

Massaro, Luly (PUC)

From: Shoer, Alan <AShoer@apslaw.com>
Sent: Wednesday, September 25, 2019 2:49 PM
To: Wold, Leo (DPUC); Massaro, Luly (PUC)
Cc: Kogut, Thomas (DPUC); WilsonFrias, Cynthia (PUC); Ruggieri, Christine (DHS); Sheridan, Elizabeth (DHS); debbiec@georgewileycenter.org; b.flambeau@juno.com; camiloviveiros@gmail.com; Howley, Robert (CCI-Northeast; Sneesby, Frederick(DHS); Nault, Alan (PUC); Hogan, Margaret (PUC); Toro, Tracey
Subject: [EXTERNAL] : RE: Docket No. 3533
Attachments: Cox Exh B Letter.pdf

All,

This is to confirm that, upon consideration of the Division's comments, Cox has agreed to provide the attached letter, twice, in order to ensure as much awareness as possible about the December 4, 2019 lifeline discount elimination.

Please let me know if you have any questions.

Alan

ALAN M. SHOER

[\[apslaw.com\]](mailto:apslaw.com)[V-CARD \[apslaw.com\]](#) | [BIO \[apslaw.com\]](#) | [WEBSITE \[apslaw.com\]](#) | ASHOER@APSLAW.COM

One Citizens Plaza, 8th Floor, Providence RI 02903
401.274.7200 | fax 401.751.0604 | direct 401.427.6152



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From: Wold, Leo (DPUC) [<mailto:Leo.Wold@dpuc.ri.gov>]

Sent: Tuesday, September 24, 2019 2:44 PM

To: Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>

Cc: Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Shoer, Alan <AShoer@apslaw.com>; WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>; Ruggieri, Christine (DHS) <christine.ruggieri@dhs.ri.gov>; Sheridan, Elizabeth (DHS) <elizabeth.sheridan@dhs.ri.gov>; debbiec@georgewileycenter.org; b.flambeau@juno.com; camiloviveiros@gmail.com; Howley, Robert (CCI-Northeast <Robert.Howley@cox.com>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Toro, Tracey <Ttoro@apslaw.com>

Subject: Docket No. 3533

Dear Ms. Massaro,

LIFELINE DISCOUNT NO LONGER AVAILABLE IN RHODE ISLAND BEGINNING DECEMBER 4th

Hello Scott,

Beginning December 4, 2019, Cox will no longer provide a lifeline discount in Rhode Island.

You may receive a notification from the Universal Service Administration Company (USAC) to recertify your eligibility for Lifeline service from Cox in the near future. Starting December 4, 2019, Cox will no longer provide a Lifeline discount in Rhode Island.

We've identified two options for you:

1. **Stay with Cox.** While your phone bill will increase, we'd still like to keep you as a telephone customer. If you choose to stay, no further action is required on your part.
2. **If you wish to keep a Lifeline Discount, you'll need to contact another Lifeline provider. Below is a link to the list of providers that may offer Lifeline service in your area. You can contact these providers directly to determine if they provide service at your location.**

The Rhode Island Public Utilities Commission maintains a list of Lifeline service providers on its website:

<http://www.ripuc.org/utilityinfo/telecom/Lifeline.html>

USAC maintains a list of Lifeline service providers on its website. You can enter your zip code at the following URL to find companies that may provide Lifeline service at your location.

<https://data.usac.org/publicreports/CompaniesNearMe/Download/Report>

USAC also has general Lifeline information available on its website at the following URL

<https://www.lifelinesupport.org/li/>

We do not make this decision lightly but due to low customer demand, it no longer makes sense for us to participate in this program. We know no one likes it when their bill goes up and apologize for this inconvenience. If you have any questions, or to make sure you're in the best telephone package give us a call at 1-844-267-2333.

Thanks,

Cox