

## **Bretton Woods Telephone Company, Inc. - Lifeline Terms and Conditions**

The Lifeline Service Program (Lifeline), sponsored by the 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.

### **Lifeline Discounted Service:**

As of August 1, 2012, the Federal Communications Commission ("FCC") mandated a reduction in Federal Lifeline support, which reduced the total non-tribal federal credits to \$9.25 per month. Beginning December 1, 2019, the FCC started their transition of the Federal Lifeline program towards internet service. If eligible, the maximum Federal Lifeline credit for voice only service is \$7.25 per month. If the customer subscribes to internet service, they can receive a Federal Lifeline credit towards their internet service of \$9.25 per month, instead of the \$7.25 per month credit towards voice service. If the customer's location is eligible to receive a speed of 20/3 Mbps or better, the customer must subscribe to a package of that speed or greater. If customer does not subscribe to a package with a speed of 20/3 Mbps or greater, they are only eligible to receive the \$7.25 per month discount. If the customer's location is not capable of receiving a speed of 20/3 Mbps, the \$9.25 per month credit can be applied to the highest speed available under 20/3 Mbps.

### **Toll Limitation Service (TLS):**

Voluntary TLS support allows eligible Lifeline consumers who wish to avoid incurring long distance fees to choose toll blocking or toll control at no cost.

### **Benefit Port Freeze:**

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 their benefit to a different provider.

### **Regulations:**

These services are 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 a recipient of benefits from any one of the following federal assistance programs:

|                                                                       |                                                       |
|-----------------------------------------------------------------------|-------------------------------------------------------|
| Supplemental Nutrition Assistance Program (SNAP)                      | Medicaid                                              |
| Supplemental Security Income (SSI)                                    | HEAD Start                                            |
| Veterans Pension and Survivors Benefit Program                        | 135% of Federal Poverty Level                         |
| Bureau of Indian Affairs General Assistance                           | Food Distribution on Indian Reservations (FDPIR)      |
| Tribally-administered Temporary Assistance for Needy Families (TTANF) | Federal Public Housing Assistance (FPHA) or Section 8 |

The Lifeline discount is effective upon receipt and processing of a completed form of eligibility, including documentation indicating that the household income meets the eligibility standards established above. If the form is not returned, no further action is taken by the Company to establish eligibility. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified on an annual basis or at any time the qualifying criteria for the customer changes. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local voice service and/or broadband internet service will be billed at the full rate. The Customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

Recipients of Lifeline Service must notify the Telephone Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Telephone Company will discontinue Lifeline Service.