SAGE TELECOM COMMUNICATIONS, LLC

Eligible Telecommunications Carrier (“ETC”) APPLICATION

ATTACHMENT G

CUSTOMER VERIFICATION AND CERTIFICATION, AND ANNUAL RECERTIFICATION, PROCEDURES

1. At the time of a service request for Lifeline service, Sage Telecom Communications, LLC ("Sage") will first require a prospective Lifeline customer to present a valid government-issued form of personal identification that includes a photograph (picture ID), and any other identification necessary to establish that the prospective Lifeline customer's identity and primary address are correct.

2. Sage will then have one of its representatives review the documentation submitted by prospective or existing customers for the purpose of demonstrating eligibility to receive low-income USF benefits. The customer will sign an Application Form: (a) attesting under penalty of perjury that the customer is a current beneficiary of at least one of the Lifeline-qualifying government programs; (b) identifying the specific program; (c) agreeing to inform Sage if and when they cease to participate in the qualifying program; (d) authorizing the agency administering the qualifying program to confirm to the Public Service Commission the customer's current participation in the program; and (e) confirming that discounts under the Lifeline program are limited to one per household.

3. At the time the prospective Lifeline customer completes and presents the Application Form to the Company's representative, the representative will check the form for correctness and completeness (incomplete forms will result in no Lifeline service being provisioned), will ensure the form is signed and dated, and will examine the proof of eligibility (documentation) for the qualifying program.

4. The representative will then document on the Application Form the customer's name and date, and which qualifying document was examined. The

representative will then sign the USF eligibility form to certify that the customer is eligible for USF benefits.

5. No copy will be made of the supporting document(s) that the representative examines in person. If the supporting documentation verifying eligibility is received by mail or fax, the same notation will be made on the Application Form, and then the representative will destroy the supporting documentation via shredding or, if the document is an original, return it to customer.

6. Sage will check the customer's name and address against its customer records (and other available Lifeline customer data bases) in an effort to ensure that the customer is not receiving Lifeline service from another carrier and that no one else in customer's household is receiving Lifeline service. If Sage suspects that a customer has more than one household or that a consumer is already receiving residential Lifeline service, then Sage will send the customer the Lifeline Household Worksheet for the customer to complete and return to Sage.

7. Sage will annually recertify Lifeline customer eligibility in the manner required by the FCC and Missouri PSC rules and will file FCC Form 555 with the FCC and a copy with the Missouri PSC. Sage will require each Lifeline customer to complete an annual Recertification Form for the Lifeline Program requesting confirmation of continued eligibility.

8. If any Lifeline customer does not respond to Sage's request for recertification confirmation or proof of eligibility, or provide information to Sage showing that the customer is no longer eligible for Lifeline service, Sage will

provide written notice to the subscriber (separate from any monthly bill) of impending termination of the customer’s Lifeline service. The subscriber will be allowed 30 days following the date of the impending termination notification to submit acceptable proof of continued eligibility consistent with applicable annual re-certification requirements. If a subscriber fails to demonstrate continued eligibility, Sage shall de-enroll that subscriber within five (5) business days of the expiration of the 30-day response period.