

SUPPLEMENTAL INFORMATION

HOME TELEPHONE COMPANY dba Rally Networks PETITION FOR DESIGNATION AS AN ELIGIBLE COMMUNICATIONS CARRIER (LOW INCOME ONLY)

DOCKET UT-240644

Home Telephone Company dba Rally Networks (HOME) included in the original petition general statements regarding the requirements in WAC 480-123-030 (1)(e) and (1)(g) to information about both Lifeline Services and functionality in emergency situations.

HOME advertises the Lifeline Program in a variety of ways. HOME uses its website, Facebook, bill messages and welcome packets to advertise the Lifeline Program.

Our website allows all customers to access the information at any time and is available at <https://rallynet.us/lifeline/>



WHAT IS LIFELINE?

Lifeline is a federal program that lowers the cost of phone or internet service. This benefit provides eligible consumers with a monthly discount based on cost of services, tribal eligibility, and your services.

A bill message is also sent out periodically to customers to provide additional information on the Lifeline program. The message states, "Save up to \$9.25 with the Lifeline assistance program. Lifeline is a program that offers qualified, low-income households a discount on monthly local telephone bills. For further details you may contact our office, 1-844-RALLYNET or visit www.usac.org."

Facebook ads are also created periodically to advertise these critical Lifeline services.

Save on your Internet Costs with LIFELINE!*

*Savings based on Lifeline qualification.

844-RALLYNET

| rallynet.us/lifeline



Welcome packets are sent to new customers as well which also mention Lifeline program.



Congratulations on your new internet connection with Rally Networks!



INSTALLATION

Thank you for choosing Rally Networks! Your installation should be completed today or will be in the near future. We're available to answer any questions you may have! You can reach us in the office Monday through Friday from 8 AM to 5 PM by calling 844-RALLYNET. This is also our 24/7 helpline number, so we're always just a phone call away!

LIFELINE

Lifeline provides discounts for voice and internet services to low-income households. Apply at: <https://nv.fcc.gov/lifeline>.

1ST BILL REMINDER

Rally Networks bills one month in advance. Therefore, your first bill will be prorated, including the days from installation to the end of the month.

If you haven't already, now's a great time to download the Rally eBill app from your app store!



Rally eBill

Rally eBill App

Quick & Easy Account Access in the Palm of Your Hand!



Follow Us on Facebook !

☎ 844-RALLYNET ~ RALLYNET.US

In regards to WAC 480-123-040 (1)(g) requiring information about functionality during emergency situations, HOME has a backup generator, along with DC powerplant for critical systems. The generator has enough fuel to run for approximately 36 hours. Technicians with mobile generators also supplement in critical areas where needed. Well equipped employees are on staff to deal with damaged facilities or reroute critical traffic in emergency situations.