

Dear Customer:

Long Lines participates in the Lifeline Telephone assistance program. Lifeline assistance is available if the subscriber, one or more of the subscriber's dependents or the subscriber's household receives benefits from one of the following qualifying federal assistance programs:

- Medicate (example, Title XIX/Medical State Supplement Assistance)
  - Supplemental Security Income (SSI)
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - Federal Public Housing Assistance (Section 8)
  - Supplemental Nutrition Assistance Program (formerly known as Food Stamps)
  - Temporary Assistance to Need Families (TANF)
  - National School Lunch Free Lunch Program
- OR
- Individuals whose household income is at or below 135 percent of the Federal Poverty. Guidelines are also eligible for Lifeline assistance.

If you are eligible for Lifeline assistance under any of the programs listed above, please complete the enclosed application.

If you qualify for Lifeline assistance based on household income please complete the enclosed **application** and **Income certification Form**, attach the required documentation\* and return it to our office in the enclosed envelope.

\*Documentation of Income eligibility includes the previous year's state or federal tax return, a current income statement from an employer or paycheck stub, a Social Security statement of benefits, or other such official documents. If your documentation does not cover an entire year, please provide three consecutive months' worth of the same type of document. Please note that income is all income actually received by all members of the household. Income includes salary before deductions for taxes, public assistance benefits, Social Security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts and lottery winnings. The only exceptions are student financial aid, military housing and cost-of-living allowances and irregular income from occasional small jobs such as baby sitting or lawn mowing.

If you require assistance completing the forms, please feel free to stop by our office at 501 4<sup>th</sup> Street, Sergeant Bluff, IA or you may contact our business at 866-901-5664 and we will be happy to assist you.

Please note that Federal Communications Commission (FCC) guidelines require telephone companies, like ours, to annually verify a sample of Lifeline customers' for continued eligibility in the program. You may be required to complete the application and/or provide additional information on a yearly basis for random sampling process. This benefit can be received on landline telephone and Internet services. Each customer can only receive one Lifeline subsidy.