



## Lifeline and Link Up Information for Pioneer Communications Telephone Customers

**Lifeline** is a government program that offers qualified low income households a discount on their monthly local telephone bill.

### **How much can I save?**

You can save up to \$17.77 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as part of a service. These benefits will also cover your subscriber line charge - a monthly charge created by the Federal Communications Commission (FCC) in 1984, which allows local phone companies to recover a portion of the costs of completing long distance calls on their local networks.

### **How do I know if I am eligible?**

Program based eligibility is determined by participation in any one of the following programs:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- National School Lunch (*free program only*)
- Temporary Assistance for Needy Families (TANF)
- BIA General Assistance
- United Tribes Food Distribution Program
- Head Start (*must meet its income qualifying standard*)

Income based eligibility is determined by a total household income at or below 150% of the Federal Poverty Guidelines.

<b>150% Adjusted Levels of 2010 Federal Poverty Guidelines</b>			
Number In Family	Maximum Annual Income	Number In Family	Maximum Annual Income
1	\$16,245	6	\$44,295
2	\$21,855	7	\$49,905
3	\$27,465	8	\$55,515
4	\$33,075	Each add'l person	\$ 5,610
5	\$38,685		

Additional eligibility criteria may apply to residents of federally recognized tribal lands.

### **Are there any restrictions?**

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

### **How do I apply?**

To apply for Lifeline please visit your nearest Pioneer Communications customer service location or call toll free 1-800-308-7536 to request an application. You may also obtain an application and find more information about Lifeline and other telephone services available from Pioneer at our website, [www.pioncomm.net/lifeline](http://www.pioncomm.net/lifeline).

### **What proof of eligibility do I need to provide?**

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

### **How do I continue to receive Lifeline benefits?**

Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider.

### **Other useful information**

There are other options that can help you save money, including free toll blocking, waived deposit with toll blocking and voluntary limit on long distance calling (toll control).

**Link Up** helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

### **How much will I save?**

Link Up can help you save up to 50% of the connection charges for local telephone service for all new customers who qualify for the program.

### **How do I know if I am eligible?**

If you qualify for Lifeline, you also qualify for Link Up. See qualifications above.

### **Are there any restrictions?**

Link Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home are not eligible for the Link Up discount.

### **How do I apply?**

To apply for Link Up you will follow the same proof of eligibility and application process as that Lifeline.

Please note that being a Lifeline or Link Up customer does not protect you from being disconnected if you fail to pay your telephone bill. Lifeline and Link Up discounts cannot be applied to an outstanding balance owed to your phone company.