Annual Recertification FAQ

Summary

- Effective Date
- Customers Impacted

FAQ

- What is the purpose of verifying eligibility each year?
- How will CenturyLink verify my continued eligibility in the Lifeline program?
- How long do I have to reply to the request to recertify my eligibility in the program?
- What will happen if I do not respond before the 30 day closing date?
- How will I know when my recertification period begins and ends?
- Who must complete the Recertification form?
- What is the definition of a “household”?
- Why am I no longer receiving Lifeline discounts?
- If my Lifeline discounts were removed, how do I get them back?
- What type of eligibility documentation is acceptable if I have to reapply for Lifeline?
- What are my two options for validating my continued eligibility in the Lifeline program?
- What can I do if I’ve lost or did not receive my Lifeline Recertification letter and form?

Recertification Interactive Voice Response Survey Walkthrough

Recertification Form Walkthrough
Summary
In 2012 the Federal Communications Commission (FCC) ordered all telecommunications providers to annually verify Lifeline subscribers’ continued eligibility for Lifeline Assistance. In accordance with this mandate, CenturyLink or a state Lifeline administrator will attempt to verify Lifeline subscribers’ continued eligibility once each calendar year.

Effective Date
Effective June 1, 2012 and forward

Customers Impacted
All customers subscribing to Lifeline discounts will be required to annually verify their continued eligibility in the Lifeline program.

FAQ

Question: What is the purpose of verifying eligibility each year?
Answer: The FCC mandated the use of annual verification of continued eligibility to substantially strengthen protections against waste, fraud, and abuse of the program; improve program administration and accountability; improve enrollment and consumer disclosures; and constrain the growth of the program in order to reduce the burden on all who contribute to the Universal Service Fund (USF).

Question: How will CenturyLink verify my continued eligibility in the Lifeline program?
Answer: In states that do not have a state Lifeline administrator, CenturyLink will mail each Lifeline Subscriber identified as a participant in the Lifeline program as of January 1 of the current year a Lifeline Assistance Program – Recertification Form. The subscriber must either complete and return the form or use the Interactive Telephone Response System to validate their continued eligibility in the Lifeline program.
Question: How long do I have to reply to the request to recertify my eligibility in the program?

Answer: The rules require that subscribers must respond within 30 days of the date of the notice to maintain eligibility in the Lifeline program. Thus, CenturyLink must receive the completed form on or before the 30-day closing date or subscribers must use the Interactive Telephone Response System to validate continued eligibility on or before the 30-day closing date.

Question: What will happen if I do not respond before the 30-day closing date?

Answer: The FCC’s rules for recertification require telecommunications providers to remove the Lifeline discount of any subscriber that does not recertify their Lifeline eligibility within 30 days. So, if CenturyLink does not receive the written or telephoned response by the closing date, the subscriber’s Lifeline credits will be removed from the subscriber’s account. This means that the subscriber’s total billed charges will increase by the amount of Lifeline credits the subscriber had been receiving.

Question: How will I know when my recertification period begins and ends?

Answer: One week before a subscriber’s recertification period begins CenturyLink will mail the subscriber a postcard reminder about the program. The postcard will remind the subscriber of the two options available for validating continued eligibility in the Lifeline program.

Approximately one week after receiving the postcard, the Lifeline subscriber will receive the Lifeline Recertification letter and form. The letter details the two options for validating continued eligibility in the Lifeline program and reminds the subscriber of the 30-day closing date. At the bottom of page 2 of the form is the date that CenturyLink must receive the Lifeline subscriber’s verification. Replies received at CenturyLink after that date will be denied and Lifeline benefits will be removed from those accounts.

For those Recertification forms received by CenturyLink within the 30-day period, the subscriber will receive a call from a CenturyLink automated system to either confirm the subscriber’s continued eligibility in the Lifeline program, or explain why Lifeline discounts have been removed. Customers whose Lifeline discounts have been removed for failing to completely or correctly fill out the recertification form will also be sent a letter and new Lifeline application in the event they believe they are eligible for Lifeline and wish to reapply.

