

Hickory Telephone Company

QUESTION 1: How does your company plan to educate your customers about the changes to benefits and eligibility? Are you going to do billing inserts? Are you planning anything more interactive? **We plan to do the required bill inserts twice a year**

QUESTION 2: What type of services will Lifeline customers be eligible to receive? **Phone or broadband (10 /1Mbps)**

QUESTION 3: Do the Companies have any plans to offer additional discounts, or promotional items like modems? **No**

Terri Jeffers

Hickory Telephone Company

HTC Communications

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