

MIDCONTINENT COMMUNICATIONS

FCC Form 481 Line 1200

Exhibit D - Lifeline

Stay Connected with Lifeline

Whether it's keeping in touch with family, searching and applying for a job, doing school work or paying bills – staying connected is important.

Lifeline is a federal program intended to put home phone and internet service within the reach of qualifying families – giving low-income households affordable home phone or internet access.

This isn't a promotion or special offer. If you reside in a state where Midco is an eligible telecommunications carrier (ETC) and Midco services are available at your home address, you may be eligible for this program if you meet the [program qualifications](#).

Broadband Assistance



Enjoy cost-effective connectivity, with no installation fee and rent-free modems.¹

- Up to 25 Mbps downloads & 3 Mbps uploads

Home Phone Assistance



Get reliable, digital home phone service at a reduced monthly rate.² There's no installation fee, and it includes free long-distance blocking and selective call rejection.

Eligibility

Lifeline Assistance is available to qualifying new and current customers who meet income guidelines. Some of the other eligibility requirements include:

- Only one Lifeline credit is allowed per household.
- Only one Lifeline credit is allowed per individual.
- Midco service must be in the eligible participant's name or they must certify that the program participant is a member of the household.
- You may be required to recertify household eligibility at any time. Failure to recertify may result in termination of the Lifeline benefit.
- Lifeline assistance cannot be transferred to another person.

PROGRAM AND QUALIFICATION REQUIREMENTS

How to Apply

- Contact us at 1.800.888.1300. We'll mail you a form to fill out and send back to us **with your proof of eligibility document(s)**.
- **Apply online.** Fill out our online form and **upload your proof of eligibility document(s)**.
- Download and fill out the [PDF Lifeline Assistance application](#). After signing the completed application, mail it **with your proof of eligibility document(s)** to Midco, PO Box 5010, Sioux Falls, SD 57117-9908.

[APPLY ONLINE](#)
[DOWNLOAD APPLICATION](#)

NOTE: If all required information and/or signatures are not completed on the application, or we are missing proof of eligibility, the application will be returned to the customer for completion. Each application must meet the federal and state requirements to qualify for Lifeline benefits.



Have More Questions?

Here are some frequently asked questions about Midco's Lifeline program.

[SEE WHAT YOU NEED TO KNOW](#)

Questions or Complaints

For unresolved questions or complaints, you may contact the state utilities commission in your state:

Kansas

Kansas Corporation Commission,
Office of Public Affairs and Consumer Protection
1500 SW Arrowhead Road, Topeka, KS 66604
Toll-Free: 1.800.662.0027, or in Topeka: 785.271.3140
Hearing or speech impaired TCC Kansas Relay Center:
1.800.766.3777

North Dakota

North Dakota Public Service Commission
600 E Boulevard, Bismarck, ND 58505
Toll-Free: 1.877.245.6685 or in Bismarck: 701.328.2400

Minnesota

Minnesota Public Utilities Commission, Consumer
Affairs Office
121 7th Place E, Ste 350, Saint Paul, MN 55101
Toll-Free: 1.800.657.3782 or 651.296.0406
[Minnesota PUC Website](#)

South Dakota

South Dakota Public Utilities Commission, Consumer
Affairs
Capitol Building, 500 E Capitol Ave, Pierre, SD 57501
Phone: 605.773.3201

¹ Broadband Lifeline speeds may vary by market due to network technology in individual markets.

² When qualifying under the Federal Telephone Lifeline Program, if you live in Minnesota or Kansas, you will also qualify for additional state assistance under the Minnesota Telephone Assistance Program (TAP) or the Kansas State Lifeline program.

Taxes and other federal fees will increase the cost on phone services. FCC regulations state that broadband Lifeline recipients must remain with the same internet service provider (in this case, Midco) for at least 12 months after first qualifying for the Lifeline discount. After that, you are free to switch your internet and qualify for a Lifeline benefit with a different company. The FCC allows an exception if you move to a different state or area where your provider (Midco) doesn't offer service. If that's the case, please contact us so we can help you transfer your broadband Lifeline benefit to your new internet provider.

Services

[Internet](#)
[Cable TV](#)
[Home Phone](#)
[Home Automation](#)
[Bundles](#)

Support

[All Topics](#)
[Access Email Address](#)
[TV Everywhere](#)
[Online Payments](#)
[Remote Controls](#)
[Modems](#)
[Parental Controls](#)
[Tech Tips](#)

My Account

[Pay Bill](#)
[Register My Account](#)
[Vacation Plan](#)
[Movie Promo Code](#)
[Directory Assistance Exemption](#)
[Transfer Service to New Address](#)

About Midco

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[Service Areas](#)
[Midco Foundation](#)
[Community Involvement](#)
[Diversity](#)
[Careers](#)

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1.800.888.1300

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[Live Chat](#)

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1.800.888.1300

Lifeline Program Application Form



1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If your phone or internet company is not able to prove you or someone in your household qualify using this form and electronic databases, you may need to show an official document from one of the government qualifying programs or to prove your annual income. You can submit copies of your official documents with this application or wait until your phone or internet company asks you for them. To add them now, include the documents in option 1 or option 2 below:

1. If you qualify through a government program: copies of your state ID card and an official document from the programs you are qualifying through (your SNAP card, Medicaid card, etc.)
2. If you qualify through your income: copies of your state ID card and pay stubs for 3 consecutive months (or other accepted documents).

