

REQUIRED DISCLOSURES

THE AFFORDABLE CONNECTIVITY PROGRAM

The Affordable Connectivity Program (ACP) is a federal program designed to assist low-income households in paying for broadband internet service. ACP is under the authority of the Federal Communications Commission (FCC) and is administered by USAC. ACP replaced the Emergency Broadband Benefit Program (EBBP).

Eligible households can receive up to a \$30 monthly discount on broadband internet service. The ACP benefit is non-transferable and limited to one monthly internet discount per household. ACP is available for all service offerings (includes broadband internet access service or a bundle of broadband internet service along with voice telephone service). You may obtain ACP-supported broadband internet service from any participating provider of your choosing and may change providers at any time.

In the event, the program ends or when a household is no longer eligible, customers will be subject to Pineland Telephone's regular rates, terms, and conditions.

You can get ACP if you (or someone in your household): (a) already receive a Lifeline Benefit; (b) participate in certain Federal Assistance Programs (National School Lunch Program, WIC, Federal Pell Grant Program, SNAP, Medicaid, SSI, FPHA, Veterans Pension and Survivors Benefit); or (c) if your household income is at or below 200% of the Federal Poverty Guidelines.

Apply for ACP with USAC at ACPBenefit.org. After USAC determines you are eligible, call Pineland Telephone to enroll in the ACP program.

For more information, please call our customer service number at 800.247.1266 or visit www.fcc.gov/acp or www.usac.org/about/affordable-connectivity-program/.

If you are having issues with Pineland Telephone regarding an ACP-supported service or having difficulties enrolling with Pineland Telephone, you have the right to file a complaint with the FCC's Consumer Complaint Center. For more information, please contact the FCC's Consumer Complaint Center at 888-CALL-FCC (888-225-5322) or visit <https://consumercomplaints.fcc.gov>.

GEORGIA DO NOT CALL REGISTRY

Georgia residential consumers who want to reduce the number of unwanted telemarketing calls from telephone solicitors trying to get you to purchase, rent or invest in property, goods or services are encouraged to register with the free Federal Do Not Call Registry.

Consumers are placed on the Georgia Do Not Call List free of charge simply by registering their phone numbers with the Federal Registry. You may register your phone number with the federal list online at www.donotcall.gov or by calling toll-free, 1-888-382-1222, TTY 1-866-290-4236 from the number you wish to register.

While being on the Do Not Call Registry may significantly reduce the number of unwanted solicitations you receive, it will not prevent you from receiving calls from:

- Businesses that have an established relationship with you. An established relationship exists if you have purchased, leased or rented goods or services from the business within 18 months preceding the call, or if you have submitted an application or made an inquiry to the business within the three months preceding the call;
- Recognized charitable or religious organizations; or
- Political pollsters or candidates for public office.

Federal law requires telemarketers to search the Registry every 31 days and synchronize their call lists with the phone numbers that are on the Registry. If you receive telemarketing calls after you have registered your telephone number and it has been in the Registry for 31 days, you can file a complaint at DONOTCALL.GOV or by calling 1-888-382-1222, TTY 1-866-290-4236. You will have to know the company's name or phone number to file a "do not call" complaint.

LIFELINE PROGRAM

Receive up to \$9.25 off your phone or Internet service

Lifeline is a federal program that helps lower the monthly cost of your phone or Internet service.*

INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any **ONE** of these government benefit programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors Benefit
 - Supplemental Security Income (SSI)

— OR —

- Your income is at or below 135% of the federal poverty guidelines

HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get **one** Lifeline discount per household.
- If you share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, LifelineSupport.org. You can also ask your Lifeline service provider.

THREE WAYS TO APPLY



APPLY ONLINE Find the online application at CheckLifeline.org.

OR



MAIL YOUR APPLICATION Print an application from LifelineSupport.org. Fill out and mail it with proof of eligibility to:

Lifeline Support Center
P.O. Box 7081
London, KY 40742

OR



CONTACT A PHONE OR INTERNET COMPANY Find a company that provides Lifeline at LifelineSupport.org. Click *Companies Near Me*.

If you live in **CA** (CaliforniaLifeline.com), **OR** (Lifeline.Oregon.gov), or **TX** (TexasLifeline.org), visit the website for your state to find out how to apply.

HOW TO SHOW YOU ARE ELIGIBLE

You may need to show proof that you qualify for Lifeline, such as:

- **A copy of your SNAP or program letter** OR
- **A copy of your pay stub or tax return** to prove your income is at or below 135% of the federal poverty guidelines.

*If you live on Tribal Lands, you may receive an additional discount toward your service.

If you have a disability and need assistance with your application, contact the Lifeline Support Center.



**Universal Service
Administrative Co.**

Lifeline is a Federal Communications Commission (FCC) program to help make communications services more affordable for eligible consumers. The Universal Service Administrative Company (USAC) administers the Lifeline program. USAC is responsible for helping you apply for the program, understand eligibility requirements, and keep your benefit current through an annual recertification process.

LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK
LifelineSupport@usac.org | www.LifelineSupport.org

Available for Public Use

GEORGIA RELAY

Start connecting today with Georgia Relay



Georgia Relay is the convenient, easy-to-use telecommunications system for Georgians who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

Georgia Relay is a FREE public service administered by the Georgia Public Service Commission that makes it possible for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone. A specially-trained Communication Assistant (CA) facilitates the call. All relay calls are confidential and there are no records kept of relay conversations. Relay services are available 24 hours a day, seven days a week, 365 days a year. There's no limit on the length or number of calls you may place or receive.

Anyone may initiate a Georgia Relay call, simply by dialing 7-1-1.

Georgia Relay features:

- **TTY** – allows people who are deaf or hard of hearing to type their messages and read the other person's responses
- **Voice Carry-Over** – for people who are hard of hearing and are able to speak clearly
- **Hearing Carry-Over** – for people who are able to hear and have difficulty speaking
- **Speech-To-Speech** – for people who have difficulty speaking or being understood on the phone
- **Captioned Telephone (CapTel®)** – for people who have difficulty hearing; allows users to listen while reading captions of what is said to them throughout their conversation
- **Voice** – allows standard phone users to communicate with people who are deaf, hard of hearing, deaf-blind or have difficulty speaking
- **Spanish Relay** – all services are available in Spanish

CapTel is a registered trademark of Ultratec, Inc.

For people who qualify medically and financially, free equipment is available through the Georgia Telecommunications Equipment Distribution Program. To learn more, call 1-888-297-9461 (Voice/TTY) or visit www.gcdh.org/gatedp.

To make a Georgia Relay call, dial 7-1-1 or...

TTY: 1-800-255-0056
Voice: 1-800-255-0135
Speech-To-Speech: 1-888-202-4082
Spanish: 1-888-202-3972

Customer Care:
Voice/TTY: 1-866-694-5824
Email: garelay@hamiltonrelay.com
Web: www.GeorgiaRelay.org

Captioned Telephone (CapTel)

To call a CapTel user:
Dial 7-1-1 or 1-877-243-2823
Customer Service:
1-888-269-7477 (Voice/TTY)

In an emergency, dial 9-1-1!

FREE EQUIPMENT!

STATEMENT OF NON-DISCRIMINATION

Pineland Telephone Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U. S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or other-wise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Dustin Durden, Chief Executive Officer. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U. S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination.