

### **The Universal Telephone Service Assistance Program (UTSAP)**

The Universal Telephone Service Assistance Program (UTSAP) assists qualified low-income customers by providing additional assistance to the Universal Telephone Assistance programs. UTSAP is funded by voluntary contributions from Illinois ratepayers. Metronet customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included on their monthly telephone bill.

Customers may designate an amount to be included each month from these choices:

<u>Residential Customer:</u>	\$0.50; \$1.00; \$2.00; or \$5.00
<u>Business Customer:</u>	\$1.00; \$5.00; \$10.00; or \$25.00

Customers may also elect to make a one-time contribution to the UTSAP Administrator. Metronet will collect and remit the one-time contributions on behalf of the customers to the UTSAP Administrator.

The address of the UTSAP Administrator is:

Post Office Box 1176  
Springfield, Illinois 62705-1176

Please note that voluntary contributions to the UTSAP will not reduce a Customer's bill and that failure to remit the entire balance due will reduce the UTSAP contribution accordingly. All customers may elect to discontinue or change their monthly contribution at any time upon providing at least 30 days' notice to Metronet.

Please contact Metronet at 1-877-407-3224 to apply for assistance or make a contribution to the Universal Telephone Service Assistance Program.