



Lifeline-Supported Services Minimum Standards

A reminder that beginning December 1, 2018, the Lifeline minimum service standards will increase as follows:

- Fixed Broadband – 18/2 with 1000GB of usage per month
 - Exception - if 18/2 is unavailable at the subscriber's location, the Lifeline benefit can be applied toward the **highest** performing fixed broadband residential offering available but must be at least 4/1
- Mobile Broadband – 2 GB/month with 3G or better mobile technology
- Mobile Voice – 1,000 minutes per month
- Fixed voice – No minimum service standard

If the subscriber is receiving a bundled service, the Lifeline benefit must be applied to one of the services in the bundle and the service it's applied to must meet the minimum standards.

Please contact Courtney Spears (830.895.7221, cspears@gvnw.com) or Steve Gatto (830.895.7226, sgatto@gvnw.com) with any questions or concerns.