

# **YOURTEL AMERICA LIFELINE POLICY**

## **-MASSACHUSETTS-**

There is no doubt that YourTel America is committed to increasing basic telephone service availability for all. We are proud to offer our qualifying customers access to Lifeline and Link Up, the Low Income Programs of the Universal Service Fund that provide for discounts on the installation of phone service and local monthly rate.

The Lifeline and Link Up Programs are designed to ensure that the quality telecommunications services that YourTel America offers are available to low-income customers at just, reasonable, and affordable rates.

However, it is a fact that with this commitment comes the responsibility of ensuring that we comply with the rules, principles and company policies of the Lifeline and Link Up Programs in order to continue to provide this service. We have set the standard in compliance and will continue to do so.

This policy is to ensure:

- YourTel America and our customers are complying with all rules and regulations of the Lifeline/Link Up programs.
- State or Federal auditing of our handling of the Government funded Lifeline programs is in perfect order. Violating Lifeline policies are serious violations with potential stiff and expensive penalties from state and/or federal governments and can result in immediate employee termination.
- YourTel as a company is operating on the same page regarding company Lifeline/Link Up Policies.

### **IMPORTANT STANDARD POLICIES TO REMEMBER**

- 1) It is required that we ask the customer to present some form of government issued ID. However, it is not required that we collect and retain a copy of the presented identification.**
- 2) We do NOT provide discounted service to the customer UNTIL the correct documentation has been collected and verified.**
- 3) Lifeline forms must be filled out completely and legibly by both the customer and company representative.**
- 4) The Link Up credit (Discount on Set Up Fee) may not be received for the same customer at the same address more than once. If the customer has already been awarded a Link Up credit on their account at the same address, the full set up fee will be charged.**
- 5) Lifeline and Link Up support is only available for one telephone line, be it wireline or wireless, at the applicants principal household residence.**

## LIFELINE PROGRAMS

Below is a list of the State eligible qualifying programs.

- Emergency Aid to the Elderly, Disabled and Children (EAEDC)
- Fuel Assistance (Low Income Home Energy Assistance Program “LIHEAP”)
- MassHealth or Medicaid
- Supplemental Nutrition Assistance Program (“SNAP” formerly known as Food Stamps)
- Supplemental Security Income (SSI)
- Transitional Aid to Families with Dependent Children (TAFDC)

## CUSTOMER QUALIFICATION FORMS

**IF your forms are not accurate, you will delay your customer’s service connection due to Rejection order status. The order for service cannot be placed with Lifeline discounts until Lifeline/Link Up forms and documentation are accurate and complete.**

Every Lifeline certification form must include:

- The customer’s signature
- The customer’s telephone number
- The customer’s account number
- Date the Lifeline/Link Up form was completed
- At least one program selection

## INTERNAL DOCUMENTATION and LIFELINE ORDER HANDLING PROCESS

When Lifeline accounts are provisioned, Lifeline documentation and account information is re-verified on pending orders by a company representative before the order is submitted.

If the Lifeline form information does not match the supporting documentation, the Lifeline form is in any way incomplete or incorrect, and/or the Lifeline qualifying proof is invalid, your customer’s order will be rejected. The order will remain in REJECTED status until the Lifeline documentation has been entered/updated.

## RE-CERTIFICATIONS

Re-certification of Lifeline qualification must occur annually on all Lifeline qualified accounts. All customers receive a re-certification letter automatically from YourTel America 60 days in advance of the expiration of benefits along with the appropriate state Lifeline/Link Up form in the mail.

If this is the same program under which the customer is now certifying, the customer should complete the form and return it to YourTel. If the customer is recertifying under a different program, the customer should indicate that on the form, complete and return the form along with proof of program eligibility. Starting in July, 2010, the letter delivered to the customer indicates the program under which the customer previously certified.

If a customer comes into a retail location to recertify, the retail sales rep can assist the customer in determining under which program they previously certified. If a customer uses a retail store certification form to recertify, it must be full completed as if it were an original certification.