

[USAC Letterhead]

[Date]

Dear [Customer Name]:

Our records show that you receive telephone service at a reduced price (called “Lifeline” or “Telephone Assistance Plan” service) from the following phone companies:

1. [DEFAULT Carrier] phone number NPA-NXX-XXXX
2. [Carrier #2] phone number NPA-NXX-XXXX
3. [Carrier #3, if applicable] phone number NPA-NXX-XXXX
4. [Carrier #4, if applicable] phone number NPA-NXX-XXXX

If you are not sure if you have Lifeline service from a phone company, you may receive Lifeline benefits in different ways:

- If you receive a monthly bill, it may say “Lifeline” or “Telephone Assistance Plan” and show a discount or a credit.
- If your plan is with a wireless phone company, you may receive a block of free minutes every month.

Lifeline is a federal benefit program, and U.S. Government rules say that you are only allowed ONE Lifeline service. **You must choose ONE phone company** for your Lifeline benefits by taking the following steps.

1. If you take no action in response to this letter, you will continue to receive Lifeline benefits **only from [DEFAULT Carrier]**.
2. If you prefer to receive Lifeline benefits only from one of the other carriers listed above other than [DEFAULT Carrier], you must call 1-800-NXX-XXXX within 30 days to select that phone company.
3. Once you choose a Lifeline service provider, contact your other phone company to talk about non-Lifeline service options, including choosing to disconnect service. Any other phone company that is currently giving you Lifeline benefits may switch you to a service plan that costs you more. Also, if you have a prepaid plan from a wireless phone company, you may have to start paying for your monthly minutes if you want to continue service.

If you want to learn more about Lifeline/Telephone Assistance Plans, please call 1-800-NXX-XXXX or visit [www.usac.org/li/low-income](http://www.usac.org/li/low-income) on the Internet.

Sincerely,

USAC (administrator of Lifeline program)