

FEDERAL AND STATE LIFELINE SERVICE
TERMS AND CONDITIONS

FEDERAL LIFELINE PROGRAM

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 and internet 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
 - f. Tribal Programs (and live on federally-recognized Tribal lands)
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 Federal discount on the monthly rate for qualified Lifeline customers shall be between \$7.25 and \$9.25 per month depending on the services purchased plus the State Lifeline credit specified below.
2. As of August 1, 2012, the Federal Communications Commission ("FCC") mandated a reduction in Federal Lifeline support, which reduced the total non-tribal federal credits to \$9.25 per month. Beginning December 1, 2019, the FCC started their transition of the Federal Lifeline program towards internet service. If eligible, the maximum Federal Lifeline credit for voice only service is \$7.25 per month. If the customer subscribes to internet service, they can receive a Federal Lifeline credit towards their internet service of \$9.25 per month, instead of the \$7.25 per month credit towards voice service. If the customer's location is eligible to receive a speed of 20/3 Mbps or better, the customer must subscribe to a package of that speed or greater. If customer does not subscribe to a package with a speed of 20/3 Mbps or greater, they are only eligible to receive the \$7.25 per month discount. If the customer's location is not capable of receiving a speed of 20/3 Mbps, the \$9.25 per month credit can be applied to service of 4/1 Mbps or greater. The State Lifeline credit is in addition to the Federal Lifeline credit.
3. 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 or internet rate. Credits are applied to the end user's basic local exchange service or internet 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, the basic local exchange rate and the internet rate.

C. TRIBAL LINK UP PROGRAM

1. A discount on the line connection charge 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.

STATE LIFELINE PROGRAM

A. DESCRIPTION

1. The State Lifeline Program offers additional discounts on monthly recurring rates for qualifying residential customers. These discounts are applied to existing tariffed rates and charges for residential telephone service.
2. Effective January 1, 2020, the eligibility for State Lifeline is identical to the Federal Lifeline eligibility; however, existing State Lifeline customers as of December 31, 2019 are "grandfathered" as described below.
2. Prior to January 1, 2020, in order to be eligible for the State Lifeline Service, a residential customer's household income must be at or below 150% 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/Section 8
 - e. Low Income Home Energy Assistance Program (LIHEAP)
 - f. National School Lunch Program's free lunch program
 - g. Temporary Assistance for Needy Families (TANF) a/k/a Family Independence Program

3. In order to be “grandfathered”, in addition to meeting the qualifications listed above, the customer (1) must have met these qualifications and have been receiving a State Lifeline discount on December 31, 2019, (2) must continue to meet the grandfathered State eligibility criteria and (3) there must not be anyone else in the customer’s household subscribed to a Lifeline service and receiving a Lifeline discount for such service.
4. For any customer who did not meet the eligibility criteria before January 1, 2020 to qualify as a low-income customer and was not receiving a State Lifeline discount, effective January 1, 2020, the customer must meet the eligibility criteria under the Federal Lifeline Program to receive the State Lifeline discount.
5. Other services can be provided to eligible low-income consumers at applicable rates and charges.
6. 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 STATE LIFELINE CUSTOMERS

1. For eligible State low income customers who qualify for discounts under the Federal Lifeline Program, the discounts under the State Lifeline Program are as follows:
 - a. An additional \$2.00 per month for customers under age 65.
 - b. An additional \$3.10 per month for customers age 65 and over.
2. As referenced above, as of January 1, 2020, for eligible State low income customers who do not qualify for discounts under the Federal Lifeline Program, there are no Lifeline discounts under the State Lifeline Program, If a customer was only eligible for the State Lifeline program prior to January 1, 2020, that customers’ State Lifeline discount is grandfathered at the credit they were receiving as of December 31, 2019 as long as the customer continues to meet the grandfathered state eligibility criteria.
3. The discounts shall be applied first to the end user common line charge, and then to the monthly service rate for Lifeline eligible services.
4. At no time shall the total Lifeline credit exceed the sum of the end user common line charge and the basic local exchange rate.

REGULATIONS FOR THE FEDERAL AND STATE LIFELINE PROGRAMS

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 and/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 annual 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 20 Mbps download speed/3 Mbps upload speed and an unlimited data usage allowance.