

## LIFELINE SERVICE PROGRAM

The Lifeline Service Program is designed to help qualified low-income individuals pay the monthly cost of basic telephone service and certain qualifying\* broadband internet service when combined with a voice service. The Lifeline program reduces monthly rates for basic telephone service by as much as \$8.75 (\$5.25 federal discount + \$3.50 state discount) per month for voice only or \$12.75 (\$9.25 federal discount + \$3.50 state discount) per month when voice is combined with a qualifying\* internet service. This discount is limited to one benefit per household, wireline or wireless. Customers who qualify for benefits through the Texas Department of Human Services (TDHS) should be eligible for Lifeline. A resident is also qualified if the current total household income is at or below 135 percent of the federal poverty guidelines.

In Texas, the Lifeline Program is administered by LITE-UP. You can apply for the Lifeline Discount by calling toll free **1-866-454-8387**. More information is available at the Lifeline Support website at [www.lifelinesupport.org](http://www.lifelinesupport.org).

The Lifeline Program is a government benefit program and is available only to eligible customers. Applicants making false statements to obtain benefits can be fined, imprisoned, or barred from the program.

### LIFELINE RATES\*\*

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#### FIVE AREA TELEPHONE COOP

<u>EXCHANGE</u>	<u>MONTHLY RATE</u>
BULA	\$16.81
ALL OTHER	\$16.31

#### WEST PLAINS TELECOMMUNICATIONS

<u>EXCHANGE</u>	<u>MONTHLY RATE</u>
EARTH	\$16.08
MULESHOE	\$16.13
OLTON	\$16.13
SUDAN	\$16.14
SPRINGLAKE	\$16.13

This discount does not prevent you from subscribing to optional telephone services such as Custom Calling (i.e. Call Waiting, Caller ID); however, the discount rate does not apply to these services or any other charges.

\*Qualifying broadband internet access service requires a minimum speed of 25Mbps/3Mbps if available.

\*\*Lifeline discount rates are if customer qualifies for both State and Federal Lifeline discounts for voice only services.

EFFECTIVE DECEMBER 1, 2020, THE FEDERAL COMMUNICATIONS COMMISSION (FCC) REDUCED THE LIFELINE PROGRAM DISCOUNT ON STAND-ALONE VOICE SERVICE FROM \$7.25 TO \$5.25 PER MONTH. LIFELINE IS A FEDERAL PROGRAM THAT LOWERS THE MONTHLY COST OF PHONE OR INTERNET SERVICE FOR QUALIFYING LOW-INCOME CUSTOMERS. ELIGIBLE CUSTOMERS MAY RECEIVE A DISCOUNT OF \$5.25 ON THEIR MONTHLY BILL FOR TELEPHONE SERVICE OR A DISCOUNT OF \$9.25 ON THEIR BILL FOR QUALIFYING INTERNET SERVICE.