

SOUTH HADLEY ELECTRIC LIGHT DEPARTMENT

Lifeline Terms and Conditions

FCC Plain Language Summary (Required)

Lifeline is a federal benefit program.

Only one Lifeline benefit is allowed per household, not per person.

If you qualify, Lifeline provides a **monthly discount on broadband internet service**. You may qualify based on your **income** or participation in certain **government assistance programs**.

You must:

- **Use your Lifeline service at least once every 30 days**
- **Re-certify your eligibility every year**
- **Tell your provider within 30 days** if you no longer qualify

Your Lifeline benefit:

- **Is non-transferable**
- **Has no cash value**
- **Cannot be combined with another Lifeline benefit**

If you give false information or receive more than one Lifeline benefit, you may:

- Lose your Lifeline service
- Be fined or imprisoned
- Be permanently removed from the Lifeline program

SOUTH HADLEY ELECTRIC LIGHT DEPARTMENT

FCC Lifeline Broadband Disclosure

Massachusetts Residents

Effective Date: JANUARY 1, 2026

Program Disclosure (FCC Required)

Lifeline is a **universal service administrative company** (USAC) under the direction of the **Federal Communications Commission (FCC)**. Lifeline provides a **monthly discount on qualifying broadband internet service** for eligible low-income consumers.

- Lifeline is **limited to one benefit per household**
- The Lifeline benefit is **non-transferable**
- Consumers who willfully make false statements to obtain Lifeline benefits may be punished by fine or imprisonment and may be barred from the program

Eligibility Disclosure

You qualify for Lifeline if you:

- Participate in a qualifying government assistance program **or**
- Meet FCC income eligibility requirements

Eligibility is verified through the **National Lifeline Verifier** and the **National Lifeline Accountability Database (NLAD)**.

One Benefit Per Household (FCC Rule)

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

Only **one Lifeline benefit per household** is permitted, regardless of the provider.

Service Description (FCC Disclosure)

This Lifeline-supported service provides **broadband internet access** that meets or exceeds FCC Lifeline minimum service standards.

Service Details May Include:

- Download and upload speeds consistent with FCC Lifeline requirements
- A monthly data allowance (if applicable)
- Network management practices consistent with federal regulations

Specific plan details, speeds, and data limits are disclosed at enrollment.

Rates and Fees (FCC Disclosure)

- The Lifeline discount is applied **monthly**
- Lifeline service **may be free or discounted**, depending on the plan
- **No activation fees** for Lifeline service
- **No early termination fees** for Lifeline service
- Optional equipment or replacement fees may apply and will be disclosed before enrollment

Device Disclosure (If Applicable)

If a device is provided:

- Devices may be **new or refurbished**
- Devices are provided **as-is** with applicable warranty terms
- Lost, stolen, or damaged devices may be subject to replacement fees

Usage Requirement (FCC Rule)

To remain enrolled, you must use your Lifeline-supported broadband service **at least once every 30 consecutive days**.

Failure to meet the usage requirement will result in **de-enrollment**, as required by FCC rules.

Annual Re-Certification (FCC Rule)

All Lifeline subscribers must **re-certify eligibility every year**.

Failure to complete re-certification by the deadline will result in **loss of Lifeline benefits**.

Subscriber Responsibilities (FCC Disclosure)

By enrolling, you agree to:

- Provide **accurate and truthful information**
- Notify your provider within **30 days** if you no longer qualify
- Respond to re-certification and usage notices
- Comply with all **FCC and USAC Lifeline rules**

De-Enrollment Disclosure

You may be de-enrolled if:

- You are no longer eligible
- You fail to re-certify
- You do not meet usage requirements
- You receive more than one Lifeline benefit
- You request cancellation

After de-enrollment, standard broadband rates may apply or service may end.

No Cash Value (FCC Disclosure)

The Lifeline benefit:

- Has **no cash value**
- Cannot be redeemed for cash, credit, or non-qualifying services

Changes to Service or Terms

These Terms & Conditions may be updated to comply with **FCC, USAC, or Massachusetts regulatory changes**. Continued use of Lifeline service constitutes acceptance of updated terms.

Complaints and Consumer Rights (FCC Required)

If you have a complaint about Lifeline service:

1. Contact us first using the information below
2. You may also file a complaint with the **FCC Consumer Complaint Center**

Contact Information

Provider Name: SOUTH HADLEY ELECTRIC LIGHT DEPARTMENT

Customer Support Phone: 413-536-1050

Email: customerservice@sheld.org

Website: sheld.org

For general Lifeline information, consumers may visit USAC's Lifeline program resources.