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May 31, 2012

Jerry Kettles  
Chief, Economic Analysis & Policy Division

David Foster  
Chief, Utilities Division

Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

RE: Docket No. 12-00035: Petition To Eliminate State Lifeline Credit

Dear Sirs:

The below is information gathered for your review on the above docket:

1. United Telephone currently provides the Lifeline credit for our customers. Of those customers all are receiving a Lifeline credit on local access and are not subscribed to bundled services.
2. The overall cost expended annually by our company is made up of administrative, marketing and self funding costs.
3. The cost of the mandated credit would not decrease if the services were limited to a smaller set of services or recipients. The reporting and recording would still be necessary as well as the administrative and marketing costs.
4. United would notify our customer in a bill notice, online and on hold messaging.

If you have further questions, feel free to contact me at 931-364-4332.

Sincerely,

Cheryl Bowman  
Customer Service Manager