving support to provide Lifeline, Link-Up, or other low-income services, and that carriers seeking designation for that purpose must apply to the Federal

³ In our experience, the majority of Lifeline-only wireless ETCs are non-facilities-based resellers.

Communications Commission. No comments were received regarding this proposed amendment. Therefore, we adopt the amendment to Section 1 of the rule without modification.

B. Section 2: Definitions

1. Applicant

In the NOR we proposed to amend the definition of "Applicant" to exclude carriers seeking ETC designation solely for the purpose of receiving support to provide Lifeline or other low-income services.

2. Lifeline/Link-Up

In the NOR we proposed eliminating the definition of "Lifeline/Link-up."

No comments were received regarding these proposed amendments. Therefore, we adopt these amendments to Section 2 of the rule without modification.

C. Section 3: Contents of Petition by Applicant

In addition to several non-substantive editorial changes, in the NOR we proposed eliminating the provision in Section 3 that requires ETC applicants to include in their application a statement that the ETC will advertise the availability of low-income programs such as Lifeline and Link-Up. No comments were received regarding this proposed amendment. Therefore, we adopt these amendments to Section 3 of the rule without modification.

D. Section 6: Annual Reports

In addition to several non-substantive editorial changes, in the NOR we proposed eliminating the requirement that Competitive ETCs annually certify that they have publicized the availability of low-income programs such as Lifeline and Link-Up.⁴ No comments were received regarding this proposed amendment. Therefore, we adopt these amendments to Section 6 of the rule without modification.

E. Section 7: Applicability to Carriers Designated as ETCs Before the Effective Date of this Chapter

In the NOR we proposed eliminating a superfluous section requiring submission of information by ETCs that were designated prior to December 4, 2007.

⁴ A Competitive ETC is an ETC that is not an Incumbent Local Exchange Carrier.

No comments were received regarding this proposed amendment. Therefore, we adopt this amendment to Section 7 of the rule without modification.

IV. ORDERING PARAGRAPHS

In light of the foregoing, we

O R D E R

1. That the attached Chapter 206 is hereby adopted;
2. That the Administrative Director shall notify the following of the final adoption of the attached rule:
 - a. All Local Exchange Carriers in the State of Maine;
 - b. All Eligible Telecommunications Carriers in Maine;
 - c. The Telephone Association of Maine;
 - d. All people who have filed with the Commission within the past year a written request for any Notice of Rulemaking.
3. That the Administrative Director shall send copies of this Order and the final rule:
 - a. The Secretary of State for publication in accordance with 5 M.R.S. § 8053(5); and
 - b. Executive Director of the Legislative Council.

Dated at Hallowell, Maine, this 13th day of June, 2013.

BY ORDER OF THE COMMISSION

/s/ Harry Lanphear

Harry Lanphear
Administrative Director

COMMISSIONERS VOTING FOR: Welch
Littell
Vannoy

NOTICE OF RIGHTS TO REVIEW OR APPEAL

5 M.R.S. § 9061 requires the Public Utilities Commission to give each party to an adjudicatory proceeding written notice of the party's rights to review or appeal of its decision made at the conclusion of the adjudicatory proceeding. The methods of review or appeal of PUC decisions at the conclusion of an adjudicatory proceeding are as follows:

1. Reconsideration of the Commission's Order may be requested under Section 11(D) of the Commission's Rules of Practice and Procedure (65-407 C.M.R.ch. 110) within **20** days of the date of the Order by filing a petition with the Commission stating the grounds upon which reconsideration is sought. Any petition not granted within **20** days from the date of filing is denied.
2. Appeal of a final decision of the Commission may be taken to the Law Court by filing, within **21** days of the date of the Order, a Notice of Appeal with the Administrative Director of the Commission, pursuant to 35-A M.R.S. § 1320(1)-(4) and the Maine Rules of Appellate Procedure.
3. Additional court review of constitutional issues or issues involving the justness or reasonableness of rates may be had by the filing of an appeal with the Law Court, pursuant to 35-A M.R.S. § 1320(5).

