

NOTICE

To All Customers of Mid-Plains Rural Telephone Cooperative, Inc. Telecommunications Services

The Public Service Commission of Texas designated Mid-Plains Rural Telephone Cooperative as an “Eligible Telecommunications Carrier” and an “Eligible Telecommunications Provider” for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Mid-Plains provides the supported services -- voice telephony service and broadband Internet access service – throughout its designated service area. These supported services include:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services such as 911 and enhanced 911; and
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet but excludes dial-up service.

Voice telephony service is provided at rates which start at \$18.82 per month for residential customers and \$27.55 per month for business customers. Broadband Internet access service is provided at rates which start at \$43.46 per month for residential customers and \$52.37 per month for business customers. Mid-Plains would be pleased to provide you with specific rates for voice and broadband for your area upon request. Use of these services may result in added charges including taxes, surcharges, and fees.

Mid-Plains also offers qualified customers Lifeline service. Lifeline is a non-transferable, federal benefit that makes monthly voice or broadband service more affordable. The program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. In addition, the phone or internet service you order from Mid-Plains must meet certain minimum service standards. The Lifeline voice service also includes toll blocking to qualifying customers without charge. The current discount provided under the Company’s Lifeline service is a federal discount of \$9.25 for qualifying internet (\$5.25 for standalone voice) and a state discount of \$3.50 per month for each month that the customer qualifies (plus an additional Lifeline Area Discount may be available based upon the service location).

For Texas customers, a household is eligible for the Lifeline discount if the customer’s annual household income is at or below 135% of the federal poverty guidelines for the federal discount, or at or below 150% of the federal poverty guidelines for the state discount. You may also qualify for the Lifeline program if a customer, a dependent, or the customer’s household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans or Survivors Pension Benefit
- Low-Income Home Energy Assistance (LIHEAP) (State only discount)
- Health benefits coverage under the state Children’s Health Insurance Program (CHIP) (State only discount)
- Temporary Assistance to Needy Families (TANF) (State only discount)
- The National School Lunch Program’s Free Lunch Program (State only discount)
- Safe Connections Act Survivor (Federal)

To apply for Lifeline Service, please contact our office at (806) 668-4420 or Lite-Up Texas at 866-454-8387.