Customers that do not respond within the 30-day period will receive a call from a CenturyLink automated system to explain why their Lifeline discounts have been removed, and will be given the opportunity to request a new Lifeline application in the event they feel they are eligible for Lifeline and wish to reapply.
Question: Who must complete the Recertification form?

Answer: The member of the household whose name the telephone account is in should complete the Lifeline Recertification form or call the Interactive Telephone Response System.

Question: What is the definition of a “household”?

Answer: A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

Question: Why am I no longer receiving Lifeline discounts?

Answer: If you are no longer receiving Lifeline discounts, it could be that your recertification form was not approved or received before the 30-day closing date. If your recertification form is not approved, you will receive a letter in the mail explaining the reason why. Enclosed with that letter you will find a new Lifeline application. Please complete and return the application, along with copies of the eligibility documentation, if you believe you are eligible for Lifeline and wish to reapply.

Question: If my Lifeline discounts were removed, how do I get them back?

Answer: Once Lifeline discounts have been removed from your account, you will be required to reapply for Lifeline by completing, signing, and returning a new Lifeline application, including copies of eligibility documentation, to CenturyLink at the address shown on the application.

Question: What type of eligibility documentation is acceptable if I have to reapply for Lifeline?

Question: What are my two options for validating my continued eligibility in the Lifeline program?

Answer: Customers who receive the Lifeline Recertification letter and form can either complete the form in its entirety and return it to CenturyLink on or before the 30-day closing date, or they can use the instructions on the letter/form to access the Interactive Telephone Response System to validate eligibility over the phone on or before the 30-day closing date.

Question: What can I do if I’ve lost or did not receive my Lifeline Recertification letter and form?

Answer: You can still attempt to recertify by completing the Interactive Telephone Response System Survey. Please contact the Customer Service number located on your bill to request a “Generic PIN” to use in order to complete the Lifeline Recertification Interactive Telephone Response Survey. A new form will not be mailed as it would not arrive in time to be returned before the 30-day closing date.

Question: How do I use the Interactive Telephone Response System?