Note: The attachment of this Notice to a document does not indicate the Commission's view that the particular document may be subject to review or appeal. Similarly, the failure of the Commission to attach a copy of this Notice to a document does not indicate the Commission's view that the document is not subject to review or appeal.

Exhibit 2: Maine Municipalities for Which TWCIS(ME) Seeks Designation

MUNICIPALITY	COUNTY
Acton, Town of	York
Addison, Town of	Washington
Albion, Town of	Kennebec
Alfred, Town of	York
Allagash, Town of	Aroostook
Alna, Town of	Lincoln
Andover, Town of	Oxford
Anson, Town of (includes Village of N. Anson)	Somerset
Arundel, Town of	York
Ashland, Town of	Aroostook
Auburn, City of	Androscoggin
Augusta, City of	Kennebec
Avon, Town of	Franklin
Baileyville, Town of	Washington
Baldwin, Town of	Cumberland
Bangor, City of	Penobscot
Bar Harbor, Town of	Hancock
Baring Plantation	Washington
Beals, Town of	Washington
Belfast, City of	Waldo
Belgrade, Town of	Kennebec
Benton, Town of	Kennebec
Bethel, Town of	Oxford
Biddeford, City of	York
Blaine, Town of	Aroostook
Blue Hill, Town of	Hancock
Boothbay Harbor, Town of	Lincoln
Boothbay, Town of	Lincoln
Bradley, Town of	Penobscot
Brewer, City of	Penobscot
Bridgton, Town of	Cumberland
Bristol, Town of	Lincoln
Brownville, Town of	Piscataquis
Buckfield, Town of	Oxford

MUNICIPALITY	COUNTY
Bucksport, Town of	Hancock
Burnham, Town of	Waldo
Buxton, Town of	York
Calais, City of	Washington
Camden, Town of	Knox
Canaan, Town of	Somerset
Canton, Town of	Oxford
Cape Elizabeth, Town of	Cumberland
Caribou, City of	Aroostook
Carmel, Town of	Penobscot
Carrabassett Valley, Town of	Franklin
Casco, Town of	Cumberland
Castine, Town of	Hancock
Caswell, Town of	Aroostook
Chelsea, Town of	Kennebec
Cherryfield, Town of	Washington
China, Town of	Kennebec
Clinton, Town of	Kennebec
Columbia Falls, Town of	Washington
Connor Township	Aroostook
Coplin Plantation	Franklin
Corinna, Town of	Penobscot
Corinth, Town of	Penobscot
Cornish, Town of	York
Cumberland, Town of	Cumberland
Cushing, Town of	Knox
Cutler, Town of	Washington
Damariscotta, Town of	Lincoln
Dayton, Town of	York
Deer Isle, Town of	Hancock
Denmark, Town of	Oxford
Dennysville, Town of	Washington
Detroit, Town of	Somerset
Dexter, Town of	Penobscot
Dixfield, Town of	Oxford
Dover-Foxcroft, Town of	Piscataquis
Dresden, Town of	Lincoln

MUNICIPALITY	COUNTY
Eagle Lake, Town of	Aroostook
East Machias, Town of	Washington
Easton, Town of	Aroostook
Eastport, City of	Washington
Eddington, Town of	Penobscot
Edgecomb, Town of	Lincoln
Edmunds Township	Washington
Ellsworth, City of	Hancock
Embden, Town of	Somerset
Eustis, Town of	Franklin
Fairfield, Town of	Somerset
Falmouth, Town of	Cumberland
Farmingdale, Town of	Kennebec
Fayette, Town of	Kennebec
Fort Fairfield, Town of	Aroostook
Fort Kent, Town of	Aroostook
Franklin, Town of	Hancock
Frenchville, Town of	Aroostook
Friendship, Town of	Knox
Fryeburg, Town of	Oxford
Gardiner, City of	Kennebec
Glenburn, Town of	Penobscot
Gorham, Town of	Cumberland
Gouldsboro, Town of	Hancock
Grand Isle, Town of	Aroostook
Gray, Town of	Cumberland
Greene, Town of	Androscoggin
Greenwood, Town of	Oxford
Hallowell, City of	Kennebec
Hampden, Town of	Penobscot
Hancock, Town of	Hancock
Hanover, Town of	Oxford
Harrington, Town of	Washington
Harrison, Town of	Cumberland
Hartland, Town of	Somerset
Hermon, Town of	Penobscot
Hiram, Town of	Oxford

