

## Highland Telephone Cooperative, Inc. Description of Lifeline Assistance Program

To increase the availability of telecommunications services to all consumers in its serving area, Highland Telephone Cooperative, Inc., offers an income assistance program called Lifeline Assistance. Any subscriber who meets the low-income eligibility criteria established by the Tennessee Public Utility Commission (TPUC) and the Kentucky Public Service Commission (KYPSC), and lives within the Highland Telephone Cooperative, Inc. service area is eligible for participation in this program.

To meet the low-income eligibility criteria a customer must be a participant in one of the following programs:

1. Medicaid
2. Food Stamps
3. Supplementary Security Income (SSI)
4. Federal Public Housing Assistance of Section 8 (Dept. of Urban Development)
5. Veterans Pension Benefit
6. Survivor Pension Benefit

The Highland Telephone Cooperative, Inc. service area in Tennessee covers partial areas of Morgan County and all of Scott County. The service area in Kentucky covers all of McCreary County.

Lifeline Assistance reduces an eligible customer's monthly Federal Subscriber Line Charge and rates for local service. As a participant in Lifeline Assistance customers are eligible to receive Toll Blocking service at no charge. This service will only be provided at the customer's request.

Inquiries to determine eligibility and request an application should be made at Highland Telephone Cooperative, Inc., 7840 Morgan County Hwy, Sunbright, TN or by contacting us at 423-628-2121.