

## **LIFELINE LOW INCOME ASSISTANCE PROGRAM**

You may be eligible for a discount of up to \$9.25 on your monthly charges.

Lifeline is a government benefit program that provides monthly discounts on ONE telephone service (wireline or wireless) or ONE broadband service (mobile or fixed) for low-income consumers. Lifeline is a non-transferable benefit and is available to eligible low-income consumers in every state, territory, common wealth and on Tribal lands. You must be eligible to enroll, and you must re-certify your eligibility with the service provider every year. Federal rules prohibit eligible consumers from receiving more than one Lifeline service per household.

Through the assistance program administered by the Federal government called “Lifeline”, eligible individuals who are currently receiving benefits via one of the following programs may also be eligible for a discount on their Basic Telephone Service. Plains Telephone does not provide any type of special telephony service plan for Lifeline subscribers. Your voice Lifeline program does not include any free minutes of use for toll. Plains offers unlimited local calling. Please contact the business office for long distance rates. Toll blocking is available at no charge for low income customers that qualify.

Individuals may qualify for this discount by being a participant in one of the following programs:

- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Veteran’s Pension or Survivors Pension
- Income-based eligibility
- Tribal eligibility programs

Participation in a Federal program alone, such as Social Security, does not constitute eligibility for these phone charge discounts. The legislature expanded eligibility to include all residents who have a monthly household gross income at or below 135 percent of the federal poverty level. Lifeline is a government assistance program, service is non-transferable.

Port Freezes:

If you decide to apply the Lifeline discount to your home phone service, you must stay with that company for at least two months.

Only eligible customers may enroll and the program is limited to one discount per household. To determine if you are eligible, please go to [Do I Qualify?](#) This will walk you through a few questions and inform you if you qualify for the discount. To apply for the Lifeline discount, please complete the form and return it with the proper documentation to the Plains office and

we will then verify your eligibility. [Please click here for the Lifeline Application](#) or contact the business office.

If you received a recertification letter from USAC please follow the directions in that letter. The subscriber must then respond to the letter by completing their recertification one of three ways:

- 1. Phone: Call a toll-free number and complete the prompts from an automated voice response system.
- 2. Online: Complete an online form using the USAC-maintained recertification website.
- 3. Mail: Complete, sign, and return a hard-copy recertification form via U.S. Mail.

You may also receive a robo-call as a reminder to complete your recertification.

If you have questions or need to contact the Plains Cooperative Telephone Association business office, please call (970)358-4211. Visit [www.lifelinesupport.org](http://www.lifelinesupport.org) for more details about getting connected to the program.