

Haviland Broadband Lifeline Terms and Conditions 2021

The Lifeline Service Program (Lifeline), sponsored by the FCC is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service to qualifying low-income customers. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll. The Company's broadband lifeline plan complies with FCC requirements and applies to broadband plans at minimum speeds of 25 Mbps download and 3 Mbps upload (25/3) and a minimum data availability of 150 GB per month. In those areas where speeds at or above 25/3 download/upload speeds are unavailable, the highest performing speed will be provided, which must be at least 4/1 download/upload.

A. GENERAL

1. Lifeline is a federally funded reduction of basic local residential voice and broadband service. The Federal credit amount (CR) provided to Lifeline subscribers will not exceed the maximum amount authorized by the FCC of \$9.25.
 - a. Broadband Only Subscriptions
 - Lifeline customers subscribing to broadband-only plans at minimum speeds of 25 Mbps download and 3 Mbps upload will only receive the full Federal portion of \$9.25.
 - No Federal Lifeline reductions will be given for broadband-only subscriptions less than 25/3. In those areas where speeds at or above 25/3 download/upload speeds are unavailable, the highest performing speed will be provided, which must be at least 4/1 download/upload.
 - b. Broadband and Voice Subscriptions
 - Lifeline customers subscribing to broadband-voice plans below broadband speeds of 25/3 will receive Kansas Lifeline Service reductions in intrastate local telephone service of \$7.77 and a Federal portion of \$5.25 [\$13.02 total].
 - Lifeline customers subscribing to broadband-voice plans at or above broadband speeds of 25/3 will receive Kansas Lifeline Service reductions in intrastate local telephone service of \$7.77 and a Federal portion of \$9.25 [\$17.02 total]. In those areas where speeds at or above 25/3 download/upload speeds are unavailable, the highest performing speed will be provided, which must be at least 4/1 download/upload.
 - c. Voice Only Subscriptions
 - Lifeline customers subscribing to voice will receive Kansas Lifeline Service reductions in intrastate local telephone service of \$7.77 and a partial Federal portion of \$5.25. [\$13.02 total]
 - d. In no event shall the Local Exchange access service rate be reduced below zero.
2. Local service for Lifeline customers may not be disconnected for nonpayment of toll charges.
 - a. Toll Restriction Service will be provided to Lifeline customers at no charge.
 - b. Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.
 - c. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.

3. Partial payment from Lifeline customers will be applied first to local service charges and then to toll charges.
4. Lifeline customers will not be denied reestablishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
5. Lifeline will not be furnished on a Foreign Exchange service arrangement.
6. Lifeline customers will be required to remain with their service provider for a minimum period before they can transfer their benefit to another provider. This is called a benefit port freeze and allows Lifeline carriers to invest in high-quality, low-cost service offerings for Lifeline consumers. During the benefit port freeze, other Lifeline Program providers are forbidden from seeking/receiving Lifeline reimbursement for the customer. After the benefit port freeze period expires, the customer may continue using the Lifeline benefit on a month-to-month basis or transfer their benefit to another provider. If the customer switches their Lifeline benefit to a different provider, another benefit port freeze period begins with the new provider. The benefit port freeze period is defined as follows:
 - a. Voice only – 60 days
 - b. Voice with broadband (broadband does not meet the [minimum service standards](#)) – 60 days*
 - c. Broadband only – 12 months
 - d. Broadband with voice – (voice does not meet the minimum service standards) – 12 months*
 - e. Bundle – (both voice and broadband meet the minimum service standards) – 12 months*
7. In limited situations, customers may be exempt from their benefit port freeze period and transfer their Lifeline benefit to a different provider. Before transferring a customer's benefit to another company during their port freeze period, the new provider must confirm that one of the exceptions applies. Customers are exempt from their benefit port freeze if:
 - a. They move (change their residential address),
 - b. The service provider ceases operations, or otherwise fails to provide service,
 - c. The service provider has imposed late fees greater than or equal to the monthly end-user charge for the supported service (e.g., the customer's monthly bill is \$20, and they've incurred late fees of \$21), or
 - d. The service provider is found to be in violation of Lifeline Program rules and the subscriber is impacted by the violation.

B. ELIGIBILITY REQUIREMENTS

1. Lifeline will be provided for on (1) telephone line per household, at the customer's principal place of residence who have only one local exchange access line to his/her residential premises or dwelling place.* Verification of this requirement will be through self-certification.
2. Show that he/she is currently a recipient of benefits from one of the following public assistance programs:
 - a. Supplemental Nutrition Assistance Program (SNAP)
 - b. Medicaid
 - c. Supplemental Security Income (SSI)
 - d. Federal Public Housing Assistance (FHPA)

- e. Veterans Pension & Survivors Pension Benefit
- f. Bureau of Indian Affairs General Assistance,
- g. Tribally Administered Temporary Assistance for Needy Families
- h. Head Start Tribal Programs (only those meeting its income qualifying standard)
- i. Food Distribution Program on Tribal Lands

Individuals choosing this option must obtain and provide to the Telephone Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.

3. Income Eligibility

A customer shall be eligible for the Lifeline Service Program if that customer's household annual income level is at or below 135% of the federal poverty level. Such customers may obtain a form from the Telephone Company suitable for self-certification of income level and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior year's federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.

4. Certification

The customer will certify eligibility for Lifeline Service. Recertification is required annually or at any time the qualifying criteria for the customer changes.

Recipients of Lifeline Service must notify the Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Company will discontinue Lifeline Service.

If the Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

*A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. However, it can be determined by the Telephone Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline Service will be provided.

Effective 12/01/2020