

# Lifeline Assistance Plan

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[consolidated.com](http://consolidated.com)



# Lifeline Assistance

Consolidated Communications provides a wide variety of residential products and services in the Florala (858) and Wing (572) exchanges including single party residence telephone service at a monthly rate of \$16.97.\* Charges for any other service, feature or toll calling are additional.

In addition, Consolidated Communications offers residential internet products, some of which qualify for the Lifeline program discount.

## **What is Consolidated Communications' Lifeline Program?**

Consolidated Communications participates in the Lifeline Program which provides a residential telephone service monthly discount for eligible low income customers on voice or qualified internet services. Eligible customers can receive a monthly discount of \$7.25 for their voice telephone service line. In addition, eligible residence customers may also qualify for free toll blocking to help them control long distance usage. Customers using this toll blocking can still use pre-paid calling cards or dial-around services to place long distance calls from their homes.

Eligible residential customers may alternatively qualify for a \$9.25 monthly discount on qualified internet services.

## **What do I need to know about the Lifeline Program?**

To participate in the Lifeline Program, which is a government benefit program,

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low-income residential customers must meet eligibility rules. In addition, residential customers must provide a completed application establishing their eligibility. Documentation is also required proving enrollment in a qualified government benefit program or establishing household income at or below 135% of the Federal Poverty Guidelines. Only one Lifeline Program discount is available per household on either wireless or wireline service. The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment or can be barred from the Lifeline Program.

All customers who receive the Lifeline Program discount must now recertify eligibility for the Program annually. When you receive a recertification request, you must respond as specified or Consolidated Communications is required to remove the Lifeline Program discount from your account.

## **How can I receive a Lifeline Program application or find out more information?**

For more information about the Lifeline Program or concerning any of our services, please call Consolidated Communications at 1.844.YOUR.CCI (844.968.7224).

*\*Does not include applicable taxes, fees and surcharges.*