LIFELINE TELEPHONE ASSISTANCE PROGRAM

1. GENERAL

Applicable to qualifying low-income subscribers to single party residential service of the Company.

2. RATES

A. Lifeline is a reduction or credit in the local service charges normally paid by qualifying low-income consumers. The reduction to the normal residential one-party rates are as follows:

Residential Access Lines	Monthly Credit
Federal Lifeline Reduction	
Effective through 11/30/2019	$9.25
Effective 12/1/2019 *	$7.25
Effective 12/1/2020	$5.25
(Credit first applies to the $6.50 Federal End User Common Line Charge. Additional credit above $6.50, if applicable, applies to basic service.)	
State Local Rate Reduction	$3.50

(D)

These reductions or credits are from the normal residential one-party service subscribed to by the consumer and the federal reduction is also used to reduce or waive the customer's Federal End User Common Line Charge or Subscriber Line Charge.

In addition to the above Federal Service Reduction, the State provides a Local Rate Reduction for eligible consumers, pursuant to Public Service Commission of Utah Rules R746-341. The State credit is only provided if it is funded through the State's Universal Service Fund.

In no case will the discount exceed the rate charged for the service subscribed to by each individual.

B. The following services are included:

1. Single party, voice grade access to the Public Switched Network
2. Access to emergency services
3. Access to operator services
4. Access to interexchange services
5. Access to directory assistance
6. Toll Blocking, if requested by the Customer
7. Extended Area Service

* Effective 12/1/2019, full Lifeline Support is provided if a customer also subscribes to a qualifying broadband package that meets or exceeds the FCC's applicable Lifeline minimum broadband standard or satisfies the exception in 47 C.F.R. Section 54.408.

(D)
(D)