MUNICIPALITY	COUNTY
Holden, Town of	Penobscot
Hollis, Town of	York
Jay, Town of	Franklin
Jefferson, Town of	Lincoln
Jonesport, Town of	Washington
Kenduskeag, Town of	Penobscot
Kennebunk, Town of	York
Kennebunkport, Town of	York
Kingfield, Town of	Franklin
Lamoine, Town of	Hancock
Leeds, Town of	Androscoggin
Levant, Town of	Penobscot
Lewiston, City of	Androscoggin
Limerick, Town of	York
Limestone, Town of	Aroostook
Limington, Town of	York
Lincoln, Town of	Penobscot
Lisbon, Town of	Androscoggin
Litchfield, Town of	Kennebec
Livermore Falls, Town of	Androscoggin
Livermore, Town of	Androscoggin
Lovell, Town of	Oxford
Lubec, Town of	Washington
Lyman, Town of	York
Machias, Town of	Washington
Machiasport, Town of	Washington
Madawaska, Town of	Aroostook
Manchester, Town of	Kennebec
Mapleton, Town of	Aroostook
Mars Hill, Town of	Aroostook
Marshfield, Town of	Washington
Mechanic Falls, Town of	Androscoggin
Mexico, Town of	Oxford
Milbridge, Town of	Washington
Milford, Town of	Penobscot
Milo, Town of	Piscataquis
Minot, Town of	Androscoggin

MUNICIPALITY	COUNTY
Monmouth, Town of	Kennebec
Mount Desert, Town of	Hancock
Mount Vernon, Town of	Kennebec
Naples, Town of	Cumberland
New Gloucester, Town of	Cumberland
New Portland, Town of	Somerset
New Sweden, Town of	Aroostook
New Vineyard, Town of	Franklin
Newcastle, Town of	Lincoln
Newport, Town of	Penobscot
Newry, Town of	Oxford
Nobleboro, Town of	Lincoln
Norridgewock, Town of	Somerset
North Berwick, Town of	York
North Haven, Town of	Knox
North Yarmouth, Town of	Cumberland
Norway, Town of	Oxford
Oakland, Town of	Kennebec
Ogunquit, Town of	York
Old Orchard Beach, Town of	York
Old Town, City of	Penobscot
Orland, Town of	Hancock
Orono, Town of	Penobscot
Orrington, Town of	Penobscot
Owls Head, Town of	Knox
Oxford, Town of	Oxford
Palermo, Town of	Waldo
Palmyra, Town of	Somerset
Paris, Town of	Oxford
Parsonsfield, Town of	York
Pembroke, Town of	Washington
Penobscot Indian Island Reservation	Penobscot
Perry, Town of	Washington
Peru, Town of	Oxford
Phillips, Town of	Franklin
Pittsfield, Town of	Somerset
Pittston, Town of	Kennebec