Answer: Please use the following flow to complete the Interactive Telephone Response System.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Comments/Additional instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call Toll Free Number listed in the Cover Letter.</td>
<td>Located in paragraph 3 of the Cover Letter.</td>
</tr>
<tr>
<td>2</td>
<td>The first action requested by the system is to agree that you are the</td>
<td>Press 1 for YES if you are the person the form is addressed to.</td>
</tr>
<tr>
<td></td>
<td>person that the Recertification form was addressed to.</td>
<td>If 1 is pressed, you will move on to the next question.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Press 2 for NO if you are not the person the form is addressed to.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If 2 is pressed you will hear:</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>The account holder identified on the recertification form must be the person to complete this process. Please have the</em></td>
</tr>
<tr>
<td></td>
<td><strong>Annual Recertification FAQ</strong>&lt;br&gt;<strong>5/10/2013</strong>&lt;br&gt;Page 6  Copyright © CenturyLink 2013. All Rights Reserved. (cgilstr – 03.01.13)</td>
<td><strong>account holder call back to complete this process. Or, if the account holder’s name on the form is incorrect, please hang up and contact us immediately at the toll-free number located on the back of your form.</strong>&lt;br&gt;<strong>3</strong> Please enter the PIN number printed in the upper left corner of the form.</td>
</tr>
</tbody>
</table>
|   | Please enter your Date of Birth in a two digit month, two digit date, four digit year format. | Example: October 10, 1968 would be **10101968**  
The system will ask you to confirm your entry by pressing 1 for correct and pressing 2 for incorrect.  
If 1 is pressed you will move on to the next question.  
If 2 is pressed you will be prompted to re-enter your Date of Birth. |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Now we are ready to begin the program verification section. Please listen carefully to the following options and press the number that corresponds to the program in which you participate.</td>
<td></td>
</tr>
</tbody>
</table>
| 9 | Medicaid, press 1  
Federal Public Housing, also known as Section 8, press 2  
Supplemental Nutrition Assistance Program, SNAP, formerly Food Stamps, press 3  
Low Income Home Energy Assistance Program, also known as LIHEAP, press 4  
Supplemental Security Income or SSI, press 5  
National School Lunch Program’s Free Lunch Program, press 6  
Temporary Assistance for Needy Families, or TANF, press 7  
*If you do not participate in any of the previously listed programs, but are receiving Lifeline Assistance because your annual household income is at or below the Federal poverty levels for your state, please press 8.*  
To repeat the full listing of programs, press 9. | Once you have made a selection, you will move to the next question. |
If you do not receive benefits from any of these programs and don’t meet the income qualifications, but you find a state program or income level listed on the form that does qualify you, you will need to hang up, or press ", and complete and return the paper form.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 10   | If you pressed 8 for annual household income at or below the Federal poverty levels you will hear:  
Using the keypad on your phone, please enter the number of members in your household followed by the #.  
If you did not press 8, you can skip to step 13. The system will ask you to confirm your entry by pressing 1 for correct and pressing 2 for incorrect.  
If 1 is pressed you will move on to the next question.  
If 2 is pressed you will be prompted to re-enter your the number of members in your household. |
| 11   | If you live in FL, KS, NM, and OH or are a NJ Senior 65 or Older, press 1.  
If you live in NV, press 2.  
For all other states and NJ customers under the age of 65, press 3.  
To repeat these options, please press 9.  
Once you have made a selection, you will move to the next question.  
NV customers will hear an additional message:  
If you live in Owyhee or Mountain City, NV, press 1.  For all other cities, press 2.  To repeat these options, please press 9. |
| 12   | If your household income is below <max income for number in household>, press 1.  
If your household income is above <max income for number in household> press 2.  
To hear these options again, please press 9.  
If 1 is pressed you will move on to the next question.  
If 2 is pressed you will hear:  
You have indicated that your income is above the maximum allowed for Lifeline eligibility. If you have any questions concerning these criteria, please contact CenturyLink by calling the toll free number on the back of your form. |
<p>| 13   | Next, please listen carefully to the following statements. |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **14** | To complete your Lifeline recertification you must listen to and confirm agreement to each of the statements that follow. If at any time you disagree with a statement, please press 2. | If 1 is pressed you will move on to the next Statement. If 2 is pressed you will hear: *We are unable to continue with your application. You must certify, under penalty of perjury, that you acknowledge the previous statement.*  
*Press 3 if you would like to go back to change your answer.*  
*Press 4 if you do not agree and would like to end this call.*  
*Remember, if you disagree with any statement, you will not be eligible to receive your current Lifeline benefits.* |
| **15** | To electronically sign and validate your recertification of eligibility for Lifeline services, please re-enter the last four digits of your Social Security Number (SSN) or Tribal ID number. | The system will ask you to confirm your entry by pressing 1 for correct and pressing 2 for incorrect.  
If 1 is pressed you will move on to the next section.  
If 2 is pressed you will be prompted to re-enter the last four digits of your SSN or Tribal ID number. |
| **16** | For those with a specific PIN, you will hear: *Thank you. You have successfully completed the CenturyLink Lifeline recertification process. There is no need to fill out the paper form. Your lifeline service should continue without interruption. Goodbye.*  
For those that might have used a generic PIN provided by Customer Service, you will hear: *Thank you. You have successfully completed CenturyLink’s* |   |
annual Lifeline recertification process. You will be contacted shortly with the results of your recertification. Goodbye.

