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**\*\*NEW POLICY REGARDING LIFELINE CUSTOMERS\*\***

As many of you are aware by now we are making extra strides to update our files with regards to our lifeline customers. We now want to take the time to explain to you what is needed from customers for them to sign up for our lifeline packages.

When a customer comes in please have them fill out a Lifeline Self Certification Form for the state in which they receive benefits. These forms can be found and downloaded on the website [www.telephonehelp.net](http://www.telephonehelp.net). The customer also needs to provide a copy of their government issued benefit letter which is provided by their caseworker, as required by law. This information needs to be faxed to 1-866-456-3598.

**This is a very important step in the process as customers who do not have this on file may be taken off of the lifeline plan thus losing their discount. This may have a negative impact on retaining the customer.**

If you have any questions about this process feel free to contact Sondra Teamer: [steamer@telcomteam.com](mailto:steamer@telcomteam.com).

As always we appreciate your help in this matter as we look forward to continuing our high level of service to our customers.