MUNICIPALITY	COUNTY
Pleasant Point Passamaquoddy Reservation	Washington
Poland, Town of	Androscoggin
Portage Lake, Town of	Aroostook
Porter, Town of	Oxford
Portland, City of	Cumberland
Pownal, Town of	Cumberland
Presque Isle, City of	Aroostook
Princeton, Town of	Washington
Randolph, Town of	Kennebec
Raymond, Town of	Cumberland
Readfield, Town of	Kennebec
Richmond, Town of	Sagadahoc
Rockland, City of	Knox
Rockport, Town of	Knox
Rome, Town of	Kennebec
Roque Bluffs, Town of	Washington
Roxbury, Town of	Oxford
Rumford, Town of	Oxford
Sabattus, Town of	Androscoggin
Saco, City of	York
Saint John Plantation	Aroostook
Scarborough, Town of	Cumberland
Searsport, Town of	Waldo
Sebago, Town of	Cumberland
Sidney, Town of	Kennebec
Sinclair, Unorganized Territory of	Aroostook
Smithfield, Town of	Somerset
Solon, Town of	Somerset
Sorrento, Town of	Hancock
South Berwick, Town of	York
South Bristol, Town of	Lincoln
South Portland, City of	Cumberland
South Thomaston, Town of	Knox
Southport, Town of	Lincoln
Southwest Harbor, Town of	Hancock
St. Agatha, Town of	Aroostook
St. Albans, Town of	Somerset

MUNICIPALITY	COUNTY
St. Francis, Town of	Aroostook
St. George, Town of	Knox
Standish, Town of	Cumberland
Stockton Springs, Town of	Waldo
Stonington, Town of	Hancock
Strong, Town of	Franklin
Sullivan, Town of	Hancock
Surry, Town of	Hancock
Thomaston, Town of	Knox
Thorndike, Town of	Waldo
Tremont, Town of	Hancock
Trenton, Town of	Hancock
Turner, Town of	Androscoggin
Union, Town of	Knox
Unity, Town of	Waldo
Van Buren, Town of	Aroostook
Vassalboro, Town of	Kennebec
Veazie, Town of	Penobscot
Verona Island, Town of	Hancock
Vinalhaven, Town of	Knox
Waldoboro, Town of	Lincoln
Wales, Town of	Androscoggin
Wallagrass, Town of	Aroostook
Warren, Town of	Knox
Washburn, Town of	Aroostook
Waterboro, Town of	York
Waterford, Town of	Oxford
Waterville, City of	Kennebec
Wayne, Town of	Kennebec
Wells, Town of	York
West Gardiner, Town of	Kennebec
West Paris, Town of	Oxford
Westbrook, City of	Cumberland
Westfield, Town of	Aroostook
Westport Island, Town of	Lincoln
Whitefield, Town of	Lincoln
Whiting, Town of	Washington

MUNICIPALITY	COUNTY
Whitneyville, Town of	Washington
Windham, Town of	Cumberland
Windham, Town of	Cumberland
Windsor, Town of	Kennebec
Winslow, Town of	Kennebec
Winter Harbor, Town of	Hancock
Winterport, Town of	Waldo
Winthrop, Town of	Kennebec
Wiscasset, Town of	Lincoln
Woodland, Town of	Aroostook
Woodstock, Town of	Oxford
Wyman, Unorganized Territory of	Franklin
Yarmouth, Town of	Cumberland
York, Town of	York

Exhibit 3:

**Example Time Warner Cable Lifeline Credit
Application Form**



Lifeline Phone Credit - Maine

Lifeline is a government assistance program that grants eligible individuals a credit each month on their residential phone bill. You may qualify for a credit toward your monthly Time Warner Cable Home Phone telephone service if you or a dependent receive low income benefits under certain programs or if your total household income is at or below 135% of the federal poverty guidelines. **You must have (or sign-up for) Time Warner Cable Home Phone service PRIOR to receiving this credit from Time Warner Cable.** Time Warner Cable's Lifeline Phone Credit is only available for Time Warner Cable Home Phone service; whether in bundles or as a stand-alone product.

