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TELEPHONE ASSISTANCE PROGRAMS

15. Telephone Assistance Programs  
A. Link-Up Program

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2. Supplemental Link-Up Telephone Assistance Program
- a. A one time supplemental credit of up to \$15.00, not to exceed 50% of the total connection charge will be applied to each new eligible subscriber, as defined in A.1.B above. (I)
  - b. The supplemental Link-Up Program is funded through voluntary contributions from Illinois customers as described in C. following

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TELEPHONE ASSISTANCE PROGRAMS (Continued)

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15. Telephone Assistance Programs (cont'd)

B. Lifeline Telephone Assistance Program

1. General

- a. The Lifeline Program is a federally funded program established to provide monthly assistance to low-income households. Eligible subscribers may receive a discount on monthly local exchange access service of \$1.75. In addition, the Federal subscriber Line Charge will be waived for a total credit of the current federal subscriber line charge plus \$1.75. The current Federal subscriber line charge can be found by referencing NECA F.C.C. Tariff #5, Section 17 or by contacting our business office.
- b. The eligibility criteria for the Lifeline Program shall be the same as that provided under the Link-Up Program as specified in Paragraph A.1.b., c. and d. above.
- c. Lifeline service shall not be disconnected for nonpayment of toll charges.
- d. Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a service deposit in order to initiate Lifeline service. This service will only be provided at the customer's request.

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**TELEPHONE ASSISTANCE PROGRAMS (Continued)**

15. Telephone Assistance Programs (Continued)

D. Voluntary Contributions

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

a. Residential customers may elect to contribute:

- (1) \$0.50
- (2) \$1.00
- (3) \$2.00
- (4) \$5.00

b. Business customers may elect to contribute:

- (1) \$1.00
- (2) \$5.00
- (3) \$10.00
- (4) \$25.00

2. Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days notice to the Company.

3. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

(C) Change in regulation

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**TELEPHONE ASSISTANCE PROGRAMS (Continued)**

15. Telephone Assistance Programs (Continued)

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**Telephone Assistance Programs (Continued)****16. Telephone Assistance Programs (continued)**

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**1. DIGITAL DIVIDE ELIMINATION FUND PROGRAM**

1. Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide and shall be used, subject to appropriation, by the Illinois Department of Commerce and Community Affairs to fund community technology centers and for assisting public hospitals, libraries, and park districts in eliminating the digital divide. All monies in the Fund will be collected by the Company and remitted to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

**1.1 General**

- A. Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution shall not reduce the customer's total amount due for telecommunications service or other charges appearing on the bill.
- B. This contribution will be a line item on the bill and identified as the "Digital Divide Fund".
- C. Contributions shall be collected on a recurring basis each month from the customer's bill and remittance shall be reported and transferred to the Department or its designee as required by Section 758.60.
- D. Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 per month per line.
- E. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the company.
- F. Failure by the customer in any month to remit the entire bill may reduce the contribution accordingly.

**Digital Divide Elimination Fund**

The Digital Divide Elimination Fund is mandated by the Illinois Commerce Commission and is created as a special fund in the State Treasury effective July 10, 2002. All monies in the Fund shall be used by the Illinois Department of Commerce and Community Affairs to fund community technology centers and for assisting public hospital, libraries, and park districts in eliminating the digital divide. The monies will be collected by the Company and remitted to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

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SERVICE CHARGES (continued)

Customers wishing to contribute to the Digital Divided Elimination Fund may do so by electing to contribute, on a monthly basis, a fixed amount of \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 that will be included in the customers' monthly bill. The customer may cease contributing at any time upon providing notice to the Telephone Company. Any contribution made will not reduce the customer's bill for telecommunications service. Failure to remit the amount of increased payment will reduce the contribution accordingly.

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