

Central Texas Telephone Cooperative, Inc.

Customer Information on Lifeline Discounted Services

What is Lifeline?

Lifeline is the Federal Communications Commissions (FCC) program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers with a discount on qualifying monthly phone, Internet, or bundled phone and Internet services purchased from providers participating in the Lifeline program. As an eligible telecommunications carrier (ETC), Central Texas Telephone Cooperative, Inc. (CTTC) is a provider in the Lifeline program.

Are there any limitations on Lifeline?

One Lifeline Discount Per Household – Only one Lifeline discount is allowed per household (not per person), even if the household has more than one phone or Internet account. Also, a household is not permitted to receive Lifeline benefits from multiple providers.

Definition of Household – Under the Lifeline program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses, even if they are not related to each other. The customer's residential address must be in the area where CTTC or WCW is approved to offer Lifeline service.

Lifeline for Phone or Internet, not both – If you receive Lifeline for phone service, you may apply the Lifeline benefit to one mobile phone or one home phone, but not both. If you receive Lifeline for Internet service, you may apply the benefit for your mobile phone or your home connection, but not both. If you receive Lifeline for bundled phone and Internet service, you may apply the Lifeline benefit for your mobile phone bundled service or your home bundled service, but not both.

Non-transferable Benefit – The Lifeline discount is not a transferable benefit. You cannot give a Lifeline benefit to another person, even if they qualify. You will be required to certify under penalty of perjury that you will comply with this requirement.

Documentation of Eligibility – Only eligible customers may enroll in and benefit from the Lifeline program. You may apply for Lifeline through the application on the Public Utility Commission of Texas website at www.texaslifeline.org or 1-866-454-8387. To remain eligible in future years, you must complete the **Annual Recertification Form** every 12 months after your service initiation date, and provide proof of eligibility with documentation showing qualification either through an approved government program or through income.

False or Fraudulent Information – If you willingly give false or fraudulent information in order to obtain the Lifeline benefit you can be punished by fine or imprisonment or can be barred from the program.

Violations Will Result in De-Enrollment – Violations of the Lifeline program, including violation of the one per household rule or the requirement to re-certify eligibility for the program, will result in your de-enrollment from the program.

What services are eligible for Lifeline?

The Lifeline discount can only be used on one of these service products. The Lifeline discount can be applied to:

- (1) stand-alone broadband,
- (2) bundled voice and broadband packages, or
- (3) stand-alone voice service (until December 1, 2021).

How do I qualify for a Lifeline discount?

Lifeline is available to qualified low-income consumers. To qualify, you must either be enrolled in an approved government program or meet the income requirements.

To qualify under an approved government program, you, one or more of your dependents, or your household must receive benefits from one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program; Supplemental Security Income; Federal Public Housing Assistance; or Veterans and Survivors Pension Benefit.

To qualify under the income requirements, your household income must be at or below 135% of the Federal Poverty Guidelines for a household of the specified size.

To qualify under the income requirements for Texas Lifeline, your total Texas household income must be at or below 150% of the poverty guideline.

How much is the Lifeline discount?

Standard Lifeline – The standard federal Lifeline discount is \$9.25. This support amount is deducted from the amount of your service. For voice only service, this amount decreased to \$7.25 on December 1, 2019, and will decrease to \$5.25 on December 1, 2020, and then to \$0 on December 1, 2021. There is an additional \$3.50 discount for phone service available through the Texas Lifeline benefits.