To demonstrate that you qualify for the Lifeline Phone Credit, complete all sections of this form in blue or black ink and submit the required Proof of Eligibility. Please allow up to ten (10) business days for application processing. For questions on the application please call 1-800-802-2253. For ordering additional services with Time Warner Cable, please call 1-855-364-7799.

Applicant Information

Time Warner Cable Account Number		Home Phone Telephone Number	
<input type="text"/>		<input type="text"/>	
Last Name	First Name	Middle Initial	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Street Address (No PO Box)			
<input type="text"/>			
City	State	Zip Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Alternate Telephone Number	Email Address		
<input type="text"/>	<input type="text"/>		
Date of Birth (MM/DD/YYYY)	Last Four Digits of Social Security/Tribal Identification Number		
<input type="text"/>	<input type="text"/>		

Lifeline Credit Qualification Worksheet

To apply for the Lifeline Phone Credit, you or a dependent must participate in a qualifying program or meet income-based criteria. Complete this worksheet to determine if you qualify:

Method 1: Do you or a dependent participate in any of the following programs? ___ Yes ___ No. If yes, check the box next to the programs in which you or a dependent participate. If no, continue to Method 2 below.

<input type="checkbox"/>	Medicaid	<input type="checkbox"/>	TANF (Temporary Assistance for Needy Families)/Tribal TANF
<input type="checkbox"/>	SSI (Supplemental Security Income)	<input type="checkbox"/>	NSLP (National School Lunch Program) – Free Lunch Program Only
<input type="checkbox"/>	Food Stamps/SNAP (Supplemental Nutrition Assistance Program)	<input type="checkbox"/>	Federal Public Housing Assistance (Section 8)
<input type="checkbox"/>	LIHEAP (Low Income Home Energy Assistance Program)	<input type="checkbox"/>	Bureau of Indian Affairs General Assistance
<input type="checkbox"/>	FDPIR (Food Distribution Program on Indian Reservations)	<input type="checkbox"/>	Head Start – Tribal Residents Meeting Income Qualifying Standard Only

To apply for the Time Warner Lifeline Credit using Method 1, you must provide Proof of Eligibility. Check ONE box showing which proof will be submitted with this application:

<input type="checkbox"/>	Benefit Card. Enter ID#: _____	<input type="checkbox"/>	Notice or Letter of Participation in qualifying program
<input type="checkbox"/>	Official document demonstrating that applicant, one or more of applicant's dependents or applicant's household receives benefits from a qualifying program	<input type="checkbox"/>	Statement of benefits from qualifying program

If you have checked a qualifying program above and can show Proof of Eligibility as described above, you may continue to the Legal Requirements section below. If you did not qualify using Method 1 above, determine if you are eligible by using Method 2:

Method 2: If you do not qualify using Method 1 above, use the chart below to determine if you are eligible based on income level. Review the chart and, using **the total number of members** in your household, determine if your total annual income level is at or below the level shown. Check the box corresponding to your household and income level. **(A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses).**

	Number in Household	Annual Income
<input type="checkbox"/>	1	\$15,512 or less
<input type="checkbox"/>	2	\$20,939 or less
<input type="checkbox"/>	3	\$26,366 or less
<input type="checkbox"/>	4	\$31,793 or less
<input type="checkbox"/>	5	\$37,220 or less

	Number in Household	Annual Income
<input type="checkbox"/>	6	\$42,647 or less
<input type="checkbox"/>	7	\$48,074 or less
<input type="checkbox"/>	8	\$53,501 or less
<input type="checkbox"/>	More than 8	\$53,501 or less, plus \$5,427 for each additional member

If you meet the income eligibility requirements above, you may qualify for the Lifeline Phone Credit. To apply using Method 2, you must provide **THE MOST CURRENT** supporting documentation of **your total annual income level**. You may black out Social Security Number(s) prior to submitting. Note: If you provide documentation that does not cover a full year (such as current paycheck stubs), you must submit three (3) consecutive months' worth of the same type of document from the previous twelve months.

