

What the Lifeline Program Means

In dollars and cents, here's how the Lifeline program can help you (note: this does not include the optional TLS credit and charge):

Current Monthly Telephone Charge	\$31.83
Lifeline Federal Credit	-\$9.25
Lifeline Local Credit	-\$10.55
Other Credits (LNP, ARC, FUSC)*	<u>-\$2.33</u>
Monthly Charge after Credits	\$9.70

* Includes End User Charge, Local Number Portability Charge (LNP), Access Recovery Charge (ARC) and Federal Universal Service Charge (FUSC). As of 10/1/16 FUSC is \$1.31.

Totals do not include the \$1.00 Act 7261 VI Emergency Surcharge and any other surcharge.

Rates and Tariffs are authorized by the Virgin Islands Public Services Commission and FCC and are subject to change after the printing of this document.

Rules are subject to change based on FCC requirements.

How to Sign Up for Lifeline

Effective November 1, 2016, certification of eligibility will be done at the Innovative Business Office. The staff at Innovative will ask you to complete an application and provide proof of your eligibility.

For more information, please contact the Innovative Business Office at:

340.779.9999

* Innovative is an equal opportunity employer.

Lifeline

Your Connection to Low-Cost Telephone Service



The Lifeline Program

Low-Cost Telephone Service

Innovative Telephone (IT), in conjunction with the V.I. Public Services Commission (PSC) and the Federal Communications Commission (FCC), provides the Lifeline program that reduces the cost of basic wireline telephone service.

Lifeline Is...

- a supported service
- a non-transferrable government assistance program
- only available to eligible consumers
- limited to one discount per household (either wireline or wireless service)

Lifeline Phone Service

Lifeline provides reduced monthly rates for basic wireline telephone services.

To be eligible for Lifeline, you must:

- Be a U.S. citizen or a permanent resident of the U.S. Virgin Islands.

Federal and local requirements:

- Household income must be at or below 135% of the most current Federal Poverty Guidelines for a household of that size or...
- The consumer must be a participant in one of the qualifying federal assistance programs.

How Lifeline Works

If you qualify for participation in Lifeline, you will receive a credit on your local monthly wireline telephone bill of \$9.25 (Federal credit) and \$10.55 (local credit).

One Is The Limit!

It is against Federal Law for eligible consumers to receive more than one Lifeline-subsidized phone (wireline or wireless) service. Consumers who willfully make false statements in order to obtain program benefits can be punished with a fine or imprisonment or barred from the program.

Toll Limitation Service (TLS)

Toll Limitation Service (TLS) allows customers to avoid long distance charges by choosing toll blocking. The service deposit is waived for Lifeline customers who voluntarily elect TLS. If TLS is selected and if eligible, there will be a monthly recurring charge, and an equivalent credit to cover the cost of the service.

Qualifying Programs for Lifeline Benefits

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veteran's Pension or Survivor's Pension
- Income-Based Eligibility Based on all persons in the household

Lifeline benefits apply only to basic telephone service. Benefits cannot be applied to any other telephone services, such as a telephone instrument, custom calling features (such as Call Waiting, 3-Way Calling, Speed Dialing, Call Forwarding) or long distance charges. Subscribers must pay for these charges themselves. Participation in this program does not prevent disconnection for non-payment of service.