



Lifeline Terms and Conditions

Lifeline is a federal program that offers a discount to qualified customers on their monthly telephone or internet service. This program is available to all MLGC exchanges.

Home Telephone or Broadband Assistance

Lifeline will provide a discount up to \$9.25 on your monthly bill for broadband service, or a discount up to \$5.25 on your monthly bill for telephone service.

Rates Offered to Lifeline Subscribers:

- Standard voice-only local service is \$23.00 per month.
- After applying the \$5.25 Lifeline discount, the Lifeline subscriber pays \$17.75 per month for home telephone service.
- Broadband pricing varies by speed tier; the \$9.25 Lifeline broadband discount is applied to the standard broadband rate for the selected plan.

Toll Charges: MLGC's local telephone plan includes local calling only and does not include long-distance (toll) calls. Any long-distance calls made by the customer are billed separately at MLGC's standard long-distance rates. Customers may contact MLGC for rate details or to inquire about service packages that include long-distance.

A complete copy of MLGC's Terms and Conditions are available at mlgc.com/policies/

Do you qualify for Lifeline assistance?

To be eligible for Lifeline, you must be enrolled in a qualifying program. Qualifying programs include: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension or Survivors Benefit or if your income is 135% or less than the federal poverty guidelines.

Apply Online:

You can apply online by going to LifelineSupport.org and creating an account. Once you have filled out the information, you will find out if you qualify for Lifeline assistance.



You will need the following information to apply online:

- Full legal name
- Date of birth
- Last 4 digits of your SSN
- Address

If you need assistance with your Lifeline application, please contact the Lifeline Support Center at 1-800-234-9473.

Apply by mail:

You can also send an application by mail. You will mail in your completely Lifeline Application (English or Spanish) Household Worksheet, and copies of your proof of eligibility to the Lifeline Support Center. USAC will contact you by mail to let you know if you qualify for Lifeline Assistance.

Mailing address is:

Lifeline Support Center

PO Box 1000

Horseheads, NY 14845

The Lifeline program is administered by the Universal Service Administrative Company (USAC). USAC is responsible for data collection and maintenance, support calculation, and disbursement for the program. Once on the Lifeline program, you will be contacted by USAC annually to recertify. If you no longer meet the eligibility guidelines above, you will no longer qualify for Lifeline and must inform MLGC of your ineligibility by calling 701-437-3300 or toll free at 877-893-6542.