

**TELEPHONE ASSISTANCE PROGRAMS**

15. Telephone Assistance Programs (Cont'd.)

15.3 Lifeline Telephone Assistance Program

A. General

1. 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 in accordance with 47 CFR. Section 54.403(a) for eligible voice or eligible broadband service. (C)
2. 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:
  - a. Medicaid
  - b. Food Stamps
  - c. Supplemental Security Income (SSI)
  - d. Federal Housing Assistance
  - e. Veterans Pension benefit program
3. The applicant must sign, under penalty of perjury a document certifying:
  - a. That applicant meets one of the qualifications listed in 15.3(A)(2) above.
  - b. Name of the program(s) from which applicant is receiving benefits.
  - c. That applicant will notify the company within 30 days if he/she no longer participates in the program(s) named in 15.3(A)(2), preceding.
  - d. Applicant will notify the company within 30 days if he/she moves to a new address.
  - e. Applicants household is only receiving one Lifeline service.
4. Lifeline service shall not be disconnected for non-payment of toll charges.
5. 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.
6. Qualifying Lifeline customers will not be charged a monthly number-portability charge.

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