

January 1, 2014

JOHN SMITH
123 MAIN ST
WASHINGTON, DC 20036

Dear JOHN SMITH:

Our records show that you receive a Lifeline benefit on more than one telephone or cell phone service. Lifeline is a U.S. government benefit program that is available to qualifying consumers. Federal law prohibits you from receiving more than ONE Lifeline-supported service at the same time, and only ONE Lifeline service for your household. According to our records, you currently receive Lifeline benefits on phone service from the following companies:

Company 1 with phone number 2021234567
Company 2 with phone number 2029876543

You must take action within 35 days from the date of this letter to continue to receive ONE Lifeline benefit from the telephone or cell phone company of your choice and, if applicable, to avoid future unwanted charges on your phone bill. ***You must choose ONE of the following options in response to this letter:***

1. If you wish to continue receiving a Lifeline benefit **only from Company 1**, you need to do nothing.
 - This selection will be made automatically if you do not respond to this letter.
 - After 35 days from the date of this letter, you will no longer receive a Lifeline benefit from **Company 2**.
 - **Company 2** will remove your Lifeline discount from your bill or service, which may increase the amount you have to pay each month or cause an interruption to your phone service. If you want to either make changes to your service to fit your budget or disconnect your service, you must contact **Company 2 at 888-111-1111**.
2. If instead you wish to continue receiving a Lifeline discount **only from Company 2**:
 - Call 1-866-212-9729 within 35 days of the date of this letter to select this single company as your preferred Lifeline discounted provider.
 - Once you make this selection, you will no longer receive Lifeline-supported service from Company 1. **If your service with Company 1 is a pre-paid or cell phone service** you may continue to use that cell phone company's service if you purchase additional service or minutes at the company's standard (non-Lifeline-supported) prices.
 - **If Company 1 is a landline or billed service**, you will be billed at the company's standard (non-Lifeline-supported) prices. If you want to either make changes to your service to fit your budget or disconnect your service, you must contact **Company 1 at 888-000-0000**.

Should you have any questions concerning this notification or need further assistance with your Lifeline discount selection, please call 1-866-212-9729 within 35 days of the date of this letter.

Sincerely,
The Universal Service Administrative Company (USAC)

WARNING: Lifeline is a U.S. government benefit program, and consumers that willfully make false claims to obtain Lifeline support can be punished by fine or imprisonment, or can be barred from the program.