

5.0 – SPECIAL SERVICES AND PROGRAMS

5.1 Lifeline Telephone Service

- A. Eligible low-income subscribers of the Company's Lifeline Telephone Service will receive a monthly credit, based on the Federal Lifeline Program, towards a qualifying bundle of Spectrum Voice and Internet service.¹
- B. Spectrum Voice is \$22.99² per month when bundled with a qualifying Internet service.
- C. **Spectrum Voice:** Includes local calling (Basic Service), Unlimited Long Distance (ULD) calling minutes (intrastate and interstate) and Calling Features on the Subscriber's primary line including 3-Way Calling, Accept Selected Callers, Block 3rd Party Charges, Block 900/976 Calls, Block Anonymous Calls, Block Collect Calls, Block International Calls, Block Outbound Caller ID, Block Unwanted Callers, Caller ID, Call Waiting, Call Waiting with Caller ID, Do Not Disturb, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Repeat Dialing, Return Call, Set Backup Phone, Simultaneous Ring, Speed Dial, Trace Call and VIP Ring. Unlimited long distance calling includes calls within the fifty (50) United States and Canada, Guam, Mexico, Puerto Rico, American Samoa, the Northern Mariana Islands and the US Virgin Islands. Also included is Directory Assistance, Private Number Service, Call Guard (blocks unwanted calls from robo-callers) and Voicemail/Readable Voicemail. Some features or services may not be available in all areas and are subject to change at Spectrum's discretion. Taxes and fees included. Feature descriptions may be found at www.spectrum.net/support/category/voice.³

5.1.1 Eligibility

- A. Lifeline Telephone Service is a government assistance program and is restricted to low income residential customers for a single exchange access line, per household, at the principal residence. A household is defined as any individual or group of individuals living together at the same address as one economic unit.

To qualify for Lifeline Telephone Service, a Customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size, or the Customer must participate in any one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans and Survivors Pension Benefit

¹ Select Lifeline bundles eligible for discount are as determined by the Company. The Company's voice service bundled with the Company's qualifying Lifeline Internet service will receive a federal Lifeline Internet credit.

² Effective July 16, 2024, the rate for voice service when bundled with TV and/or Internet service changes from \$19.99 to (I) \$22.99 for all customers.

³ Basic Service and ULD are described fully in the Company's Residential Voice Price Guide located at <https://www.spectrum.com/policies/terms-of-service>.

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