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LOCAL EXCHANGE SERVICE

4. Local Exchange Services (Cont'd)

4.9 Lifeline Service

A. General

Lifeline Service is a government benefit program established by the Federal Communications Commission (FCC) and Missouri Public Service Commission (Commission) and is available to qualifying low-income subscribers for certain residential telecommunications services. The terms and conditions of Lifeline service, including monthly discount amounts, are set forth in rules established by the FCC and Commission and available at the Company's office.

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In addition, the terms and conditions of Lifeline service are available on the Company's website as follows: <https://www.nemr.net/voice/lifeline-service/>.

Disabled Service

Disabled Service is a government benefit program established by the Missouri Public Service Commission (Commission) as part of the Missouri Universal Service Fund (MoUSF). It is a residential retail service that offers a qualifying disabled customer reduced charges for certain telecommunications services. The terms and conditions of disabled service, including monthly discount amounts, are set forth in rules established by the Commission and available at the Company's office.

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows: <https://www.nemr.net/voice/lifeline-service/>.

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