

TELEPHONE ASSISTANCE PROGRAMS

15. Telephone Assistance Programs

15.1 Universal Telephone Service Assistance Program (UTSAP)

(T)

A. General

1. To qualify for the program, the applicant must participate in any of the following assistance programs, as required, to establish eligibility. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (a) and (b) below for purposes of determining eligibility:

(T)

- a. Medicaid
- b. Supplemental Nutrition Assistance Program (SNAP) – formerly Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance Program/Section 8
- e. Low-Income Home Energy Assistance (LIHEAP)
- f. National School Lunch Program's Free Lunch Program
- g. Temporary Assistance for Needy Families (TANF)

2. The Cooperative's verification form signed by the applicant or verification with the Department of Human Services shall constitute proof of income eligibility.

(C)

3. Assistance may be granted to one primary telephone line per low-income household. The applicant's name must match the name on the telephone service, with the exception of the National School Lunch Program's Free Lunch Program.

(T)

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.1 Universal Telephone Service Assistance Program (UTSAP) (Cont'd)

B. Supplemental Assistance

1. A one-time credit of up to \$35.00 will be applied to the telephone installation charge for each eligible new subscriber, as defined in A.1, above. (D)(C)
(C)
2. The UTSAP Program is funded through voluntary contributions from Illinois customers as described in 15.2 following.

15.2 Universal Telephone Supplemental Assistance Program (UTSAP) Voluntary Funding

A. Reserved for Future Use

B. Contributions

1. Members wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Cooperative on the Member's monthly bill. The voluntary contribution shall not reduce the Member's total bill amount due the Cooperative for telephone services or other charges. One time or periodic contributions in excess of the amounts referred to below in a. and b. shall be made directly to the UTSAP Administrator.
 - a. Residential Members may elect to contribute \$.50, \$1.00, \$2.00 or \$5.00 per month.
 - b. Business Members may elect to contribute \$1.00, \$5.00, \$10.00 or \$25.00 per month.

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.2 Universal Telephone Supplemental Assistance Program (UTSAP) Voluntary Funding
(Continued)

B. Contributions (Continued)

- c. Members may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice to the Cooperative.
- d. Failure by the Member in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

15.3 Lifeline Telephone Assistance Program

A. The Lifeline Program is a federally funded program established to provide monthly assistance to low income households. Eligible subscribers will receive a Federal Lifeline support credit of \$9.25.

B. To qualify for the Lifeline Program the applicant’s income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines. The applicant must provide documentation of income eligibility or participate in one of the following assistance programs:

- 1. Medicaid
- 2. Food Stamps
- 3. Supplemental Security Income (SSI)
- 4. Federal Housing Assistance
- 5. Low Income Home Energy Assistance (LIHEAP)
- 6. National School Lunch Program’s free lunch program
- 7. Temporary Assistance to Needy Families (TANF)

C. The applicant must sign, under penalty of perjury a document certifying:

- 1. That applicant meets one of the qualifications listed in 15.3(B) above. (T)
- 2. Name of the program(s) from which applicant is receiving benefits.
- 3. That applicant will notify the company within 30 days if he/she no longer participates in the program(s) named in 15.3(B), preceding. (T)
- 4. Applicant will notify the company within 30 days if he/she moves to a new address.
- 5. Applicants household is only receiving one Lifeline service.

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.3 Lifeline Telephone Assistance Program (Cont'd)

- D. Lifeline service shall not be disconnected for non-payment of toll charges. (M)
 - E. Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a service deposit in order to initiate Lifeline Service. This service will only be provided at the customer's request. (D)
 - F. Qualifying Lifeline customers will not be charged a monthly number-portability charge. (M)
 - G. A Lifeline customer may only receive assistance from one wireline or one wireless provider per household. (N)
 - H. Customer Annual Responsibility (N)
- All Lifeline customers as of June 1, 2012 must certify with the Cooperative that they are still eligible for Lifeline support by December 31 each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation. (N)

(M) Move from Sheet No. 3.