

Dear Hawaiian Telcom Customer,

Thank you for your recent request for Lifeline service. Lifeline provides a discount on local telephone service if you meet certain State qualifications. Hawaiian Telcom is required to obtain proof of your eligibility in order for you to receive the monthly Lifeline credit on your bill.

Please review the enclosed State Lifeline application. You must complete the application, sign and date the form, and submit any documentation required as proof for the State Lifeline credit. Completed applications must be mailed to Hawaiian Telcom at:

**1177 Bishop Street, Suite 3
ATTN: SRC- Lifeline Team
Honolulu, HI 96813**

We must receive and approve your completed application before we can provide you with the state Lifeline credit.

We appreciate your business and look forward to providing you with outstanding service. If you have any questions, please call us at 808-643-3456 or visit hawaiiantel.com.

Mahalo,

Hawaiian Telcom



Lifeline Service
Application & Customer Certification
Mail to: Hawaiian Telcom
1177 Bishop St, Ste 3 ATTN: SRC – Lifeline Team
Honolulu, HI 96813
For assistance call: 808-643-3456



LIFELINE – State Credit

I meet the following criteria for the State credit (place a check mark in the box (☐) to the left of the type of documentation that you will provide as proof)

1. I hereby certify that I am 60 years of age or older, with an annual household income that does not exceed \$10,000. I am enclosing a photocopy of **ONE** of the following as proof of age:

☐ Driver's License

☐ State I.D.

☐ Birth Certificate

☐ Passport

— OR —

I hereby certify that I am handicapped with an annual household income that does not exceed \$10,000. I am enclosing ONE of the following as proof that I have an impairment that limits one or more of the following activities - caring for myself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning or working:

☐ Statement from my physician

☐ Certification from two persons other than my relatives

☐ Completed Report of Confidential Social Security Benefit Information

2. The Lifeline Telephone Service is provided only at my principal place of residence in the State of Hawaii.

3. There is only one exchange access line (telephone number) serving my principal place of residence.

4. Once a year, Hawaiian Telcom will mail a State Lifeline re-certification form which I **MUST** complete, sign and mail back to Hawaiian Telcom **before the renewal deadline. Failure to return the completed and signed form will result in the discontinuation of my State credits.**

I fully understand that Hawaiian Telcom reserves the right to verify any of the statements in this application. If I knowingly make any false statements concerning my State Lifeline qualifications, I agree to pay all charges to return my service to regular rates, and to pay the difference between regular rates and Lifeline rates retroactive to the date when the application was made. I understand that Lifeline is a government benefit program and consumers who willfully make false statements to fraudulently obtain the benefit can be punished by fines and/or imprisonment and/or can be barred from the program. I hereby certify that I have read the State Lifeline qualifications and have check-marked the appropriate box/boxes.

I acknowledge that I have read, understand and agree to the terms and requirements of the State Lifeline program. I authorize Hawaiian Telcom to apply my state Lifeline discount to my landline service.

Customer Name (Please Print)

Telephone Number to Receive Lifeline Discount

Customer Service Address

☐ Permanent

☐ Temporary

City

Zip Code

Customer Billing Address (if different)

City

Zip Code

Customer Last 4 digits of Social Security #

Customer Date of Birth (mm/dd/yyyy)

Daytime Contact Number

Customer Signature

Date

Please complete the customer information section above. All information provided by Hawaiian Telcom customers will be treated as confidential and will be used by Hawaiian Telcom solely to administer the State Lifeline program.