



## **HAYNEVILLE FIBER TRANSPORT, INC. d/b/a CAMELLIA COMMUNICATIONS LIFELINE ASSISTANCE PROGRAM**

### **What Is Lifeline Assistance?**

Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers. If you qualify for Lifeline Assistance, Camellia Communications will discount your local telephone charge by \$12.75 each month. Lifeline customers may subscribe to any local telephone service plans offered by Camellia Communications, but the discount may only be applied to local telephone charges. Camellia Communications offers free Toll Limitation Service to Lifeline customers for any local service plan that charges a fee for toll calls that is in addition to the monthly price of your Lifeline service.

### **How Do I Qualify for Lifeline Assistance?**

Lifeline Assistance is a federal benefit available to residential telephone customers who have an annual household income at or below 135% of the Federal Poverty Guidelines for a household of its size or who participate in any of the following low-income assistance programs:

- ❖ Medicaid
- ❖ Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
- ❖ Supplemental Security Income (SSI)
- ❖ Section 8 Federal Public Housing Assistance (FPHA)
- ❖ Low Income Home Energy Assistance Program (LIHEAP)
- ❖ Temporary Assistance for Needy Families (TANF)
- ❖ National School Lunch Program's Free Lunch Program (NSLP)

You may also be eligible for Lifeline Assistance even if you do not personally participate in one of these programs, as long as an individual who lives in your household, and for whom you are financially responsible, participates in at least one of these programs.

For purposes of the Lifeline program, a "household" is defined as any individual or group of individuals who live together at the same address and share in the household's income and expenses. A household may include related and unrelated persons.

If you want to qualify for Lifeline Assistance based on your annual household income, you must provide proof of your income through one or more of the following:

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for most recent 3 months
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits

- Child Support document
- Divorce decree
- Other official document containing income information for at least 3 months time

If you want to qualify for Lifeline Assistance based on participation in one of the low-income assistance programs, you must provide proof of participation with one or more of the following:

- Current or prior year's statement of benefits from a qualifying state or federal program
- A notice letter of participation in a qualifying state or federal program
- Program participation documents, such as a copy of your SNAP card, Medicaid card, etc.
- Other official document evidencing the qualifying person's participation in one of the listed state or federal low-income assistance programs

Camellia Communications will NOT keep a copy of any of the supporting documentation you provide.

### **Are There Any Restrictions on Lifeline Assistance?**

Lifeline Assistance is only available for one telephone or wireless (cellular) line per household, which is used as the primary residential line. The household may not receive Lifeline benefits from more than one company. Violation of this "one-per-household" rule is a violation of the rules of the Federal Communications Commission and will result in your de-enrollment from the Lifeline Assistance program and possible prosecution by the United States Government.

Lifeline Assistance is a federal benefit – willfully making false statements in order to receive government assistance can result in a fine or imprisonment or cause you to be de-enrolled or barred from the program. It is also a violation of federal law to rent, sell or give away your Lifeline service to any other individual.

You must notify Camellia Communications within 30 days if you no longer participate in the government assistance program(s) that qualify you for Lifeline Assistance; if your qualifying annual household income later exceeds 135% of the Federal Poverty Guidelines; or if you no longer qualify to receive Lifeline Assistance for any other reason. If you move to a new address, you must also provide your new address to Camellia Communications within 30 days after relocating.

Customers who do not subscribe to Toll Limitation Service at the time of signing up for Lifeline Assistance may be required to provide a service deposit, consistent with the terms of Camellia Communications' General Subscriber Services Tariff.

### **How Do I Apply for Lifeline Assistance?**

You may apply in person for Lifeline Assistance at Camellia Communications' business office, located at 180 Greenville Bypass in Greenville, Alabama, between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday. You must complete the Lifeline application form and bring proof of your eligibility for Lifeline Assistance based on either your household income or participation in one of the qualifying low-income assistance programs. If you have questions about Lifeline Assistance, you may call our customer service representatives at 334-371-3000 during normal business hours.