

Changes to Lifeline Effective December 2, 2016

Company Name offers a program to help our low-income residential customers keep their telephone service. This Federal program is called *Lifeline 135 Service*. If you are a low-income residential customer you may qualify.

Effective December 2, 2016, the rules and eligibility requirements for Lifeline are changing and this will have an impact for all new and/or re-enrolling subscribers. CURRENT LIFELINE 135 CUSTOMERS WILL NOT SEE ANY IMMEDIATE CHANGES ON DECEMBER 2, 2016.

Lifeline 135 currently gives a monthly credit off your basic voice service.

Effective December 2, 2016, customers have a choice of applying this credit to voice service OR qualifying internet service. (In general, qualifying internet speed must be at least 10/1 mbps).

Lifeline Benefit Freeze: Effective December 2, 2016, anyone enrolling in the Lifeline Program on voice service will be required to remain with the company for at least 60 days in order to keep the discount. Anyone enrolling in the Lifeline Program on internet, or a bundle which includes qualifying internet, will be required to remain with the company providing the Lifeline benefit for at least 12-months in order to keep the discount.

Here's How to Qualify for Lifeline 135 Service:

• You can get **Lifeline 135** if you are in one of these programs (qualifying programs as of December 2, 2016):

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) – (f/k/a Food Stamps)
- Medicaid
- Veteran's Pension or Survivor's Pension Benefit
- Federal Public Housing Assistance

OR

- Your yearly household income is at or below 135% of the Federal Poverty Guidelines.

Here's how to apply for this program:

• You can apply for **Lifeline 135** by calling *Company Name* Business Office at xxx-xxx-xxxx, Monday through Friday, *time*.

For more information on this federal program and the new changes, please visit the Universal Service Administrative Company (USAC) at <http://www.usac.org/li/>