State, Tribal or Federal Tax Return (First page with signature only)	W2
Income Statements from Employer or Paycheck Stubs	Veterans Administration Benefits Statement
Retirement/Pension Benefits Statements	Unemployment OR Workers Compensation Benefits Statements
Social Security Benefits Statements	Other (Divorce Decree or Child Support Documents)

Legal Requirements

Please acknowledge your agreement by initialing every line below and signing the application. Note, this application cannot be accepted unless you initial each section.

Initial Below

	I understand that completion of this application does not constitute immediate approval for the Lifeline Phone Credit. I also understand that the credit will appear on the first full bill cycle AFTER application approval (which may take up to 60 days) and I am obligated to pay all billed charges prior to that period.
	I authorize Time Warner Cable to access any records required to verify my statements herein and to confirm my eligibility for the Lifeline Phone Credit. I also authorize Time Warner Cable to release any records required for the administration of the Lifeline Phone Credit program, including to the Universal Service Administrative Company.
	I am head of household and no one at my residence receives landline or wireless Lifeline service from another provider. An example of another landline provider that may provide Lifeline service would be <i>FairPoint Communications, TDS Telecom, or Oxford Telephone Company</i> , and an example of another wireless provider that may provide Lifeline service would be <i>Safelink Wireless, Assurance Wireless, US Cellular, or Cintex</i> .
	I understand that, by law, the Lifeline Phone Credit is only available for ONE RESIDENTIAL PHONE LINE PER HOUSEHOLD. ➤ For these purposes, a "residential phone line" includes either a landline or a wireless phone. ➤ A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. ➤ Violation of the one per household limitation constitutes a violation of the rules and will result in de-enrollment from the program.
	I agree to notify Time Warner Cable immediately if I no longer meet the criteria for receiving the Lifeline Phone Credit (i.e. no longer meet the income-based or program-based criteria, receiving more than one Lifeline benefit or another member of my household is also receiving a Lifeline benefit.)
	I understand that if I move and either continue or re-establish service with Time Warner Cable, I will be required to re-apply for the Lifeline Phone Credit.
	I understand that the Lifeline Phone Credit is a non-transferable benefit and may not be transferred to any other person.
	I understand that I will be required to verify my continued eligibility for the Lifeline Phone Credit at any time and at least annually and that failure to do so will result in de-enrollment and termination of the Lifeline Phone Credit benefits.
	I understand that Lifeline Phone Credit is a federal benefit and willfully making false statements or providing false or fraudulent documents to obtain the benefit is punishable by law and can result in fines, imprisonment, de-enrollment or being barred from the program.

Tribal Residents: I live on a federally recognized Indian tribe's reservation, pueblo, colony, or Indian allotment and am seeking to qualify for Lifeline as an eligible resident of Tribal lands. Yes No.

By signing below, I certify under penalty of perjury that the all information contained in this application is true and correct and that I meet the income-based or program-based eligibility criteria for the Lifeline Phone Credit.

Applicant Signature	
Print Name	
Date (MM/DD/YYYY)	

Submit Application

<p>All Submissions</p> <p>Include:</p> <ul style="list-style-type: none"> ✓ Completed and Signed Application ✓ Photocopy of program or income level 	<p>Submit at a Time Warner Cable Store: To find your nearest store, go to: http://www.twc.com/paymentcenters</p> <p>EFax:</p>	<p>Or By Mail:</p> <p>Attention: Voice Provisioning Department Time Warner Cable 2875 Union Road, Suite 39-43</p>
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Lifeline Phone Credit - Maine



checked off in Method 1 or 2 in the Qualification Worksheet Do not send originals, they cannot be returned	(Fax Number) _____ Or By Fax: (Fax Number): _____	Cheektowaga, NY 14227
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Time Warner Cable Office Use Only:

Submit Method: In Person Fax Mail Electronic

Company Representative noted above must verify each section by initialing below:

