

LOW-INCOME PROGRAMS

Low-Income Assistance consists of two programs, Lifeline Assistance and Link Up Assistance.

Craigville Telephone Company participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas.

Lifeline Assistance

Lifeline Assistance reduces an eligible customer's monthly Federal Subscriber Line Charge and rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the State Subscriber Line Charge (SSLC).

1. Lifeline Assistance is available to all residential customers who meet the following eligibility requirements:

a. Customers must be participants in one of the following programs: Medicaid; food stamps; Supplementary Security Income (SSI); federal public housing assistance or Section 8 (a Federal Housing Assistance Program administered by the Department of Urban Development); Low Income Home Energy Assistance Program (LIHEAP); Temporary Assistance for Needy Families (TANF) or National School Lunch free lunch program.

b. In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.

2. As a participant in Lifeline Assistance, customers are eligible to receive Toll Blocking Service, as described in their Indiana Serving Tariff, at no charge. These services will only be provided at the customer's request. The Federal Universal Service Charge (FUSC) will not apply to customers participating in this program.

3. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service or Toll Control Service.

4. Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, PSC will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.

5. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Lifeline Assistance reduces an eligible customer's monthly Federal Subscriber Line Charge (FSLC) and rates for local service. An eligible customer receives a \$6.50 credit for the FSLC, as well as a \$1.75 credit towards the State Subscriber Line Charge (SSLC).

Link Up Assistance (Lifeline Connection Assistance)

Through Link Up Assistance, all eligible customers receive a credit for half of the service connection charges up to \$30.00 and do not pay interest on connection charges of up to \$200.00 that are deferred for a period not to exceed one year. The same eligibility requirements as outlined for Lifeline Assistance will apply to Link Up Assistance.

This credit is only available on the installation of a single residential access line at the principal residence of the eligible customer. This credit will apply for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up Assistance was provided previously.