Visit lifelinesupport.org to see the full list of accepted documents.

Apply

To apply for a Lifeline benefit, fill out every section of this form, initial every agreement statement, and sign the last page.

To apply, mail this form to Midco, PO Box 5010, Sioux Falls, SD 57117-9908.

Lifeline Program Application Form



2. Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First																			
Middle (optional)															Suffix (optional)				
Last																			

What is your phone number (if you have one)?

Month			Day			Year		

What is your date of birth?

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN)?

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If you do not have a SSN, what is your Tribal Identification Number?

What is the best way to reach you?

email
 phone
 text message
 mail

*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name										Apt., Unit, etc.				
City					State					Zip Code				

Is this a temporary address? Yes No Check if you live on Tribal Lands*

What is your mailing address? (Only fill this out if it is not the same as your home address.)

Street Number and Name										Apt., Unit, etc.				
City					State					Zip Code				

Lifeline Program Application Form



2. Your Information (continued)

Only fill this section out if you are applying through a child or dependent.

Check if you are qualifying through a child or dependent in your household.
If so, answer the following questions:

What is their full legal name?

First

Middle (optional) Suffix (optional)

Last Check if they live on Tribal Lands*

What are the last 4 numbers of their Social Security Number (SSN)?

If they do not have a SSN, what is their Tribal Identification Number?

What is their date of birth?

Month Day Year

Lifeline Program Application Form



3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
<input type="checkbox"/> 1	\$16,389	\$20,493	\$18,846	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 2	\$22,221	\$27,783	\$25,555.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 3	\$28,053	\$35,073	\$32,265	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 4	\$33,885	\$42,363	\$38,974.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 5	\$39,717	\$49,653	\$45,684	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 6	\$45,549	\$56,943	\$52,393.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 7	\$51,381	\$64,233	\$59,103	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 8	\$57,213	\$71,523	\$65,812.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$5,832	Add \$7,290	Add \$6,709.50	<input type="checkbox"/>	<input type="checkbox"/>

135% of the 2018 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Lifeline Program Application Form



4. Agreement

I agree, under penalty of perjury, to the following statements:

You must initial next to each statement.

Initial I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial I agree that if I move I will give my service provider my new address within 30 days.

Initial I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

Signature	Today's Date
<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>

Lifeline Program Application Form



Notice

PAPERWORK REDUCTION ACT NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. This collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's eligibility for Lifeline services.

We have estimated that each response to this collection of information will take, on average, between 0.25 and 0.75 hours. Our estimate includes the time to read the questions, look through existing records, gather the required data, and actually complete and review the form or response. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERM, Paperwork Reduction Project (3060-0819), Washington, D.C. 20554. We also will accept your comments via the Internet if you send them to PRA@fcc.gov. Please DO NOT SEND COMPLETED DATA COLLECTION FORMS TO THIS ADDRESS.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0819.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the information we request on this form. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your response may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order.

If you do not provide the information we request on this form, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

PRIVACY ACT STATEMENT: The Privacy Act is a law that requires the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) to explain why we are asking individuals for personal information and what we are going to do with this information after we collect it.

Authority: Section 254 of the Communications Act (47 U.S.C. § 254), as amended, 47 U.S.C. §254, authorizes the FCC to operate the Lifeline program. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.).

Purpose: We are collecting this personal information so we can verify that you qualify for the Lifeline program and so we can efficiently provide Lifeline services to you. We access, maintain and use your personal information in the manner described in the Lifeline System of Records Notice (SORN), FCC/WCB-1, which we have published in 82 Fed. Reg. 38686 (Aug. 15, 2017).

Routine Uses: We may share the personal information you enter into this form with other parties for specific purposes, such as: with contractors that help us operate the Lifeline program; with other federal and state government agencies that help us determine your Lifeline eligibility; with the telecommunications companies that provide you Lifeline service; and with law enforcement and other officials investigating potential violations of Lifeline rules.

A complete listing of the ways we may use your information is published in the Lifeline SORN described in the "Purpose" paragraph of this statement.

Disclosure: You are not required to provide the information we are requesting, but if you do not, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

Cross Channel- Broadband Lifeline:30 (brand refresh)

Video	AUDIO
<p data-bbox="147 793 568 865"><i>Currently says "Apply for Midco Lifeline Assistance Program"</i></p> <p data-bbox="147 982 472 1054"><i>Midco logo with contact information.</i></p>	<p data-bbox="652 348 1446 445">At Midco, we believe being connected is important. You use your internet and phone to pay bills, complete homework and stay in touch with family and friends.</p> <p data-bbox="652 548 1385 619">But we know for some people, a home phone or internet connection is just not affordable.</p> <p data-bbox="652 680 1471 716">We're here to change that with the Lifeline assistance program.</p> <p data-bbox="652 816 1490 888">Qualifying households can get home phone service at a reduced monthly rate and broadband internet for less than \$10 a month.</p> <p data-bbox="652 984 1313 1056">To find out if you qualify for Lifeline assistance, call 1.800.888.1300 or visit Midco.com/Lifeline.</p>