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Changes to Lifeline and What It Means for You

On December 1, 2020, you may notice some changes to your Lifeline Program benefit. These changes – and what they mean for customers – are outlined below.

Effective December 1, 2020, the Lifeline benefit for voice service will decrease from \$7.25 to \$5.25 per month. The Lifeline benefit for bundled QUALIFYING broadband and voice services or QUALIFYING broadband only service will remain at \$9.25 per month.

You may apply your monthly discount to a qualifying broadband service:

You will be able to apply your monthly Lifeline discount towards QUALIFYING broadband service. If you would like to switch to a QUALIFYING broadband plan, ask your Telephone Company or broadband provider if a Lifeline Program voice or home broadband service is available in your area.

You can still choose voice service:

You can continue to apply your monthly Lifeline discount to your home or cell phone voice service, but **you can only receive a discount on ONE option – voice or broadband**. Some companies may give you the option to apply the discount to a service bundle, such as home voice and broadband service.

How to qualify for a Lifeline discount:

You must participate in at least **one** of the following programs to be eligible for a Lifeline Program discount:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Program
- Income at or below 135% of the Federal Poverty guideline
- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution on Indian Reservations (FDPIR)
- HEAD Start

Changes to your plan:

Lifeline voice and broadband services will have to provide certain minimum service standards. Lifeline-discounted services must offer at least:

- No minimum service standards for fixed voice services.
- 1024 GB per month at **25/3 download/upload** speeds for fixed broadband.

Exception: if 25/3 is **unavailable** at the subscriber's location, the Lifeline benefit can be applied toward the **HIGHEST** performing fixed broadband residential offering available but must be at least 4/1.

If you have voice and a QUALIFYING broadband service and have not already contacted us to update your election to the QUALIFYING broadband Lifeline benefit and wish to do so; please contact us to make this election. This election MAY allow you to continue to receive the full \$9.25 Lifeline benefit that you have been used to receiving.

If you have any questions about any of these changes, please contact your telephone or broadband company.

Please feel free to contact us.

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