



LIFELINE SERVICE OFFERINGS, TERMS AND CONDITIONS

Lifeline Discounted Service Offering:

The Lifeline Service Program (Lifeline), sponsored by the Federal Communications Commission (FCC) is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service (voice) or broadband internet service to qualifying low-income customers.

Qualifying individuals currently receive a monthly discount of **\$9.25** for each month they qualify.

Eligibility:

Lifeline is restricted to low-income residential customers. To qualify for Lifeline service, a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in §54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or be a recipient of benefits from any one of the following federal programs:

- Federal Public Housing Assistance (FPHA) or Section 8;
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
- Medicaid;
- Supplemental Security Income (SSI);
- Veterans Pension or Survivors Pension

Customers **must** notify their service provider within 30 days if they move or they are no longer eligible for Lifeline.

Benefit Port Freeze:

Lifeline customers are required to remain with their service provider for a minimum period of 60 days (voice) or 12 months (broadband internet) before they can switch to a different service provider. During the benefit port freeze, other Lifeline Program providers are forbidden from seeking/receiving Lifeline reimbursement for the customer.

After the benefit port freeze period expires, the customer may continue receiving the Lifeline benefit on a month-to-month basis. If the customer switches their Lifeline benefit to a different provider, another benefit port freeze period begins with the new provider.

Certification:

Gridley Telephone Co. will verify and determine subscriber eligibility and will retain associated eligibility documentation infinitely. Gridley Telephone Co. will annually recertify eligibility of participants of the Lifeline program in accordance with program requirements.

Federal rules prohibit eligible low-income consumers from receiving more than **one** Lifeline discount per household. An eligible consumer may receive a discount on either a wireline or wireless service, but not both. A consumer whose household currently is receiving more than one Lifeline service must select a single Lifeline provider and contact the other provider to de-enroll from their program.

If you think you may qualify for this program or would like additional information please contact us at (309) 747-2221 or visit our office located at 108 E Third Street, Gridley, IL 61744. Additional information on the Lifeline program can also be found at <http://www.lifelinesupport.org>.