

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

This service provides a flat rate federal discount consisting of a \$2.75 reduction in the monthly rate for local exchange telephone service or broadband internet service. Eligible customers receiving the Lifeline credit will not be charged the End User Common Line Charge (EUCL) as per NECA Tariff FCC - No. 5, 4.6.7.(A). Lifeline reductions are applied to one residential telephone line or one broadband internet service connection per household per month at the customer's primary residence. Qualified customers may choose any type or grade of local telephone service or broadband internet service, including bundled services that are normally offered by the Company. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundles minutes" package is chosen.

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)
- Supplemental Security Income (SSI)
- Veterans Pension and Survivors Benefit Program
- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families (TTANF)
- Medicaid
- HEAD Start
- 135% of Federal Poverty Level
- Food Distribution Program on Indian Reservations (FDPIR)
- 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.