

Standing Rock Telecommunications, Inc.
Customer Information on
Lifeline Discounted Services and Tribal Link Up

I. 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), Standing Rock Telecommunications, Inc. (Standing Rock) is a participating provider in the Lifeline program.

II. 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 Standing Rock is approved to offer Lifeline service.

Lifeline for Phone or Internet, Not Both – If you get Lifeline for phone service, you may apply the Lifeline benefit to one mobile phone or one home phone, but not both. If you get Lifeline for Internet service, you may apply the benefit for your mobile phone or your home connection, but not both. If you get Lifeline for bundled phone and Internet service, you may apply the Lifeline benefit for your mobile phone bundled service or your home 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 must complete the **Application Form** and the **Household Worksheet**. You may print the application and worksheet (available at this link <https://www.usac.org/li/tools/forms/default.aspx>), complete the documents, and bring them to the Standing Rock office, along with supporting documentation of eligibility and qualification for the Lifeline program, or you may come into our office and we will assist you with the online submission of the application, worksheet, and required eligibility and qualification documentation. The following actions are required for enrollment:

- You must be able to prove eligibility and to provide documentation showing qualification for the Lifeline program either through an approved government program or through income.
- You must agree to the requirements of the Lifeline program and the statements in the application.

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- You must sign the application 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.

When Standing Rock processes your application, we will need to verify your identity. If your identity cannot be verified, your Lifeline application will be denied. We may require identity verification through one of these documents:

- Driver's license (unexpired)
- Birth certificate
- W-2
- Prior year's state, federal, or Tribal tax return
- Social Security card
- Certificate of Naturalization
- Certificate of U.S. Citizenship
- Permanent resident card (unexpired)
- Permanent resident alien card (unexpired)
- U.S. government, military, state, or Tribal issued ID (unexpired)
- Passport (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

To remain eligible in future years, you must complete the annual recertification requirements, which will be administered directly by the Lifeline program, every 12 months after your service initiation date, and which may require proof of eligibility and documentation showing your continued qualification for the Lifeline program either through an approved government program or through income. If it is determined that you are no longer eligible for the Lifeline program benefits, you will be de-enrolled from the program and your Lifeline discounts will cease.

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.

Agreement to Notify Standing Rock Regarding Changes in Your Eligibility and Address – You must agree to notify Standing Rock within 30 days, if for any reason you no longer satisfy the

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criteria for receiving Lifeline, including (1) if you no longer meet either the program-based criteria or the income-based criteria for receiving Lifeline, (2) if you are receiving more than one Lifeline benefit, or (3) if another member of your household is receiving a Lifeline benefit. If you are no longer eligible for the Lifeline program benefits, you will be de-enrolled from the program and your Lifeline discounts will cease. You must agree to notify Standing Rock within 30 days if you move to a new address.

III. 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,
- (2) bundled voice and broadband packages, or
- (3) stand-alone voice service (until December 1, 2021).

IV. 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. Additionally, enhanced Tribal Lifeline is available to low-income residents who live on Tribal lands.

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 (SNAP);
- Supplemental Security Income;
- Federal Public Housing Assistance; or
- Veterans and Survivors Pension Benefit.

To prove participation in one of the above programs, you must submit a document that, at a minimum, includes:

- Your name, or the name of your benefit qualifying person (BQP);
- Name of the Lifeline-qualifying program, such as SNAP;
- Government or Tribal program administrator or the managed care organization (MCO) that issued the document; and
- Issue date within the last 12 months or a future expiration date that aligns with the benefit period.

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 prove your household income, you must submit one or more of the following documents:

- Prior year's state, federal, or Tribal tax return
- Current income statement from an employer or paycheck stub

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- If you want to show documentation of income that does not cover a full year, such as current pay stubs, *you must show documentation that covers three months in a row within the past twelve months.*
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Retirement/pension statement of benefits
- Unemployment/Workers' Compensation statement of benefit
- Federal or Tribal notice letter of participation in General Assistance
- Divorce decree, child support award, or other official document containing income information

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
- Food Distribution Program on Indian Reservations.

V. 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 decreases to \$7.25 on December 1, 2019, to \$5.25 on December 1, 2020, and then to \$0 on December 1, 2021.

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.

VI. What is Tribal Link Up?

As part of the Lifeline program, the Tribal Link Up assistance provides qualifying customers who live on federally-recognized Tribal lands with a discount that is 100% of the customer's one-time customary activation fee. The Tribal Link Up assistance cannot be applied to your facilities or equipment, including the cost of your phone. Link Up is limited to one time per home address per subscriber.