

TERMS & CONDITIONS OF VOICE TELEPHONY LIFELINE PROGRAM

The Lifeline Program is a federally funded program established to provide monthly assistance to low-income households. Eligible subscribers may receive the appropriate discount for the monthly Federal subscriber line charge and voice telephony service, or a discount of \$9.25 for qualified bundled service that includes voice telephony service.

To qualify for the program, the Lifeline applicant must participate in any of the following assistance programs. The Illinois Department of Human Services may certify the applicant's participation in assistance programs listed below for purposes of determining eligibility.

- ☐ Medicaid
- ☐ Supplemental Nutrition Assistance Program
- ☐ Supplemental Security Income
- ☐ Federal Public Housing Assistance
- ☐ Veterans and Survivors Pension Benefit.
- ☐ Customer household income is at or below 135% of the National Poverty Guidelines, for a household of that size

The Telephone Company's verification of income eligibility will be either through the Department of Human Services or, in lieu of electronic verification, applicants will sign a form certifying that the applicant qualifies under the program criteria, and provide program participation or income documentation to the Company for review and verification of eligibility. The Company may also elect to have USAC perform the customer eligibility verifications.

The Lifeline program credit shall be limited to one credit per low-income household or economic unit.

Lifeline service shall not be disconnected for non-payment of toll charges.

Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a service deposit in order to initiate Lifeline Service. This service will only be provided at the customer's request.

Qualifying Lifeline customers will not be charged a monthly number-portability charge.

Basic Residential Local Exchange service is available to all Lifeline qualified customers.

Basic Residential Local Exchange Service offers the customer unlimited local calling, emergency service calling (at no additional charge), access to directory assistance service (additional charge per call), equal access to interexchange toll carrier service (additional charges based on carrier toll plans) and access to operator services.

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