**Question:** How do I complete the recertification form?

**Answer:** Please use the following flow to complete the Recertification Form.

<table>
<thead>
<tr>
<th>Step</th>
<th>Form Description</th>
<th>Actions Needed</th>
</tr>
</thead>
</table>
| 1.   | Page 1 is the Cover Letter explaining the purpose of the recertification. | • If the account information on the form is not correct or the account holder identified on the form is deceased, you should contact Customer Service immediately so that we can make the necessary changes to your account.  
• The Lifeline recipient must be the responsible party on the account. Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.  
• If you do not complete and return the form as instructed, you will lose your lifeline benefit and be required to re-apply for Lifeline. |
| 2.   | On the back of Page 1 are the instructions for completing the form. | **Recertification Checklist – Please provide the following:**  
• Sign and complete the Lifeline Assistance Program – Recertification Form. |
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
|   | • Make sure you have filled in the boxes for the last four digits of the account holder’s Social Security or Tribal ID number and Date of Birth.  
• Be sure to indicate the programs in which you currently participate by placing a check in the corresponding box (either Federal or State-specific programs).  
• Do not include additional documentation. Proof of eligibility is not required with this recertification application. |   |
| 3. | The top portion of the Form is pre-populated with the information we have on your account, including the:  
- Telephone Number  
- First Name  
- Last Name  
- Service Address  
- City, State and Zip Code.  
This section includes the following question: **We classify this as your Permanent address in our records. Check if you disagree.** |   |
|   | • The Service address may be different than Billing address.  
• The Billing address is used to mail out the recertification form.  
• The Service address is the physical address receiving the Lifeline discount.  
• The Service address may be slightly different from the Billing address.  
• We classify the Service address as a Permanent address as this is the address where we provide telephone (wireline) service.  
• If you disagree that the address listed in this section is your permanent address, place a check in the box next to the question.  
• If you agree that the address listed in this section is your permanent address, do nothing. |   |
| 4. | Below the Name and Street information is the **Social Security Number (SSN) / Tribal ID section.** The last four digits of your Social Security Number or Tribal ID are required. | • Please write the last four numbers of the account holder’s Social Security or Tribal ID Number in the square boxes.  
• Please use blue or black ink. |
| 5. | **Please check if this is your Tribal ID.** | • Only Check this box if this is your Tribal ID number. |
6. Below the Social Security Number section is the **Date of Birth (DOB) section.** Your date of birth is required.
   - Please write the date of birth of the account holder in the square boxes.
   - One number per square.
   - Please use blue or black ink.

7. Below the SSN and DOB sections is the **Federal Program participation section.**
   If your state offers additional Lifeline eligibility programs, the state programs will be listed on a separate page.
   - Please indicate in which Federal program(s) you participate that qualify you for Lifeline.
   - **No supporting documentation is required.**
   - Place a checkmark in boxes next to any Federal programs from which you or your household receive benefits.
   - State programs page is only included with the recertification form if your state has additional qualifying programs.
   - Place a checkmark in boxes next to any state programs from which you or your household receive benefits.

8. After the Federal program section is the **Program Participant question.**
   - If the person participating in a federal or state qualifying program is not the account holder, but is a member of the account holder’s household, please provide the name of that participant.
   - The account holder should initial the line below attesting that they agree that the program participant is a member of their household.

9. On the back of the Recertification form, at the top of the page, is the **Income guidelines section.**
   - If you do not participate in any of the Federal or State programs, you may still be eligible for Lifeline if you meet the income guidelines identified in this section.
   - If you qualify based on household income, place a checkmark in the box to indicate the number of members of the household.
   - CenturyLink provides Lifeline to many states; please locate your state in this
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section to identify the income guidelines for that state.</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Below the Income section is important information about the <strong>Lifeline program</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Please read carefully and understand the Lifeline guidelines.</td>
</tr>
<tr>
<td>11.</td>
<td>The next section of the recertification form contains the <strong>Federally required certifications</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Please checkmark the box next to each bullet point to identify that you have read and agreed to each statement.</td>
</tr>
<tr>
<td></td>
<td>• If you cannot check any box because you don’t agree with the statement or it doesn’t apply to you, you should not complete the recertification form. You are not qualified for Lifeline benefits. Only if you agree to all of the statements are you eligible to continue to receive Lifeline benefits.</td>
</tr>
<tr>
<td>12.</td>
<td>Last is the <strong>Signature line</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Please sign your name on the first line.</td>
</tr>
<tr>
<td></td>
<td>• Please date the form on the second line.</td>
</tr>
<tr>
<td>13.</td>
<td>Final completion instructions:</td>
</tr>
<tr>
<td></td>
<td>• The Recertification form must be returned completed and signed within 30 days of the pre-printed date on the cover letter.</td>
</tr>
<tr>
<td></td>
<td>• At the bottom of the form, below the signature line, will be the date that the form must be received by CenturyLink. <strong>Note that this is not the date by which the form should be mailed, but the date it must actually be received by CenturyLink.</strong></td>
</tr>
<tr>
<td></td>
<td>• The return mailing address is included at the bottom of the Recertification form, below the signature lines.</td>
</tr>
</tbody>
</table>