

## **Mashell Telecom, Inc. d/b/a Rainier Connect Lifeline Telephone Service Terms and Conditions**

Mashell Telecom, Inc. d/b/a Rainier Connect has been the local Telephone Company serving the Eatonville and Kapowsin areas since 1910. We began business when no one else would provide telecommunications services because of the higher costs in serving rural areas of Washington. Since that time, we have also begun to serve other communities in Pierce, King, Thurston and Lewis Counties, Washington.

We have served and intend to continue to serve both residential and commercial customers in both rural and urban communities with quality telecommunications services at competitive rates.

In addition to our basic telephone services, we bring advanced telecommunications services to our rural communities, including Internet access, high-speed data services, special calling features and voice mail.

Mashell Telecom, Inc. participates in the Federal Lifeline Program. Under the program, Mashell Telecom, Inc. offers to qualifying low-income customers, discounts off the monthly rate for basic residential exchange service. Mashell Telecom, Inc's current discounted monthly residential telephone rate for customers who qualify for the Federal Lifeline discount is \$9.25.

The Company's voice lifeline plan includes unlimited local minutes of use within the local calling area. The Company's voice lifeline plan does not include any free minutes of use for Long Distance service.

- Local service for Lifeline customers may not be disconnected for nonpayment of Long Distance toll charges.
- Toll Restriction Service will be provided to Lifeline customers at no charge.
- Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of Long Distance toll charges.
- Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.
- Partial payment from Lifeline customers will be applied first to local service charges and then to toll charges.
- Lifeline customers will not be denied reestablishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.

***Things to know about the Lifeline Program:***

***(1) Lifeline service is a federal benefit paid for entirely by the Federal Lifeline Program. Only eligible consumers may enroll in the program.***

***(2) Lifeline Service is available for only one line per household. A household cannot receive benefits from multiple providers; and***

***(3) A household is defined, for purposes of the Lifeline Program, as any individual or group of individuals who live together at the same address and share income and expenses.***

***(4) A Household Worksheet is available for determining eligibility when there are multiple telephone subscribers living at the same residence.***

Lifeline services are available to all customers of Mashell Telecom, Inc. who qualify based on Federal rules and regulations. The costs associated with each are reflected each month on a telephone bill along with other charges for services provided by Mashell Telecom, Inc. The services listed above are the basic Lifeline services offered by our company. Information about these and other services is available by contacting the Mashell Telecom, Inc. business office at 360-832-6161 or 1-800-832-5725.

There are various ways to qualify for the Federal Lifeline Program:

To qualify for the Federal Lifeline Program you must certify annually and provide documentation that you participate in one or more of the following programs:

- 🏠 Supplemental Nutrition Assistance Program (SNAP)
- 🏠 Supplemental Security Income (SSI)
- 🏠 Federal Public Housing Assistance (Section 8)
- 🏠 Veteran's Pension or Survivor's Pension
- 🏠 Medicaid

OR alternatively to qualify for the Federal Lifeline program you must certify annually that your entire household income is no greater than 135% of the Federal Poverty Guideline (FPG), AND you must state and provide documentation of the number of individuals in your household and provide documentation of your household income in the form of one or more of the following:

- Prior year's state or federal tax return
- Retirement/pension statement of benefits
- Federal notice letter of participation in General Assistance
- Divorce decree
- Veterans Administration Statement of Benefits
- Paycheck stubs for most recent 3 months
- Other official document containing income information
- Social Security statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation statement of benefits
- Child Support document

Rainier Connect Lifeline service is a non-transferable. You may not transfer your service to any individual, including another eligible low income consumer.

If your service goes unused for sixty (60) days, service will be suspended, subject to a thirty (30) day period during which you may use the service or contact Rainier Connect to confirm that you want to continue receiving the service.

You must notify Rainier Connect within thirty (30) days if: you cease to participate in the above federal program or; your annual household income exceeds 135% FPGs or; you are receiving more than one Lifeline supported service or; another member of your household is receiving Lifeline support.

You must notify Rainier Connect within thirty (30) days of moving. Additionally, if your address listed on your annual certification is a temporary address, you must verify your address with Rainier Connect every ninety (90) days. If you fail to respond to Rainier Connect's address verification attempts within thirty (30) days, your Lifeline service may be terminated.

Notice Information:

MASHELL TELECOM, INC. D/B/A RAINIER CONNECT BILLING DEPARTMENT  
P.O. Box 639, Eatonville, WA 98328  
Tel: 360-832-6161

Fax: 360-832-3016

You are required each year to re-certify your continued eligibility for Lifeline. Failing to do so within thirty (30) days will result in the termination of your Rainier Connect service. In addition, you may be required to re-certify your continued eligibility at any time and failure to re-certify will result in de-enrollment and termination of your Lifeline benefits.

Your name, telephone number, date of birth, last four digits of your social security number or tribal identification number, and address will be transmitted to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that you do not receive more than one Lifeline subsidy. Failure to provide this consent will result in your being denied Lifeline service.

Rainier Connect may provide to state and Federal agencies, as required by law, for the purposes of complying with the Lifeline program all the information related to your account, including but not limited to your name, date of birth, social security number, usage history, address and phone number. Failure to provide this consent will result in your being denied Lifeline service.

Terms and Conditions for the Lifeline Program may change at any time as required by Federal rules and regulations.