

## Terms and Conditions of Lifeline Service

### Lifeline Voice Service

Mid-Hudson's Voice Telephony Lifeline service rates and packages are detailed below and are the same packages and rates offered to non-Lifeline customers before the Lifeline discount is applied:

**Basic VOIP ONLY Unlimited Long Distance Calling in Continental US** **\$ 14.95 per month**

Residential "Unlimited" Local and Long-Distance rate: \$14.95 + applicable taxes

Residential Rate: \$14.95 + Applicable Taxes

Lifeline Credit: \$5.25

**Lifeline Residential rate: \$9.70 (\$14.95 –\$5.25) + Applicable Taxes**

No equipment charges

This plan includes unlimited inbound and outbound local and domestic long-distance usage to the continental US. Additional features include caller ID, and voicemail at no charge. International calling is not available with the Basic package.

### Lifeline Broadband Service

**Broadband** **25 Mbps download by 4 Mbps upload** **\$ 29.95 per month**

Free Internet modem

High-speed Internet at 25 Mbps (Wireless speeds may vary)

No data caps

No contracts

Optional in-home Wi-Fi service at \$7.95/month

Lifeline Credit: \$9.25

**Lifeline rate: \$20.95 (\$29.95-\$9.25) + Applicable Taxes**

#### **1. Lifeline Program.**

- a. The Lifeline Program ("Lifeline") is a federal program established to provide a monthly discount to qualifying low-income consumers.
- b. Customers apply for Lifeline support through the National Verifier at <https://nationalverifier.servicenowservices.com/lifeline>. Customers may have to submit documentation to prove participation in a [Lifeline qualifying program](#) or eligibility based on income.
- c. Qualified Mid-Hudson customers may receive a Lifeline discount on either voice service, broadband service, or as part of a bundled voice-broadband package. The terms and conditions of Mid-Hudson's voice and broadband service are located at: <https://www.mhcable.com/wp-content/uploads/2016/01/Master-Terms-and-Conditions.pdf>
- d. A qualified Lifeline customer shall have the Lifeline discount applied to their selected service.

- e. Only one Lifeline benefit is allowed per household. For the 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 income and expenses. Violation of the one-per-household limitation will result in de-enrollment from the Lifeline program.
- f. A household is not permitted to receive Lifeline benefits from multiple providers.

## **2. Application and Eligibility.**

- a. Application. Customers apply for Lifeline support through the National Verifier at <https://nationalverifier.servicenowservices.com/lifeline>.
- b. Program Based Eligibility. Customers may be eligible for the Lifeline program if they participate in one of the following [Lifeline qualifying programs](#):
  - Medicaid
  - Supplemental Nutrition Assistance Program (SNAP)
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (FPHA)
  - Veterans and Survivors Pension Benefit
- c. Income Based Eligibility. Consumers may qualify for the Lifeline program under income-based eligibility criteria if their total annual gross household income is at or below [135% of Federal Poverty Guidelines](#).
- d. Documentation: Customers may be required to submit documentation to demonstrate they qualify to participate in a qualifying program or provide evidence that they qualify based on income.

## **3. Restrictions/Requirements.**

- a. Lifeline Service Areas. Mid-Hudson's Lifeline discount is only available to consumers who reside in areas where Mid-Hudson is authorized to provide Lifeline.
- b. Non-transferable. Lifeline is a non-transferable benefit and the Lifeline subscriber may not transfer the benefit to any other person.
- c. Change in Eligibility. A qualified customer receiving Lifeline services must notify Mid-Hudson of any change that impacts their eligibility to receive Lifeline within 30 days, including for example, if they no longer qualify for any of the public assistance programs identified in their application form, no longer meet the criteria for income eligibility, if another member of their household receives Lifeline benefits, or if they no longer qualify for Lifeline services for any other reason. Once a customer informs Mid-Hudson that they are no longer eligible for Lifeline services, Mid-Hudson shall de-enroll the customer for Lifeline services and discontinue the customer's Lifeline discount.

- d. Change of Address. A qualified customer receiving Lifeline services must notify Mid-Hudson within 30 days of any change of address. Continued service by Mid-Hudson upon a change of service address is subject to availability of service at the new address and continued receipt of the Lifeline discount is subject to the location of the new service address. A change to a service address that is not serviceable by Mid-Hudson may be subject to an early termination fee upon disconnection.
- e. Annual Recertification. A qualified customer receiving Lifeline services must certify each year that 1) they are still eligible to receive the Lifeline program discount and that 2) no one else in their household is receiving a Lifeline program discount.
- f. De-enrollment. Qualified customers are subject to de-enrollment if they no longer meet the program requirements. If Mid-Hudson has reason to believe a customer may no longer qualify for the Lifeline program, Mid-Hudson will provide the customer 30 days to provide evidence of their continued eligibility. If the customer does not timely provide such evidence, the customer will be immediately de-enrolled from the Lifeline program and their Lifeline discount will be removed. A customer may choose to voluntarily de-enroll from the Lifeline service at any time by contacting us. Upon de-enrollment from the Lifeline program for any reason, the customer shall no longer receive the Lifeline discount.