

As part of its service offerings, WAVERLY HALL TELEPHONE offers a program to assist qualifying low income individuals with the charges for their telephone service. The Lifeline program is part of the Federal Universal Service Fund program instituted by the Federal Communications Commission and overseen by the Universal Service Administrative Company.

Lifeline service offers a qualifying individual discounts to the costs of that individual's telephone service for one telephone line per household at the principal place of residence. Effective August 1, 2012 the discount provided under the Company's Lifeline service is \$9.25 per month for each month that the customer qualifies. To receive this discounts, an individual must be a participant in one of the following programs: Medicaid, food stamps, Supplemental Security Income, Federal public housing assistance, or Low-Income Home Energy Assistance Program.

Other terms and conditions apply. For example, customers must apply for Lifeline, and we are required to retain and verify the continuing accuracy of the qualifying information provided by those individuals. Similarly, as long as a qualified individual agrees to toll blocking, that individual is not required to pay a deposit prior to our service being offered. Please also be aware that the updated Lifeline Program, Effective May 1, 2012, has revised the eligibility requirements and criteria which may require our lifeline subscribers to provide additional information and certifications to confirm eligibility.

We encourage you to contact us if you believe you may qualify for these programs. Please contact us at 706-582-3333 or visit us at 7457 Highway 208, Waverly Hall, GA. Our customer service representatives can work with you to answer any questions you may have.

Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 and 1-800-282-5813.

<http://www.lifeline.gov/lifeline>