

## NOTICE

### To All Customers of the Hiawatha Telephone Company TELECOMMUNICATIONS SERVICES

On September 26, 2024 the Michigan Public Service Commission designated the Hiawatha Telephone Company as an "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

The Hiawatha Telephone Company provides the supported services -- voice telephony service and broadband Internet access service -- throughout its designated service area. These supported services include:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in the Hiawatha Telephone Company's service area has implemented 911 or enhanced 911 systems; and
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

The Hiawatha Telephone Company provides business and single party residence service (with unlimited local 906 calling) for rates which range from monthly charges of \$23.30 to \$32.00. Broadband Internet access service is provided at rates which start at \$50.00 per month for both residential and business customers. These services are provided within the Brimley, Deer Park, Eckerman, Grand Marais, Hiawatha Forest, Hulbert, Munising, Paradise, Seney, and Shingleton exchanges.

In addition, the Hiawatha Telephone Company provides one copy of its annual local directory without charge. Touch Tone service is available at no additional charge per month. The Hiawatha Telephone Company would be pleased to provide you with specific rates for your area upon request.

Since December 1, 1990, the Hiawatha Telephone Company has offered qualified customers Lifeline Service. Lifeline is a non-transferable, federal benefit that makes monthly voice or broadband service more affordable. The program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge.

Your telecommunications provider encourages eligible low-income residential customers to take advantage of available discounts on their services through the federal **Lifeline program**. The Lifeline program provides discounts for voice-only services, bundles of voice and broadband services, or broadband-only services if they are eligible and subscribe to qualified service plans.

Customers residing in Michigan who participate in one of the programs listed below will receive a discount ranging from \$5.25 to \$9.25 per month on voice or bundles of voice and broadband services. The discount amount depends on the service a customer subscribes to and the type of company providing those services.

Customers who live on federally-recognized Tribal lands may be eligible to receive up to \$34.25 in total per month discounts and up to \$100 off the cost of initiating service. More details are available at <https://www.lifelinesupport.org/ls/tribal-lands.aspx>.

- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Veterans and Survivors Pension Benefit Programs
- Bureau of Indian Affairs General Assistance (Tribal residents only)
- Head Start (Tribal residents only)
- Tribal Temporary Assistance for Needy Families (Tribal residents only)
- Food Distribution Program on Indian Reservations (Tribal residents only)
- Household income below 135% of Federal Poverty guidelines

### MORE INFORMATION AND APPLICATIONS

If you or someone you know satisfies the above requirements, you can [apply directly with the Lifeline National Verifier](#) or contact your service provider for assistance. If you have questions or need any further information, please visit [www.lifelinesupport.org](http://www.lifelinesupport.org).

Please call the Munising Office at 1-800-562-9741 or 906-387-9911 or the Brimley Office at 1-888-225-2873 or 906-248-3211 if you have any questions.