

Ganado Telephone Company, Inc. and YK Communications, Ltd.
(collectively d/b/a YK Communications)

Customer Information on Lifeline Discounted Services
Updated February 26, 2020

What is Lifeline?

Lifeline is the Federal Communications Commission's (FCC) program and the Texas Public Utilities Commission (TX PUC) program to help make communications services more affordable for low-income consumers with a total possible reduction in monthly charges to residential customers of up to \$10.75 depending on qualifications for federal and state Lifeline programs.

Federal Lifeline support provides subscribers with a discount on qualifying monthly phone, Internet, or bundled phone and Internet services purchased from providers participating in the Lifeline program.

State Lifeline support provides subscribers with a discount on qualifying monthly phone services.

As an eligible telecommunications carrier (ETC), Ganado Telephone Company, Inc. and YK Communications, Ltd. (collectively Company) is a participating provider in the federal and state Lifeline programs.

Are there any limitations on Lifeline?

One Lifeline Discount Per Household – Only one Lifeline discount is allowed per household (not per person), even if the household has more than one phone or Internet account. Also, a household is not permitted to receive Lifeline benefits from multiple providers.

Definition of Household – Under the Lifeline program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses, even if they are not related to each other. The customer's residential address must be in the area where Company is approved to offer Lifeline service.

Lifeline for Phone or Internet, not both – If you get Lifeline for phone service, you may apply the Lifeline benefit to one mobile phone or one home phone, but not both. If you get Lifeline for Internet service, you may apply the benefit for your mobile phone or your home connection, but not both. If you get Lifeline for bundled phone and Internet service, you may apply the Lifeline benefit for your mobile phone bundled service or your home bundled service, but not both.

Non-transferable Benefit – The Lifeline discount is not a transferable benefit. You cannot give a Lifeline benefit to another person, even if they qualify. You will be required to certify under penalty of perjury that you will comply with this requirement.

Documentation of Eligibility – Only eligible customers may enroll in and benefit from the Lifeline program.

For initial eligibility, you may apply for Lifeline by completing the Texas Lifeline Application, including the Texas Lifeline Certification Form and the Texas Lifeline Household Worksheet (collectively the Texas Application), and by providing supporting documentation. You can obtain the Texas Application by going to TexasLifeline.org and utilizing one of the following methods to apply:

- (1) print or request an application in the mail and return the forms by mail (PO Box 4060, Killeen, Texas 76540-4060), email (liteuptexasupport@solixinc.com), or fax (1-877-215-8018) along with supporting documentation; or
- (2) complete an application online and upload supporting documentation.

To remain eligible in future years, the TX PUC will re-certify Lifeline subscriber eligibility annually.

Agreement to Provide and Retain Information – If you are seeking Lifeline benefits for services from Company, you agree to allow Company to transmit information in the Texas Application, along with all supporting documentation to the Universal Service Administrative Company (USAC) and the TX PUC, and to allow Company to retain a copy of the Texas Application.

False or Fraudulent Information – If you willingly give false or fraudulent information in order to obtain the Lifeline benefit you can be punished by fine or imprisonment or can be barred from the program.

Violations Will Result in De-Enrollment – Violations of the Lifeline program, including violation of the one per household rule or the requirement to re-certify eligibility for the program, will result in your de-enrollment from the program.

What services are eligible for Lifeline?

The **federal** Lifeline discount can only be used on one of these service products. The Lifeline discount can be applied to:

- (1) stand-alone broadband,
- (2) bundled voice and broadband packages, or
- (3) stand-alone voice service (until December 1, 2021).

The **state** Lifeline discount can only be used for voice service.

Basic services are offered to all customers in the Company's service territories at the rates, terms, and conditions specified in the Company's tariff.

Customers who are eligible for the Lifeline programs are also eligible for toll blocking at no additional charge.

How do I qualify for a Lifeline discount?

Lifeline is available to qualified low-income consumers. To qualify, you must either be enrolled in an approved government program or meet the income requirements.

To qualify under an approved government program for a **federal** Lifeline discount, you, one or more of your dependents, or your household must receive benefits from one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance; or Veterans and Survivors Pension Benefit.

To qualify under an approved government program for a **state** Lifeline discount, you, one or more of your dependents, or your household must receive benefits from one of the following federal assistance programs: Medicaid; SNAP; SSI; Federal Public Housing Assistance; Health Benefit Coverage under Child Health Plan (CHIP); Low-Income Energy Assistance Program (LIHEAP); National School Lunch Program-Free Lunch Program; or Temporary Assistance for Needy Families (TANF).

To qualify under the income requirements for a **federal** Lifeline discount, your total household income must be at or below 135% of the Federal Poverty Guidelines for a household of the specified size.

To qualify under the income requirements for a **state** Lifeline discount, your total household income must be at or below 150% of the Federal Poverty Guidelines for a household of the specified size.

How much is the Lifeline discount?

The standard **federal** Lifeline discount is up to \$9.25. This support amount is deducted from the amount of your basic service charge. For voice only service, this amount decreased to \$7.25 on December 1, 2019, will decrease to \$5.25 on December 1, 2020, and then to \$0 on December 1, 2021.

The standard **state** Lifeline discount is up to \$3.50. This support amount is deducted from the amount of your basic service charge.

Questions?

If you have any questions or would like additional information regarding the Company's services, please call us at (361) 771-3334, toll free at (800) 395-1499, or visit our business office at 109 W Putnam, Ganado, Texas.