

**Siyeh Communications
(aka SiyCom)
Customer Information on Lifeline Discounted Services**

What is Lifeline?

Lifeline is the Federal Communications Commissions (“FCC”) program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers with a discount on qualifying monthly phone, Internet, or bundled phone and Internet services purchased from providers participating in the Lifeline program. As an eligible telecommunications carrier (“ETC”), Siyeh Communications (“SiyCom”) is a participating provider in the Lifeline program.

Are there any limitations on Lifeline?

One Lifeline Discount Per Household – Only one Lifeline discount is allowed per household (not per person), even if the household has more than one phone or Internet account. Also, a household is not permitted to receive Lifeline benefits from multiple providers.

Definition of Household – Under 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, even if they are not related to each other. The customer's residential address must be in the area where SiyCom is approved to offer Lifeline service.

Lifeline for Phone or Internet, not both – If you receive the Lifeline discount for phone service, you may apply the Lifeline benefit to one home phone or one mobile phone, but not both. If you receive the Lifeline discount for Internet service, you may apply the benefit for your home connection or your mobile phone connection, but not both. If you receive the Lifeline discount for bundled phone and Internet service, you may apply the Lifeline benefit for your home bundled service or your mobile phone bundled service, but not both.

Non-transferable Benefit – The Lifeline discount is not a transferable benefit. You cannot give a Lifeline benefit to another person, even if they qualify. You will be required to certify under penalty of perjury that you will comply with this requirement.

Documentation of Eligibility – Only eligible customers may enroll in and benefit from the Lifeline program.

For initial eligibility, you may apply for Lifeline (1) online through the National Verifier at CheckLifeline.org, (2) through SiyCom, or (3) by mailing the **Application Form** and the **Household Worksheet** to the Lifeline Support Center.

(1) *Apply Online*: You may apply online by creating an account and uploading the required documentation in the National Verifier consumer portal at CheckLifeline.org. If the National Verifier is unable to prove your eligibility, it will request that you upload more documents to the consumer portal.

- (2) *Apply Through SiyCom*: You may visit the SiyCom business office and we will complete the Lifeline eligibility application online with you. SiyCom will ask you to provide the required documentation showing qualification through an approved government program or through income to check your eligibility.
- (3) *Apply by Mail*: You may mail in your completed Application Form and Household Worksheet to the Lifeline Support Center (Universal Service Administrative Company, Lifeline Support Center, PO Box 7081, London, KY 40742). The Application Form requires proof of eligibility with documentation showing qualification either through an approved government program or through income. You must sign the agreement in the Application Form under penalty of perjury, stating that you are eligible to participate in and will comply with the requirements of the Lifeline program. The Household Worksheet is your signed acknowledgement that you meet the one Lifeline discount per household requirement.

To remain eligible in future years, you must complete the **Annual Recertification Form** every 12 months after your service initiation date, and provide proof of eligibility with documentation showing qualification either through an approved government program or through income.

Agreement to Provide and Retain Information – If you are seeking Lifeline benefits for service from SiyCom, you agree to allow SiyCom to transmit the Application Form and Household Worksheet, along with all supporting documentation to the Universal Service Administrative Company (“USAC”), and to allow SiyCom to retain a copy of Application Form and Household Worksheet.

False or Fraudulent Information – If you willingly give false or fraudulent information in order to obtain the Lifeline benefit you can be punished by fine or imprisonment or can be barred from the program.

Violations Will Result in De-Enrollment – Violations of the Lifeline program, including violation of the one per household rule or the requirement to re-certify eligibility for the program, will result in your de-enrollment from the program.

What services are eligible for Lifeline?

The Lifeline discount can only be used on one of these service products. The Lifeline discount can be applied to:

- (1) stand-alone broadband service,
- (2) bundled voice and broadband service packages, or
- (3) stand-alone voice service (a limited discount for voice only is available, but may be reduced further in the future).

How do I qualify for a Lifeline discount?

Lifeline is available to qualified low-income consumers. To qualify, you must either be enrolled in an approved government program or meet the income requirements.

To qualify under an approved government program, you, one or more of your dependents, or your household must receive benefits from one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program; Supplemental Security Income; Federal Public Housing Assistance; or Veterans and Survivors Pension Benefit.

To qualify under the income requirements, your household income must be at or below 135% of the Federal Poverty Guidelines for a household of the specified size.

To qualify for Tribal Lifeline, you must be eligible for Lifeline service as a qualifying low-income consumer and you must live on Tribal lands. You can qualify as a low-income consumer by meeting one of the above government program or income qualifications or if you, one or more of your dependents, or your household participates in one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only those households meeting its income qualifying standard); or the Food Distribution Program on Indian Reservations.

How much is the Lifeline discount?

Standard Lifeline – The standard federal Lifeline discount is \$9.25. This support amount is deducted from the amount of your service. For voice only service, this amount decreased to \$5.25 on December 1, 2020, and has remained at that amount, but may be decreased further in the future.

Tribal Lifeline – There is an additional Lifeline discount of \$25.00 available if you live on federally-recognized Tribal land. If you are eligible for Tribal Lifeline, this additional support amount is also deducted from the amount of your service.