

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 **federal benefit program** administered by the **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
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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
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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
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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**
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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
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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**
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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.