

NOTICE REGARDING CHANGES TO LIFELINE RATES, TERMS, AND CONDITIONS

Changes in law have occurred that will affect the rates, terms, and conditions of LifeLine service for certain customers, starting on December 1, 2020. Last year, the Federal Communications Commission (FCC) began an annual \$2.00 phase-down of support for LifeLine customers who subscribe only to voice service or who subscribe to a broadband service that does not meet the FCC's "minimum service standards." During the first year of the phase-down, the California Public Utilities Commission (CPUC) increased California LifeLine support by up to \$2.00 to avoid any customer rate increases. The second stage in the phase-down will take effect on December 1, 2020, resulting in a further reduction in federal support of \$2.00. At this time, no replacement support from the state is available to make up the additional \$2.00 reduction.

As a result of these changes in FCC and CPUC policy, LifeLine service will increase by \$2.00 to \$9.40 for customers who have only voice service, or who do not subscribe to a qualifying broadband plan that satisfies "minimum service standards." Currently, the minimum service standards require a customer to subscribe to a broadband service delivering at least 25 Megabits per second (Mbps) download and 3 Mbps upload to maintain the full federal support. If 25/3 Mbps broadband service is not available at your location, you can also receive full LifeLine support by subscribing to a broadband plan with the highest available speed at your location, provided that the speed is at least 4 Mbps download and 1 Mbps upload.

For customers who subscribe to voice and a qualifying broadband service, rates will be unaffected. All other terms of LifeLine service will remain the same, and no other rates will be impacted by this change.

If you have questions about your eligibility for LifeLine service, please contact Sierra Tel at 559-683-4611, 209-966-3636, or Toll Free 877-658-4611.