

# FEDERAL LIFELINE SERVICE TERMS AND CONDITIONS

## A. DESCRIPTION

1. The Federal Lifeline Program offers discounts on monthly recurring rates for qualifying residential customers. These discounts are applied to existing tariffed rates and charges for residential telephone service.
2. In order to be eligible for the Federal Lifeline Program, a residential customer's household income must be at or below 135% of the poverty level as determined by the U.S. Department of Health and Human Services and as approved by the State Treasurer, or the customer must participate in one of the following federal assistance programs:
  - a. Medicaid
  - b. Supplemental Nutrition Assistance Program (SNAP) - Food stamps
  - c. Supplemental Security Income (SSI)
  - d. Federal Public Housing Assistance
  - e. Veteran's and Survivor's Pension Program
3. Other services can be provided to eligible low-income customers at applicable rates and charges.
4. Proof of eligibility will be required for all initial applicants and all Lifeline recipients will be required to re-certify every year.

## B. MONTHLY DISCOUNTS FOR FEDERAL LIFELINE CUSTOMERS

1. The discount on the monthly rate for qualified Lifeline customers shall be up to \$11.25 (up to \$12.35 for customers age 65 or older). Qualified participants on tribal lands will receive, in addition to the discount listed above, an additional federal approved reduction of up to \$25.00 applied to the monthly local service rate. Credits are applied to the end user's basic local exchange service.
2. The discount shall be applied first to the end user common line charge, and then to the monthly service rate for Lifeline eligible services.
3. At no time shall the total Lifeline credit exceed the sum of the end user common line charge and the basic local exchange rate.

## C. TRIBAL LINK UP PROGRAM

1. A discount on the line connection charge specified elsewhere in this tariff is also available to qualifying customers for the installation or transfer of service from one residential premises to another.
  - a. A qualifying customer may receive a 100% reduction in the installation charges, or transfer of service charges for connection at the customer's principal place of residence.
  - b. A qualifying customer may then make payments for the connection charges on a deferred schedule in which the qualifying customer does not pay interest. The interest charges not charged to the qualifying customer shall be for connections charges of up to \$200.00 that are deferred for a period not to exceed one year. Charges assessed for installation or transfer of service include any charges that the Company customarily assesses to connect subscribers to the network. These charges do not include any permissible security deposit requirements.

- c. A qualifying customer can receive the benefits of the Tribal Link Up Program for a second and subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.

#### D. ELIGIBLE RESIDENTS OF TRIBAL LANDS

1. Applicants residing on Tribal lands referenced in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v) may qualify for Lifeline in accordance with the qualification criteria contained on Sheet 25, or if they participate in one of the following federal programs:
  - a. Bureau of Indian Affairs general assistance
  - b. Tribally administered Temporary Assistance for Needy Families
  - c. Head Start (must meet income qualifying standard of program)
  - d. Food Distribution Program on Indian Reservations
2. An applicant residing on Tribal lands must certify under penalty of perjury that he/she resides on a reservation as defined in Title 25 Code of Federal Regulations, Section 20.1, paragraph (v) and meets at least one of the qualification criteria. The Tribal lands applicant also must agree to notify the Company if he or she ceases to qualify as an eligible resident of Tribal lands.

#### REGULATIONS FOR THE FEDERAL LIFELINE PROGRAM

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline Service.
2. Lifeline Service is only available with residence services, excluding foreign exchange service. Lifeline Service is limited to one line per household at the customer's primary residence.
3. A miscellaneous service charge does not apply when Lifeline Service is added or discontinued to existing service when that is the only work being done.
4. The Company will provide, at the qualifying customer's option, toll blocking service at no charge. Toll blocking is defined as a central office service that restricts access to the network. Toll blocking is provided where facilities permit and will not allow 1+, 0+, 0-, 101XXXX, 900, or interzone calls to be completed. Toll blocking does not restrict local calls, calls to intraNPA directory assistance, telephone repair service, 911, or calls to 800 or 950 numbers.
5. The Company will not require a service deposit to initiate Lifeline Service if the qualifying customer voluntarily elects toll blocking service.
6. The Company will provide, at the qualifying customer's option, long distance (toll) service at the rate of \$0.12 per minute. In addition to this basic long distance calling rate, the Company also offers the following long distance call plans: 200 minutes of long distance calling at the rate of \$19.00 per month, 400 minutes of long distance calling at the rate of \$34.00 per month, or 600 minutes of long distance calling at the rate of \$45.00 per month.
7. Participants in Lifeline shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny reestablishment of local service to customers who are eligible for Lifeline and have previously been disconnected for non-payment of toll charges. However, toll blocking will be imposed if the customer previously has incurred and failed to pay toll charges when due or has previously had local service disconnected for nonpayment of local service charges.
8. The Lifeline plan will apply after receipt and processing of a completed company or community/government-provided application, including documentation indicating that the

household income meets the eligibility standards established above for either the Federal or State Lifeline Program.

9. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Re-certification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline Service, the Lifeline discount would be discontinued and regular tariff rates and charges would apply.
10. The Company's voice Lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. Residential customers are allowed 2,000 minutes of calling into their expanded local calling areas (adjacent exchanges) free of charge each month. Each minute after that is charged at \$0.05 per minute.
11. Where the facilities of the Company permit, the minimum service standards for fixed Broadband Internet Access Service includes 10 Mbps download speed/1 Mbps upload speed and an unlimited data usage allowance.