

Lifeline Service Offerings

As part of its service offerings, Highline offers the Lifeline Program to assist qualifying low-income individuals with the charges for their voice telephony or broadband internet service. Lifeline is a non-transferable, federal benefit that makes monthly voice or broadband service more affordable. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. Lifeline provides a discount of \$9.25 per month towards Internet or \$7.25 for standalone voice service for qualifying customers. The \$9.25 discount can also be applied to a bundle with internet which meets the minimum service standards.

Lifeline voice service also includes toll blocking to qualifying customers without charge. A household is eligible for the Lifeline discount if the customer's annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer's household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP);
- Supplemental Security Income (SSI);
- Federal Public Housing Assistance (Section 8);
- Veterans and Survivors Pension Benefit.

We encourage you to contact us if you believe you may qualify for these programs. To confirm eligibility, the subscriber should contact the Colorado Department of Human Services at: 800-782-0721 or Highline at 888-212-0054.

If eligible, the subscribers will receive written certification from the Department of Human Services and remit this confirmation to Highline. Highline will apply the discount once it receives the certifications.

<http://www.lifelinesupport.org>