

TELEPHONE ASSISTANCE PROGRAMS

15. Telephone Assistance Programs

15.1 Link-Up Program

A. General

1. The Link-Up Program is a federally funded program established to provide assistance to low income households. Eligible Members may receive a fifty- percent reduction of service connection charges up to \$30.00.
2. The applicant is required to provide documentation to the Cooperative verifying that he/she is participating in one or more of the following qualifying government assistance programs:
  - a. Medicaid
  - b. Food Stamps
  - c. Supplemental Security Income (SSI)
  - d. Federal Housing Assistance Program
  - e. Low-Income Home Energy Assistance (LIHEAP)
  - f. National School Lunch Program's Free Lunch Program
  - g. Temporary Assistance for Needy Families
3. The applicant will sign a form contained in Part 757 as Exhibit E or the Cooperative's verification with the Department of Human Services shall constitute proof of income eligibility.
4. The Link-Up Program assistance may be granted to one primary telephone line per low-income household. The applicant's name must match the name on the telephone service.
5. The fifty percent discount only applies to service connection charges up to \$30.00.
6. A participant in the Link-Up Program shall have the option to defer payment of the remaining installment charges, up to \$200, over a minimum period of twelve (12) months. Monthly payments to retire the outstanding balance shall be required, but no interest or carrying charges shall apply.

(C)

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.1 Supplemental Link-Up Telephone Assistance Program

B. Supplemental Assistance

1. In addition to the fifty- percent discount described in A.1. above, a one-time supplemental credit of up to \$12.00, not to exceed 50% of the total connection charge, will be applied to each new eligible subscriber, as defined in A.2. above. (I)
2. The supplemental Link Up Program is funded through voluntary contributions from Illinois customers as described in 15.2 following.

15.2 Universal Telephone Supplemental Assistance Program (UTSAP) Voluntary Funding

A. General

1. The Universal Telephone Supplemental Assistance Program (UTSAP) is a program to supplement the assistance provided by the Link-Up Program as described in Section 15.1.

B. Contributions

1. Members wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Cooperative on the Member's monthly bill. The voluntary contribution shall not reduce the Member's total bill amount due the Cooperative for telephone services or other charges. One time or periodic contributions in excess of the amounts referred to below in a. and b. shall be made directly to the UTSAP Administrator.
  - a. Residential Members may elect to contribute \$.50, \$1.00, \$2.00 or \$5.00 per month.
  - b. Business Members may elect to contribute \$1.00, \$5.00, \$10.00 or \$25.00 per month.

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.2 Universal Telephone Supplemental Assistance Program (UTSAP) Voluntary Funding  
(Continued)

B. Contributions (Continued)

- c. Members may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice to the Cooperative.
- d. Failure by the Member in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

15.3 Lifeline Telephone Assistance Program

- A. The Lifeline program is a federally funded program established to provide monthly assistance to low income households. Eligible members may receive a discount on monthly local exchange access service of \$1.75. In addition, the Federal Subscriber Line Charge of \$6.50 will be waived for a total credit of \$8.25.
- B. The eligibility criteria for the Lifeline Program shall be the same as that provided under the Link-Up Program as specified in 15.1(A), preceding.
- C. Lifeline service shall not be disconnected for nonpayment of toll charges. Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a service deposit in order to initiate Lifeline service. This service will only be provided at the customer's request.
- D. For continued eligibility of Lifeline monthly assistance, Lifeline Members will be required to self-certify to the Cooperative on an annual basis.
- E. Qualifying Lifeline customers will not be charged a monthly number-portability charge. (N)

TELEPHONE ASSISTANCE PROGRAMS (Continued)

15. Telephone Assistance Programs (Continued)

15.4 Reserved for Future Use

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(D)

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