

Lifeline FAQ – Customer

Q. What is Lifeline?

A. Lifeline is a government assistance program designed to make phone and internet services more affordable for low-income customers. Assistance is provided in a form of a monthly bill credit.

Note: Lifeline is not to be confused with Life Alert which is a medical alert system.

Q. What fields do I need to fill out on the application?

A. The application must be completed fully and accurately to avoid delays in the approval process. The required fields are as follows:

- Applicant name (must be your legal name, not a nickname) Note: the Lifeline applicant must be listed on the TDS account in order to qualify for the program.
- Service address (street, city, state, zip code)
- You must indicate if this address is permanent or temporary (e.g., living with friends or family, a shelter).
- TDS telephone number
- Last 4 digits of your Social Security Number or your Tribal ID
- Date of birth (mm/dd/yyyy)
- You must indicate how you qualify, either by income or program participation. Note: if you're qualifying based on income, please indicate the number of people in your household.
- Provide proof of income level or participation in a qualifying program
- Initial all statements of certifications (not a check mark or an "X")
- Signature
- Date

Application for Lifeline Telephone Service

Please print using block capital letters. Complete the form in full or the application will be rejected.

STEP 1: Personal Information

Applicant's Name (legal name that matches the name on the TDS account): _____

Service Address (no PO Boxes), Street, Box # (if applicable): _____

City: _____ State: _____ Zip Code: _____

Billing Address (if different from Service Address): _____

City: _____ State: _____ Zip Code: _____

Last four digits of applicant's Social Security Number: _____

Applicant's date of birth: Month: _____ Day: _____ Year: _____

STEP 2: Eligibility. Please complete number 1 OR 2 below.

1. I certify that I participate in at least one of the following programs (check the program) and I am providing a copy of a document that demonstrates my participation in the program.

Medicaid
 Supplemental Nutrition Assistance Program (SNAP)
 Supplemental Security Income (SSI)
 Veterans and Survivors Pension Benefit
 Federal Public Housing Assistance (FPHA)

If the program proof is not in the account holder's name, you **MUST** complete the certification below:

I certify that (name on proof), _____
 Date of Birth: ____/____/____ and last four digits of Social Security number: _____ is a member of my household and is not already receiving Lifeline benefits from TDS or another company.

OR

2. I certify that my gross income is at or below 135% of Federal Poverty Guidelines, based on the chart below. (Initial): _____

I also certify that this is how many people live in my household (required): _____ (# in household)

Annual Income Thresholds based on Household size				
# of people in household including yourself	1	2	3	4
Income guidelines	\$16,281	\$21,624	\$27,567	\$33,210
For each additional person add:	\$5,643			

I am providing a photocopy of the following qualifying documents to demonstrate gross income for my entire household:

Prior year's state or federal tax return
 Current income statement from an employer
 Paycheck stubs for most recent 3 months
 Social Security statement of benefits
 Child Support document
 Retirement / pension statement of benefits
 Unemployment/Workmen's Compensation statement of benefits
 Federal notice letter of participation in General Assistance
 Veterans Administration Statement of Benefits
 Other official document containing income information
 Divorce decree

Application for Lifeline Telephone Service

STEP 3: Transfer Consent

By my initials and by signing this application, I authorize TDS to transfer any pre-existing Lifeline discount with another carrier to my TDS account. I acknowledge that any pre-existing Lifeline discount with another carrier will cease when this transfer becomes effective. I acknowledge that a telephone discount may not be transferred if it has been transferred in the last 60 days and an internet discount may not be transferred if it has been transferred in the last year.

STEP 4: National Lifeline Accountability Database (NLAD) Disclosure and Consent

The FCC has ordered the use of a National Lifeline Accountability Database for enrollment in the federal Lifeline Program. TDS must provide the below information about our relationship with you to the database to ensure the proper administration of the Lifeline Program. The below list may be altered at any time without notification.

• Your full name	• Your full residential address	• The date TDS began providing you Lifeline service
• Your Date of Birth	• The amount of the discount TDS provides	• The Future date when your Lifeline service with TDS ends
• Your Telephone Number	• Whether your eligibility is program or income based	• The last four digits of your Social Security number (or Tribal ID)
• Service Type		

By my initials and by signing this application, I confirm I have read and understand the disclosures provided above and hereby provide consent to TDS to release any of my information contained in this Lifeline Application required for the administration of the Lifeline program to the FCC or its designee, including the Universal Service Administrative Company (USAC), and to any state and federal agency or its designee, as required by law. (Failure to provide consent will result in being denied Lifeline service.)

STEP 5: Certifications and Signature

You **MUST** initial each statement. Checkmarks or blank spaces will result in denial of your Lifeline application.

I certify, under penalty of perjury, that:

I meet the income-based or program-based eligibility criteria for receiving Lifeline, shown above.

I will notify the carrier within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit.

If I move to a new address, I will provide that new address to TDS within 30 days.

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service.

The information contained in this application is true and correct to the best of my knowledge.

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.

I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits.

I understand that participation in the Lifeline program requires a provider freeze of 60 days (if applying benefit to voice service) or 12-months (if applying the benefit to qualifying internet service; if available in your area). During this time, you must remain with TDS to continue receiving the Lifeline benefit (unless you meet the FCC's freeze exceptions).

