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04333-0018

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January 2, 2008

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To: All Eligible Telecommunications Carriers

From: Kathryn Adams, Senior Consumer Assistance Specialist, Consumer Assistance Division

Subject: Annual Lifeline/Link-Up Outreach Report

** * **

This is a reminder that your Lifeline/Link-Up outreach report for 2007 is due. Submission of this report by **January 31, 2008** is appreciated. (Thanks to those who have already submitted a report.)

Chapter 294, the Commission's rule on Lifeline and Link-Up Service Programs, requires Eligible Telecommunications Carriers to annually provide a summary of outreach efforts to the Commission. In addition to the outreach summary, ETCs must provide the appropriate social service agencies and the Commission with an index of central office codes within their service territory and a single contact person for Lifeline and Link-Up issues; inform each customer of the program at the time that the customer requests service; and provide each customer with annual notification of the program and its guidelines.

Your 2007 Lifeline/Link-Up outreach report should contain the following information:

- A written summary of your outreach efforts during 2007. Please include copies of any written materials used for your outreach efforts, and identify who was targeted for receipt of the materials as well as the dates and the manner by which the written materials were provided.

- Copies of your yearly mailings, the dates the mailings were sent, and whether the mailing was a bill enclosure or a separate mailing.

- A current index of central office codes within your service territory.

- The name, telephone number, and e-mail address for your contact person for Lifeline and Link-Up issues.

Please send your report to:

Kathryn Adams
Consumer Assistance Division
Maine Public Utilities Commission
18 State House Station
Augusta, ME 04333-0018

You may send your report electronically to kathy.adams@maine.gov.

If you have any questions about the annual reporting requirements for Lifeline or Link-Up, please contact me by phone (207-287-4974, ext 2003) or by e-mail at the address above.

Thank you.