	Application complete and signed
	Current and accurate proof submitted
	Proof returned at front counter OR mailed proof shredded/destroyed
	Active account
	Home Phone order existing or pending on account
	Account noted with approval/denial (and reason)

Identify the Supporting Documentation Presented:

Method 1:

	Benefit Card. Enter ID #: _____	Notice of Letter of Participation in qualifying program
	Official document demonstrating that applicant, one or more of applicant's dependents or applicant's household receives benefits from a qualifying program	Statement of benefits from qualifying program

Method 2:

	State, Tribal or Federal Tax Return (First page with signature only)	W2
	Income Statements from Employer or Paycheck Stubs	Veterans Administration Benefits Statement
	Retirement/Pension Benefit Statements	Unemployment OR Workers Compensation Benefits Statements
	Social Security Benefits Statements	Other (Divorce Decree or Child Support Documents)

Name on Proof: _____ Date Printed on Proof: (MM/DD/YYYY) _____

Description of Proof: _____

Application Processed by:

Company Representative Name (print)	
Company Representative Department	
Company Representative EID	
Date Approved/Denied (MM/DD/YYYY)	
Company Representative Signature: <i>I hereby attest that the supporting documentation was verified.</i>	

Application Status

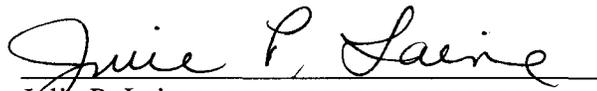
	Approved
	Denied. <input type="checkbox"/> Proof Not Met <input type="checkbox"/> Does Not Meet Qualifications <input type="checkbox"/> Address Unserviceable <input type="checkbox"/> Refused Home Phone Service
	<input type="checkbox"/> Other: _____
	Cancelled per customer request

Exhibit 4: Certification of Julie P. Laine

I, Julie P. Laine, certify the following under penalty of perjury:

1. I am Group Vice President & Chief Counsel, Regulatory for Time Warner Cable Inc. – the ultimate parent of Time Warner Cable Information Services (Maine), LLC – and am authorized to make this certification for both entities.
2. I have read the foregoing “Petition for Designation as a Lifeline-Only Eligible Telecommunications Carrier in the State of Maine.” I confirm that the information contained therein is true and correct to the best of my knowledge.
3. To the best of my knowledge, no party to the Petition, nor any of their officers, directors, or persons holding five percent or more of the outstanding stock or shares (voting or non-voting) as specified in Section 1.2002(b) of the Commission’s rules, are subject to denial of federal benefits, including Commission benefits, pursuant to Section 5301 of the Anti-Drug Abuse Act of 1988, 21 U.S.C. § 862.

Executed on July 18, 2013.



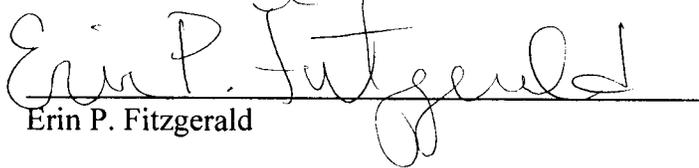
Julie P. Laine
Group Vice President & Chief Counsel, Regulatory
Time Warner Cable Inc.

CERTIFICATE OF SERVICE

I, Erin P. Fitzgerald, an associate at the law firm of Latham & Watkins LLP, hereby certify that, on this 22nd day of July, 2013, copies of the foregoing Petition for Designation as a Lifeline-Only Eligible Telecommunications Carrier in the State of Maine were sent via first-class mail, postage prepaid, to the following:

Kirk Francis, Chief
Penobscot Indian Island Reservation
12 Wabanaki Way
Indian Island, ME 04468

Mark Altvater, Tribal Governor
Pleasant Point Passamaquoddy Reservation
PO Box 343
9 Sakom Rd.
Perry, ME 04667


Erin P. Fitzgerald