

Lifeline Assistance Low-Income Program Terms & Conditions

Ligonier Telephone Company, Inc. (“Company”) participates in the Lifeline Assistance Program to increase the availability of telecommunications services to all consumers in its serving areas.

Definition – The following terms shall be defined as follows:

Qualifying low-income subscriber – a subscriber who meets the low-income eligibility criteria established by the Federal Communications Commission (FCC) found in 47 C.F.R. Section 54.409; Medicaid; SNAP; Supplemental Security Income (SSI); federal public housing assistance of Section 8 (a Federal Housing Assistance Program administered by the Department of Urban Development); or Veteran’s or Survivor’s Pension Benefit.

In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.

Toll Blocking - a service provided by carriers that lets consumers elect not to allow the completion of outgoing toll calls from their telecommunications channel.

Toll Control – a service provided by carriers that allows consumers to specify a certain amount of toll usage that may be incurred on their telecommunications channel per month or billing cycle.

Toll Limitation – Denotes both toll blocking and toll control.

The structure of each program is outlined in the following paragraphs.

Lifeline Assistance

General

Lifeline Assistance reduces an eligible customer's monthly residential local telephone service or broadband internet service. Customers will be eligible for a broadband Internet service discount when purchasing a speed package of 10/1 or greater. An eligible customer receives credit for the residential local telephone service or a credit towards the broadband Internet service/bundle.

Regulations

1. Lifeline Assistance is available to all residential customers who meet the following eligibility requirements:
 - a. Customers, their dependent, or their household must be participants in one of the following programs: Medicaid; SNAP; Supplementary Security Income (SSI); federal public housing assistance or Section 8 (a Federal Housing Assistance Program administered by the department of Urban Development); or Veteran's or Survivor's Pension Benefit.
 - b. In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.
2. As a participant in Lifeline Assistance, customers are eligible to receive Toll Blocking Service. These services will only be provided at the customer's request. The FUSC (Federal Universal Service Charge) will not apply to customers participating in this program.
3. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service or Toll Control Service.
4. Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, Ligonier Telephone Company, Inc. will not deny re-establishment of local service to customers who are eligible for

- Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
5. Partial payments that are received from Lifeline Customers will first be applied to local service charges and then to any outstanding toll charges.
 6. The Lifeline discount is effective upon receipt of a completed certification form and proof of eligibility.
 7. Only one Lifeline discount is available per household. Lifeline is not transferable.
 8. Lifeline customers must recertify their continued eligibility annually. Customers must certify that they continue to be eligible for Lifeline and that no one in their household is receiving the Lifeline discount from another company. Failure to demonstrate continued eligibility will result in the loss the Lifeline discount.

Lifeline Credits

The following credit will apply for each customer eligible for Lifeline Assistance for a one service only:

A Monthly Credit of \$9.25 Will Apply For One Of The Following Services:

1. Residential Local Telephone Service
2. Broadband Internet Service with Speeds of 10/1 and greater