



Do you need help paying for your telephone or Internet bill?

Do you, or someone in your household participate in any of these programs?

- Household income at or below 135% of the Federal Poverty Guidelines
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Tribal Programs
- Veterans Pension & Survivors Pension benefit

Lifeline Assistance is a government assistance program developed to reduce rates for primary residential telephone service and broadband internet access service to qualifying subscribers who receive income-based benefits. The Company participates in this program to increase the availability of telecommunications services to all consumers in its serving areas. Lifeline Assistance reduces an eligible customer's monthly rates for basic voice telephone service or broadband internet access service. An eligible customer receives one federally subsidized credit per month toward the cost of voice telephone service or broadband Internet access service.

Where available, the broadband Internet access service must be a minimum speed of 10 Mbps downstream/1Mbps upstream and a minimum usage allowance of 150 Gigabytes.

In addition to meeting one or more of the qualifications the subscriber must also meet the following criteria.

- The phone and broadband internet service must be listed in the name of the qualifying individual
- Lifeline discounts may not be received on multiple accounts at the same time
- The phone and broadband internet service address must be the subscriber's primary residence and not a second home or business
- If subscriber moves to a new address, the new address must be provided to the Company within 30 days
- The Company must be notified within thirty (30) days if
 - the subscriber no longer participates in the qualifying government assistance program(s)
 - the subscriber's annual household income exceeds 135% of the Federal Poverty Guidelines, or
 - the subscriber no longer qualifies to receive Lifeline Assistance for any other reason

Providing false or fraudulent documentation in order to receive government assistance or violating the "one-per-household" rule will result in de-enrollment from the Lifeline Assistance program and possible prosecution and/or a fine by the United States government.

To find out if you qualify for a Lifeline Assistance discount of \$9.25 per month, contact your local Otelco office.

