

## **LIFELINE**

Lumos is pleased to offer Lifeline, a program that provides discounted telephone or broadband service to eligible customers.

### **Program Description**

Lifeline is a government program, and customers must be eligible to receive the program's benefits. Customers are allowed one Lifeline discount per household. Customers cannot transfer their Lifeline benefit to anyone else, even if he or she is eligible for the program.

### **Eligibility**

The Lifeline program is available to customers who have an income at or below 135% of federal poverty guidelines, or who participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension or Survivors Benefit Programs

Documentation of one of these programs is required for enrollment in Lifeline\*. Lifeline is offered to qualified customers on any Lumos residential voice plan or qualifying broadband plan service. To learn more about this benefit North Carolina customers call us at 336-886-3600 and Virginia customers call us at 855-GO-LUMOS. Additional information can be found at <https://www.lifelinesupport.org/>.

### **Voice Service Phase Out**

The Federal Government is phasing out Lifeline for voice service. Below are the revised reimbursements.

From 12/1/2022 until 11/30/2024 — \$5.25 per month.

12/1/2024 — Stand-alone voice service, voice service bundled with broadband that does not meet the minimum standards, will not be eligible for Lifeline Support.

### **Qualifying Broadband Service**

The Federal Government now allows reimbursement for broadband services to qualifying customers. Below are internet speeds and equipment requirements for this Lifeline offering.

Speed – 25 Mbps/3 Mbps — \$9.25 monthly credit

Equipment for broadband service must be Wi-Fi capable.

Terms and conditions for all Lumos services can be found at <https://www.lumosfiber.com/terms-and-conditions/>

\*Lifeline is a government program, and anyone who knowingly provides false or untrue information to receive the Lifeline benefit can be punished by fine, imprisonment, or can be barred from the program.