

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

A. Federal Lifeline Program

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies to a single telephone line or broadband service, or a bundle of broadband and single telephone line service at the applicant's principal place of residence.

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household^[1] in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

3. Terms and Conditions

- a. **Effective January 22, 2020, an applicant may request Lifeline assistance directly through the on-line consumer portal of the National Lifeline Eligibility Verifier (NLEV), also known as National Verifier. Applicants may also mail a completed paper application, Household Worksheet, and proof of eligibility to the Lifeline Support Center. Applicants may contact the Company to request that paper copies of the application and Household Worksheet be mailed to them or may obtain the required forms from the following website: <https://www.lifelinesupport.org/ls/nv/default.aspx>.**

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^[1] A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.