

NEW HOPE TELEPHONE COOPERATIVE, INC. LIFELINE ASSISTANCE PROGRAM

What Is Lifeline Assistance?

Lifeline Assistance is a government assistance program that provides a monthly credit to the telephone service bill of residential customers. If you qualify for Lifeline Assistance, New Hope Telephone Cooperative will discount your charge for basic telephone service (fixed (landline) or wireless (cellular)) or broadband Internet access service (where available, a minimum speed of 10 Mbps downstream/1 Mbps upstream, with monthly usage allowance of 150 Gigabytes) by \$9.25 each month.

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)
- ❖ Supplemental Security Income (SSI)
- ❖ Federal Public Housing Assistance (FPHA)
- ❖ Veterans and Survivors Pension Benefit

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 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:

- Prior year’s state or federal income tax return
- Retirement/pension statement of benefits
- Current income statement from an employer or paycheck stub
- Unemployment/Workmen’s Compensation Statement of Benefits
- 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

If the documentation does not cover a full year, such as current pay stubs, you must provide the same type of documentation covering 3 consecutive months within the previous 12 months.

NOTE: The FCC’s rules require New Hope to keep a copy of any of the supporting documentation you provide in support of your eligibility to receive Lifeline benefits.

NOTE: Federal Poverty Guidelines are updated annually; updates not reflected here are available at www.usac.org or from New Hope’s customer service.

Annual Income 135% Thresholds Based on Household Size (2017)								
1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people	For each additional person
\$16,281	\$21,924	\$27,567	\$33,210	\$38,853	\$44,496	\$50,139	\$55,782	+ \$5,643 per person

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 assistance program
- A notice letter of participation in a qualifying state or federal assistance 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

NOTE: The FCC’s rules require New Hope to keep a copy of any of the supporting documentation you provide in support of your eligibility to receive Lifeline benefits.

Are There Any Restrictions on Lifeline Assistance?

Lifeline Assistance is only available for one Lifeline supported service – fixed or mobile (cellular) voice telephone service or broadband Internet access service – per household. 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.

Lifeline Assistance is a federal benefit – willfully making false statements or providing false or fraudulent documentation in order to obtain the benefit 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, including any individual who may be eligible for Lifeline Assistance.

You must notify New Hope Telephone Cooperative within 30 days if you or the qualifying resident in your household no longer participate in the government assistance program(s) that qualify you for Lifeline Assistance; if your qualifying annual household income exceeds 135% of the Federal Poverty Guidelines; if you are receiving more than one Lifeline benefit or another member of your household is receiving a Lifeline benefit; 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 New Hope Telephone Cooperative within 30 days after relocating.

Customers who do not subscribe to Toll Limitation Service at the time of signing up for Lifeline voice telephone service may be required to provide a service deposit, consistent with the terms of New Hope Telephone Cooperative’s General Subscriber Services Tariff. New Hope offers free Toll Limitation Service to Lifeline customers for any local voice telephone service plan that charges a fee for toll calls that is in addition to the monthly price of your Lifeline service.

Can I Subscribe to Any New Hope Service Plan?

Lifeline customers may subscribe to any residential service plan offered by New Hope that includes landline voice telephone service, broadband Internet access service, or a bundle of broadband Internet access service and landline voice telephone service; and plans that include optional calling features, such as, but not limited to, caller ID, call waiting, voicemail, and three-way calling. The Lifeline discount may also be applied to family shared data plans.

How Do I Apply for Lifeline Assistance?

You may apply in person for Lifeline Assistance at New Hope Telephone Cooperative's business office, located at 5415 Main Drive in New Hope, Alabama, between the hours of 8:00 a.m. and 5:00 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 256-723-4211, or toll free at 1-877-474-4211, during normal business hours.