

DELIVERY NAME  
DELIVERY CITY  
DELIVERY ADDRESS

Dear DELIVERY NAME:

Once a year, Alliance Communications is required to notify all residential customers about low-income assistance programs for telephone service. **If you already participate in Lifeline, you do NOT need to do anything at this time.** The annual Lifeline recertification will occur later this year.

**What types of discounts are available?**

- **The Lifeline program** offers support to qualified low-income residential consumers for one telephone line per eligible household. Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.
- **Toll Blocking** prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit for local phone service.

**How do I know if I'm eligible?** Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

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

Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Acceptable documentation of program-based eligibility includes current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

*See reverse side for more information.*

**Can I qualify based only on my income?** Yes. Consumers are eligible for Lifeline if their household income is at or below 135% of the federal poverty guidelines.

Household Size	Income	Household Size	Income
1	\$16,038	6	\$43,983
2	\$21,627	7	\$49,586
3	\$27,216	8	\$55,202
4	\$32,805	Each extra person	\$5,616
5	\$38,394		

Acceptable documentation of income eligibility includes prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or another official document containing income information.

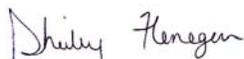
**What services do I receive through Lifeline?** Lifeline includes unlimited *local* minutes within the toll-free calling area. Lifeline does not include long distance minutes. Long distance minutes are billed at the standard rate depending on which carrier the consumer subscribes to for long distance service. As part of the Lifeline service, toll blocking is available to eligible consumers at no cost. Subscribers may receive the Lifeline credit on telephone service offered in a bundle. Advertised rates do not include any applicable taxes or surcharges.

**Will I need to recertify my Lifeline eligibility every year?** Lifeline recipients must recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for the Lifeline program will result in termination of the Lifeline recipient's monthly Lifeline discount and de-enrollment from the Lifeline Program.

**Are there any other restrictions in the Lifeline Program?** The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

Lifeline enrollment forms are available at [www.alliancecom.net/phone/local-phone](http://www.alliancecom.net/phone/local-phone), or dial 611 from any phone with Alliance service or call 605-594-3411.

Sincerely,



Shirley Flanagan  
Customer Service Supervisor