

# YES, YOU CAN AFFORD TELEPHONE OR INTERNET SERVICE

Lifeline service is a government program designed to make monthly residential telecommunication services more affordable to eligible low-income customers. Customers who are eligible for the Lifeline program are also eligible for toll blocking at no additional charge.

## How do I know whether I am eligible?

The Federal Lifeline discount can be applied to qualifying voice or broadband services. In order to be eligible for the Federal Lifeline discount, a customer's annual household income must be at or below 135% of the Federal Poverty Guidelines or a customer must participate in one of the following programs:

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

## How do I apply?

Lifeline is a non-transferable service and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. Only eligible customers may enroll in the program. Customers are required to submit a Lifeline application form and will be required to certify continued eligibility annually. Customers who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the program.

Basic services are offered to all customers in Northwest Communications Cooperative Association service territories at the rates, terms, and conditions specified in Northwest Communications Cooperative Association's tariff. If you have any questions regarding Lifeline service or would like to apply for Lifeline service, please call us at 712-776-2222, toll free at 1-800-249-5251, or visit our business office at 844 Wood St, Havelock, IA 50546.



844 Wood Street, Havelock, IA  
www.ncn.net www.northwest.coop

800.249.5251 712-776-2222

or 611 from Northwest Communications Cooperative Exchange

## What type of discount is available?

Northwest Communications Cooperative Association is a telecommunications provider who provides basic and enhanced services within its service territory. Northwest Communications Cooperative Association is an Eligible Telecommunications Carrier and as such, receives support from the Federal Universal Service Fund. Local service charges are as follows:

### Monthly Rates West Bend, Havelock, Plover & Curlew

Single Party Residence Service	\$23.75
Single Party Business Service	\$27.50
State Mandated Emergency 911 Services	
Each Telephone Number	\$1.00
Federal Mandated Subscriber Line Charge	
Each Single Line Residence & Business Telephone Number	\$6.50
Each Business Multi-Line & Pay Telephone Number	\$9.20

Customers of basic service have access to the public switched network, minutes of use for local service provided at no additional charge and access to emergency 911 services. Toll limitation services are also available for qualifying low-income customers. Lifeline service is available for qualifying low-income customers. The \$5.25 effective December 1, 2020. Federal Lifeline benefit may be applied to either qualifying voice services or qualifying broadband services.

Broadband internet access service is available at the following speeds and rates:

- RESIDENTIAL 100/20 – \$49.95\*
- BUSINESS 120/20 – \$64.95

\*Broadband may require purchase of additional telephone services