

**EXHIBIT C**

**BIRCH COMMUNICATIONS OF  
KENTUCKY, LLC**

**LIFELINE SUBSCRIBER ELIGIBILITY  
VERIFICATION PROCESS**

## **BIRCH COMMUNICATIONS OF KENTUCKY, LLC LIFELINE SUBSCRIBER ELIGIBILITY VERIFICATION PROCESS**

**When reviewing a sales order and associated documents, it is imperative that the following guidelines be followed.**

### **Step 1 - Make sure all information is correct and accurate.**

**\*\*If you have any doubts about the validity of the order or documentation/information provided, do not proceed!**

**\*\*If there is anything that you do not feel 100% confident in approving, do not proceed!**

Make sure if the paperwork is marked as a temporary address, it is marked as such in the Lifeline screen before enrolling in NLAD.

- Applicant must provide photo ID (Drivers license or another state issued ID) with name and household address. It is this address that will be used to qualify them for Lifeline.
- There is only one Lifeline assistance program available per household. If someone else in their household already has Lifeline service, either landline or wireless they cannot obtain Birch Lifeline service unless both qualify under the shared/multi-household residence conditions. See Step 3.
- Applicant cannot receive Lifeline service from more than one company. If they have Lifeline service from another company, and are interested in signing up for Birch Lifeline service, they must immediately cancel their Lifeline service with their previous Lifeline service provider. Advise the customer that Birch will initiate a benefit transfer via NLAD.
- Applicant cannot receive Lifeline reimbursement for both home phone (landline) and wireless service at the same time in the same household. If they currently have Lifeline service for wireless phone service through another Birch affiliate, they must immediately cancel that if they wish to obtain Birch home phone service.
- Applicant can only qualify for Lifeline if they participate in one of the eligible low income programs listed below and on the application for Lifeline.

### **Step 2 – Program Eligibility**

For prospective customers to be eligible for the Birch Lifeline program, the applicant must participate in one of the eligible programs available in his or her state. The following are the most common eligibility programs:

- Lifeline Supplemental Nutrition Assistance Program (SNAP) – formerly known as Food Stamps

- Federal Public Housing Assistance (FPHA) or Section 8
- National School Lunch Program's free lunch program
- Low Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Medicaid

The applicant may also be eligible if he or she has a household income at or below 135% of the Federal Poverty Guidelines. The Federal Poverty Guidelines are attached to this Certification document. The following are acceptable types of documentation:

- The prior year's state, federal or Tribal tax return
- A current income statement from an employer or paycheck stub
- A Social Security statement of benefits
- A Veterans Administration statement of benefits
- A retirement or pension statement of benefits
- An Unemployment or Workers' Compensation statement of benefits
- A federal or Tribal notice letter of participation in General Assistance
- A divorce decree, child support award, or other official document containing income information

If the documentation relied on does not cover a full year, such as a current pay stub, the subscriber must present the same type of documentation covering three consecutive months within the previous twelve months.

The Applicant must fill out all information fields on the Birch Lifeline Enrollment Form. If any of these fields are left blank, the application is not valid.

Applicant must be able to comply with every certification on the application, and applicant must confirm each certification by initialing on the provided line. If any certifications are left blank, or are simply check marked, the application is not valid.

Applicant must sign and date the Birch Lifeline Enrollment Form, or the application is not valid.

### **Step 3 – Shared Household**

If the applicant has identified their address to be a shared, multi-household residence, the applicant must also complete the **Birch Lifeline Household Worksheet**.

Applicant must read and complete the worksheet. In this shared, multi-household residence scenario, if the worksheet is not turned in or completed, the Lifeline Enrollment Form will not be valid.

PLEASE make sure the applicant signs and dates the worksheet.