NOTICE

To All Customers of NDTC
Telecommunications Services

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The Public Service Commission of North Dakota designated North Dakota Telephone Company (NDTC) 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.

NDTC 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 such as 911 and enhanced 911
- Broadband Internet access service which includes the capability to send data to and receive data from the internet, but excludes dial-up service.

Voice telephony service is provided at rates which start at $22.00 per month for residential customers and $37.00 per month for business line customers. Broadband Internet access service is provided at rates which start at $39.95 per month for residential and business customers. Use of these services may result in added charges including taxes, surcharges, and fees.

NDTC also offers 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 broadband. In addition, the phone or broadband service you order from NDTC must meet certain minimum service standards. The Lifeline voice service also includes toll blocking to qualifying customers without charge. As of December 1, 2020, the discount provided under the Company's Lifeline service is $9.25 each month for internet and $5.25 each month for stand-alone voice service that the customer qualifies.

NDTC also offers Enhanced Lifeline Support for Tribal Lands in addition to the standard benefit amount of $9.25, eligible residents of federally-recognized Tribal lands who are receiving service from facilities-based service providers will receive an additional Lifeline discount of up to $25 per month. They may also receive a one-time reduction to the telephone service connection charges up to $100 at their primary residence.

A household is eligible for the Lifeline discount if the customer's annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer's household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA-Section 8)
- Veterans and Survivors Pension Benefit

Qualifying Tribal Programs – Enhanced Lifeline Support:

- Bureau of Indian Affairs General Assistance
- Head Start (only those households meeting the income qualifying standard)
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations

Consumers can apply through the National Verifier at www.lifelinesupport.org or submit a paper application with documentation to the Lifeline Support Center. NDTC is no longer able to accept documentation to determine Lifeline or Enhanced Lifeline Support eligibility.

Please call NDTC if you have any questions.