

## **PUBLIC NOTICE**

Elizabeth Telephone Company, LLC is committed to bringing its customers quality telecommunications services at affordable rates throughout its service territory. Basic local services are offered at the following monthly rates:

Single Party Residence, Elizabeth:	\$17.89*
Single Party Residence, Sugartown & Pitkin:	\$16.89*
Single Party Business, Elizabeth:	\$34.49*
Single Party Business, Sugartown & Pitkin:	\$31.89*

(\*Rates vary depending on the exchange where you live or have your business, and do not include taxes, surcharges, or other fees that may be applicable, such as a subscriber line charge.)

Elizabeth Telephone Company, LLC provides voice telephony service which includes voice grade access to the public switched network, unlimited local calling within the customer's local calling area at no charge, access to emergency services, and toll blocking at no charge for qualifying low-income customers. Each local exchange access line comes with a free primary directory listing and each subscriber annually receives the Elizabeth Telephone Company, LLC's local telephone directory.

To make sure that our customers continuously receive quality service, any service problems can be reported to Elizabeth Telephone Company, LLC twenty-four hours a day, seven days a week.

Basic services are offered at the rates, terms and conditions specified in the Elizabeth Telephone Company, LLC's tariff on file with the Louisiana Public Service Commission. If you have questions regarding the Elizabeth Telephone Company, LLC's services or rates, please call toll free 1-800-737-3900.

### **DISCOUNTS AVAILABLE FOR LOW INCOME CUSTOMERS**

The Elizabeth Telephone Company, LLC offers reduced rates to eligible low-income residential consumers under a government assistance program called Lifeline. Lifeline provides monthly discounts to an eligible customer's voice telephony service OR broadband service (but not both). Customers who are eligible for Lifeline are also eligible for toll blocking at no charge.

To be eligible for Lifeline a customer's annual household income must be at or below 135% of the federal poverty guidelines, or a customer must receive benefits from or have a child in the household who receives benefits from at least one of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Veterans Pension or Survivors Pension; or programs for Tribal lands.

Lifeline service is limited to one discount per household. A household is everyone who lives in the home (including children and people who are not related to the customer) and shares income and household expenses (bills, food, etc.). A customer with Lifeline service may not transfer the Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

Lifeline can only be used for one telephone line or bundled broadband internet service in your household. You may not transfer your Lifeline discount to another person. Lifeline discounts on phone service include a transfer restriction (port freeze) for 60 days. This means that you are unable to obtain the Lifeline discount on service with another provider for 60 days from the date that your current voice service Lifeline discount began. Lifeline discounts on bundled broadband include a transfer restriction (port freeze) for 12 months. This means that once Lifeline broadband discounts begin, you will be unable to obtain a Lifeline discount with another provider from 12 months if you switch your service.

More information can be found at [www.lifelinesupport.org/lis/default.aspx](http://www.lifelinesupport.org/lis/default.aspx)

You must notify Elizabeth Communications if you are no longer eligible. Your benefits will be discontinued when you no longer meet eligibility requirements or if you fail to recertify your continued eligibility each year.

Contact us at 1-800-737-3900 for more information concerning the Lifeline discount program.

**Notice:** Being a Lifeline customer does not protect you from being disconnected if you fail to pay your telephone bill.

Additional information may be obtained by contacting the ElizabethTelephone Company, LLC's business office at 1-800-737-3900.