**Basic Telephone Service Assistance**

Eligible low-income households in Crossville Communications’ service area can receive financial help with the cost of phone installation and basic local phone service by calling 966.2196 or completing the attached form and returning it to our office. The federal Lifeline program provides a $9.25 monthly discount off the cost of basic local phone service. Qualifying customers may also receive a one-time credit for service connection charges. New eligible subscribers will receive a bill credit of the lesser of $35.00 or 50% of the service connection charge.

To qualify for assistance, households must participate in one of the following governmental programs: Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income (SSI), Federal Housing Assistance (Section 8), Low Income Home Energy Assistance (LIHEAP), National School Lunch Program’s free lunch program, Temporary Assistance to Needy Families (TANF), Head Start and customers with household income at or below 135% of the National Poverty Guidelines.

Customers wishing to participate in the funding of this program may do so by electing to contribute on a monthly basis, a fixed amount to be included by the company on the customer’s monthly bill. The voluntary contribution shall not reduce the customer’s total monthly bill amount due to Company for telephone service or other charges.

Residential customers may elect to contribute $.50, $1.00, $2.00 or $5.00 per month.

Business customers may elect to contribute $1.00, $5.00, $10.00, or $25.00 per month.