

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.

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: Supplemental Nutrition Assistance Program (SNAP); Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veterans Pension & Survivors Pension or qualifying Tribal Programs.

The additional State Lifeline discount can be applied to qualifying telephone (voice) services only. In order to be eligible for the additional State Lifeline discount, a customer's annual household income must be at or below 150% of the federal poverty guidelines, or a customer must receive benefits from or have a child in the household who receives benefits from at least one of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Low Income Home Energy Assistance Program (LIHEAP); health benefits coverage under the State Child Health Plan (CHIP); Health and Safety Code; National School Lunch Program (free lunch program); Temporary Assistance for Needy Families (TANF); or qualifying Tribal Programs.

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. Questions concerning Lifeline application or eligibility may be directed to the Low-Income Discount Administrator (LIDA) at 1-866-454-8387.

Basic services are offered to all customers in Southwest Texas Communications service territories at the rates, terms, and conditions specified in Southwest Texas Communications tariff. If you have any questions regarding the Company's services, please call us at (830) 683-2111, toll free at 800-752-4753 or visit our business office at 939 S Texas Hwy. 55, Rocksprings, TX

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