

SPECIAL HELP PROGRAMS

THE LIFELINE SERVICE

Lifeline Service is available in the following serving areas: Bluegrove, Joy, parts of Lake Arrowhead, Lake Kickapoo, Scotland and Windthorst. The Federal Communications Commission and the Public Utility Commission of Texas have established the Lifeline Service program to make communications services more affordable for eligible customers. Lifeline Service is a program to make communications services available at reduced rates to eligible residential customers. Lifeline provides a discount on the monthly service of up to \$9.25 per month for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service but may not receive a discount on both services at the same time. Lifeline also supports broadband and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household. Customers may also qualify for a state discount on the local voice telephone service.

Information about customers who qualify for Lifeline Service may be shared between state agencies and Community Telephone Company, Inc.

WHO QUALIFIES?

You are eligible for Lifeline Service if your annual household income is at or below 135% of the federal poverty guidelines (150% for State Lifeline support) or in your household resides a person who receives or has a child who receives benefits from at least one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Pension
- Temporary Assistance for Needy Families (TANF)**
- Low Income Home Energy Assistance Program (LIHEAP)**
- Health benefits coverage under the state Children's Health Insurance Program (CHIP)**
- National School Lunch Program-Free Lunch Program**

**These programs no longer qualify for the \$9.25 federal lifeline discount as of December 2, 2016; however, you may be eligible for the state discount.

Lifeline Service customers subscribed to voice service will have an unlimited number of minutes for calls made within their local calling area. Lifeline discounts do not apply to optional custom calling features, long distance service, connection charges, or other miscellaneous charges. Lifeline customers may elect to subscribe to toll blocking at no charge.

Lifeline service is limited to one discount per household, and households are not permitted to receive Lifeline benefits from multiple providers. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person. Information about customers who qualify for Lifeline service may be shared between state agencies and Community Telephone Company, Inc.

HOW DO TELEPHONE CUSTOMERS APPLY FOR LIFELINE SERVICE?

Medicaid, Supplemental Nutrition Assistance Program (SNAP) and SSI recipients:

If you have telephone service and participate in one of the programs listed above, or your annual household income is at or below 135% of the federal poverty guidelines (150% for state Lifeline support), and you are not receiving the Lifeline Service reduction, please contact the Low-Income Discount Administrator (LIDA) at 1-866-454-8387 (1-866-4-LITE-UP).

FPHA and LIHEAP recipients:

If you have telephone service and participate in one of the programs listed above, or your annual household income is at or below 150% of the federal poverty guidelines, and you are not receiving the State Lifeline Service reduction, you need to contact the Low-Income Discount Administrator (LIDA) at 1-866-454-8387 (1-866-4-LITE-UP) to request a blank self-certification form for Lifeline Service. Once you receive the form, complete and sign it and mail it back to LIDA. Once approved by LIDA, you will see the eligible Lifeline Service reduction in your monthly bill within sixty days.

Low-Income Standard

If you do not participate in any of the programs listed above and believe your household income is at or below 135% of the federal poverty guidelines and you currently have telephone service, call LIDA at 1-866-454-8387 (1-866-4-LITE-UP) to request a blank self-certification form for Lifeline Service. Once you receive the form, complete and sign it and mail it back to LIDA. Once approved by LIDA You will see the eligible Lifeline Service reduction in your monthly bill within sixty days.

SERVICES FOR DISABLED PEOPLE

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Health and Human Services - Office of Ombudsman at (512) 407-3250 or via email at dhhs@hpsc.state.tx.us. Hearing and speech-impaired individuals may contact the

Texas Department of Health and Human Services through Relay Texas at

711

or

1-800-735-2989

or

<https://www.hhs.texas.gov/services/disability/deaf-hard-hearing/stap-services>.

This program is open to all individuals who are residents of Texas and have a disability.