I hereby authorize TDS to release any of my information contained in this Lifeline Application required for the administration of the Lifeline program to the FCC or its designee, including the Universal Service Administrative Company, and to any state and/or federal agency or its designee, as required by law.

Applicant's Signature: _____ Date: _____

Mail completed Application to TDS PO BOX 5488 Madison WI 53705 or Fax to 1.608.630.5634

Carefully review and follow the instructions on the application. If you need assistance, please call TDS at 866-571-6662 or visit www.tdstelecom.com/contactus.

Q. Why do I have to provide my personal information (date of birth, last 4 of Social Security, program proof) and will it protected?

A. The information is required to determine eligibility for the Lifeline Program. TDS takes reasonable security safeguards to protect against risks such as loss or unauthorized access, destruction, use, modification, or disclosure of confidential personal information.

Q. What documentation do I need to provide with my application?

A. It will depend on how you qualify. If you qualify because you participate in an eligible program, please send a copy of your benefits award letter or card. If you qualify based on your income, please send a copy of any of the following:

- Most recent federal or state tax return
- Social Security Statement of Benefits
- Paycheck stubs for the last 3 months
- Veterans Administration Statement of Benefits
- Unemployment/Workmen's Compensation Statement of Benefits
- Retirement/pension statement of benefits
- Child Support document
- Divorce decree
- Current income letter from employer
- Federal notice letter of participation General Assistance
- Other official document(s) containing income information

Note: Please send copies only. If original documentation is sent to us, it will not be returned and will be destroyed securely.

Q. How do I obtain proof of Social Security for income qualification?

A. All recipients receive Social Security Statements of Benefits annually or contact your local Social Security office for a copy.

Q. Is Supplemental Social Security (SSI) the same as Social Security?

A. No, they are different. SSI is a federal income supplement program supported by general taxes, not Social Security taxes. To qualify for Lifeline, you'll need Social Security Statements of Benefits.

Q. Do I qualify if I receive Medicare or am a senior citizen?

A. No, not automatically. Medicare is not a qualifying program. To qualify, you must meet the income guidelines or participate in one of the eligible programs.

Q. Why do I have to recertify each year (annually)?

A. The FCC requires recertification to confirm you are still eligible to participate in the Lifeline Program.

Q. Why was my application or recertification declined?

A. The most common reasons applications/re-certifications are declined include: an incomplete application or recertification form, not meeting the eligibility requirements, already receiving credit on a cell phone, the person requesting Lifeline is not listed on the account, or someone else in the household is currently receiving credit.

Q. If I am declined, how can I be reconsidered for the program?

A. You will need to request and complete a new application.

Q. What is required for recertification?

A. Return your completed recertification form before the deadline listed in the letter explaining the process. Note: No proof of eligibility is required when recertifying.

If the form is incomplete or not received by the deadline, the credits will be removed.

Q. When will I see the Lifeline discount on my bill?

A. If you are approved, the credit should appear on your bill within two months. The credit will begin from the date you were approved. This means the first bill with your Lifeline credit may contain more than one month's credit.

Q. Why is the Lifeline discount no longer showing on my bill?

A. The most common reasons credits are removed include: no longer meeting the eligibility requirements, an incomplete recertification form, a form not received by deadline, an interruption of service, placing services on seasonal hold, or you failed to respond to a request for information.

Q. How do I move the Lifeline discount from my cellular provider to TDS?

A. By completing the Benefits Transfer form. You can transfer your Lifeline discount to a new provider once every 60 days for phone service or once every 12 months for qualifying internet

service. Certain exceptions apply, including if you move to a new address or your current provider stopped offering Lifeline.

Q. Are you required to have phone services to get the Lifeline Discount?

A. No, the Lifeline discount is offered to eligible customers on *one* of the following services: home phone, wireless phone or broadband service(s).

Q. Who do I contact if I have a question filling out the application?

A. Give us a call at 866-571-6662 or visit www.tdstelecom.com/contactus

Q. Who do I contact if I have a question filling out the recertification form?

A. Give us a call at 866-571-6662 or visit www.tdstelecom.com/contactus

Q. How do I dispute being denied Lifeline benefits?

A. If you were denied Lifeline benefits and believe you qualify for Lifeline, please contact TDS at 866-571-6662 or online at www.tdstelecom.com/contactus.

Q. What is the Lifeline credit amount?

A. The federal Lifeline credit is \$9.25/mo.

If you live in Minnesota and receive telephone service from TDS Metrocom, you do not qualify for the federal Lifeline benefit. You qualify for the state Telephone Assistance Plan (TAP). The TAP credit amount is \$3.50/mo.

If you live in a state with federally recognized tribal lands, you may qualify for Tribal Lifeline benefits, which would be in addition to the \$9.25/mo. federal credit.

Some states may offer a state Lifeline credit. Contact TDS at 866-571-6662 to learn more.

Lifeline is a federal benefit that provides a monthly credit to telephone and broadband service. Your household may receive the Lifeline benefit for telephone service OR broadband service, but not both. Your household may receive Lifeline from one provider – either landline or wireless. For the purpose of Lifeline, a household is an individual or any group of individuals who live together at the same address and share income or expenses. Lifeline is a non-transferable benefit. You will lose your Lifeline benefit and may be prosecuted by the United States government if you violate the one-per-household rule or otherwise make false statements to receive the Lifeline benefit.