

## **Heart of the Catskills Communications, Inc. dba MTC Cable Lifeline Services**

Lifeline is a government program that offers qualified people a discount on their monthly telephone or broadband bill.

### **What Programs Are Available to Assist Low-Income Consumers?**

The Lifeline program is available to assist low-income consumers with their telecommunications and/or broadband needs.

### **What is the Lifeline Program?**

The Lifeline program was designed to preserve and promote access to voice and broadband services to qualified low-income households. The program provides a monthly discount on qualifying services. The program provides a discount of up to \$9.25 per month for broadband lines. Phone only customers may receive a reduced discount until December 31, 2021.

Enrollment in Lifeline provides the following benefits:

- Waiver of universal service fee.
- Reduction in monthly residential line charge.
- Free toll blocking service and unlimited calls to local numbers.
- Options to subscribe to a variety of toll plans to meet your calling needs (see our long distance calling plans)
- Discounts against standard phone or Broadband rates.

### **Federal rules limit each household to one Lifeline discount.**

Only one lifeline service is permitted per household. That includes lifeline services you may get from other providers.

### **How is the Lifeline Program Funded?**

Lifeline service is funded through fees collected from telecommunications carriers.

### **Who May I Contact With Questions?**

Contact our business office with any questions you may have about the Lifeline program.

### **Contact us for enrollment details.**

You must be able to provide proof of participation in a qualifying program or show that you meet the income guidelines.

### **Eligibility Requirements**

You are eligible to enroll in the Lifeline program if you participate in one of the following:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing (FPHA)
- Supplemental Security Income (SSI)
- Veterans Pension and Survivors Benefits
- Tribal Programs (and live on federally-recognized Tribal lands)
- Your household income is at or below 135% of the federal poverty guidelines.