

LIFELINE

Consolidated Communications (CCI) offers a Lifeline government assistance program to help low-income residential customers keep their telephone service. This program provides a \$9.25 credit off basic monthly telephone service rates.

If no one claims the customer as a dependent on their Federal Income Tax (unless they are 60 or older), the customer can qualify for Lifeline if their annual household income is at or below 135% of the Federal Poverty Guidelines; or the customer, one or more of the customer's dependents, or the customer's household receives benefits from one of the following federal assistance programs:

- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- National School Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Federal Public Housing Assistance (Section 8)

In addition, a customer must not already be receiving a Lifeline service discount, and there must not be anyone else in the household subscribed

to a Lifeline service. Each qualifying household may only claim one discount from a single service provider. Lifeline service is non-transferable and other service restrictions may apply.

The reduced rate will apply only to basic telephone service. You may have optional telephone services such as Call Waiting or Caller ID. However, the reduced rate does not apply to these services or any other charges, such as installation, long distance, equipment, etc. Other service restrictions may apply.

The Illinois Universal Telephone Service Assistance Program (UTSAP) also offers the lesser of a \$35 or 50% discount off the cost of installing new telephone service. Eligibility requirements for the UTSAP discount are limited to participation in the programs listed above.

For more information or to apply for the Lifeline or UTSAP programs, please call the Consolidated Communications Business Office at **844.YOUR.CCI (844.968.7224)**, Monday through Friday between 8 a.m. and 5 p.m.

