



Neighbor,

I'm writing to inform you of a new update to the Lifeline Program along with additional discounts you may be eligible for. The Lifeline Program has provided discounts of **\$34.95** on eligible phone service. Effective January 1, 2022, the Federal Communications Commission (FCC), which manages the Lifeline Program, will apply this benefit to broadband (internet) rather than phone.

Additionally, Lifeline customers may be eligible for the FCC's Emergency Broadband Benefit (EBB), which provides a temporary, additional discount of \$75/month to eligible customers. When combined with Lifeline, many customers are eligible for a temporary monthly discount of \$109.95. If/when EBB expires, qualifying customers will retain the \$34.95/month internet discount.

Further, the FCC also mandates new minimum service requirements, which means you may be eligible for faster speeds, where available.

What does this mean for you?

We want you to get the most out of both EBB and Lifeline, which will soon apply to internet only and not phone.

If your household has both voice and broadband services (phone and internet), the discount will simply transfer from the phone portion to the internet portion of your monthly bill. Also, if your download speed is less than 25 Mbps, you may be eligible for an upgrade, depending on availability.

If you currently have phone-only (no internet) services, you'll be required to add broadband internet in order to avoid interruptions to your benefit. **Phone-only Lifeline benefits will expire on January 1.**

Next steps

To help with this transition, we've made it simple with the following steps:

- First, visit our website to determine whether you qualify for EBB (temporary \$75/month discount). Lifeline recipients likely qualify for both Lifeline and EBB.
- Call us at **844-4CHEROKEE** or **580-434-5375** to transfer benefits.

If you fail to act now, you may risk losing the Lifeline benefit on January 1.

We're here to help.

Call us to transition your benefits. If you have questions, visit our website or call us to talk with a well-informed member of our team. Terms and conditions apply. Thank you for your patience as we're working to improve service for our neighborhoods.

- New federal regulations transfer Lifeline benefits from phone to broadband internet.
- Stacked with the EBB discount, Lifeline customers may be eligible for internet discounts totaling \$109.95/month, which is temporary.
- To ease the transition and to maximize benefits, Cherokee Communications has opened enrollment now. Existing Lifeline customers should call today.