



In order to increase the availability of telecommunications services to all consumers in its serving area, ROCHESTER TELEPHONE COMPANY offers a low income assistance program, Lifeline Assistance. Any subscriber who meets the low-income eligibility criteria established by the Indiana Utility Regulatory Commission (IURC), and lives within the ROCHESTER TELEPHONE COMPANY service area is eligible for participation in this program.

How to qualify for Lifeline discount

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

- Medicaid
- Supplementary Security Income
- Supplemental Nutrition Assistance Program
- Federal Public Housing Assistance
- Income-based Federal Eligibility
- Veterans Pension Housing & Survivors Benefit Program
- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance of Needy Families
- Food Distribution on Indiana Reservations
- HEAD Start

Lifeline provides discounts on monthly telephone or broadband service for eligible consumers. An eligible customer receives a monthly Lifeline Credit in the amount of \$9.25. Lifeline is a federal benefit that makes monthly telephone or broadband service more affordable for eligible households. Your household may receive the Lifeline benefit on broadband service OR one wireless OR one home telephone. Your household may not receive the Lifeline benefit from more than one Telephone company. For the purpose of Lifeline, a household is an individual or any group of individuals who live together at the same address and share income or expenses. You may not transfer your Lifeline discount to another person, even if he or she is eligible. You may lose your Lifeline benefit and may be prosecuted by the United States government if you violate the one-per-household rule or otherwise make false statements to receive Lifeline. As a participant in Lifeline Assistance, customers are eligible to receive Toll Blocking service at no charge. This service will only be provided at the customer's request. Also, participants in Lifeline Assistance will not be disconnected from local service for nonpayment of toll charges. In addition, the company will not deny re-establishment of local service to customer who are eligible for Lifeline Assistance and have been previously disconnected for nonpayment of toll charges.

You can apply your month Lifeline discount to internet service

You will be able to apply your monthly Lifeline discount towards internet service. If you would like to switch to our internet plan from the landline telephone service, please call us at 574-223-2191. You can continue to apply your monthly Lifeline discounts to your home phone, but you can only receive a discount on ONE option – phone or internet. The minimum service standards for Lifeline-supported services starting December 1, 2018 is 18/2 Mbps download/upload speeds. If you decide to apply your monthly Lifeline discount to your internet service, you must remain with the internet service for at least 12 months. If you sign up for new home phone service, you need to stay with us for at least 2 months.