

Lifeline Terms & Conditions

COMPANY WEBSITE: <http://viyavi.com>

WEBSITE LIFELINE PROGRAM: <http://viyavi.com/telephone/lifeline/>

Pursuant to §54.422(a)(2) and consistent with 47 C.F.R. § 54.101, VIYA offers the following voice telephony service plan to eligible Lifeline subscribers:

- Basic Telephone Service
 - Provides voice grade access to the public switched network
 - Rates are listed under Local Service; and can also be found in the approved PSC tariff filing.
- Access to Emergency Services (911/E911)
- Toll limitation Service
- Optional Features
 - Rates are listed under Custom-calling Features; and can also be found in the approved PSC tariff filing.

Lifeline is a government assistance program, the service is non-transferable, and the program is limited to one discount per household. Only eligible consumers may enroll in the program, and a customer seeking Lifeline benefits must demonstrate eligibility consistent with the requirements of the Federal Communications Commission (FCC) and must provide certain certifications as required by FCC rules.

In addition, the following are required to initiate telephone service for all residential customers, including Lifeline subscribers:

- Completed Telephone Application
- Valid Photo ID
- Proof of Serviceable Physical Address
- Deposit for new service*

*VIYA will not collect a deposit from a new Lifeline customer at the time of new application processing if there are no additional fees for toll calls under the customer's telephone plan or if the customer voluntarily elects toll limitation service. However, a deposit will be collected on new Lifeline customers that do not meet either of these criteria.

Details on the number of minutes provided as part of the plan

- Number of minutes in plan (see Telephone Local & Long Distance plans available link)
- The basic telephone services flat rate covers unlimited local calling within the USVI at no additional charge to end users.

Additional Charges for Toll Calls and Rates for each plan

Customers, including Lifeline subscribers, are subject to long distance charges for toll calls provided by their long distance carrier of choice. As an affiliated company, Viya Long Distance plans are available under the link Telephone Local & Long Distance plans available from the <http://viyavi.com> website or the link <http://viyavi.com/telephone/local-plans-rates/>.

Additional information regarding the lifeline program can be found on the VI Department of Human Services Website and The VI Public Services Commission Website:

http://www.dhs.gov.vi/financial_programs/telephone_assistance.html

<http://www.psc.gov.vi/programs.html>