

Get Connected !

DO YOU NEED HELP PAYING FOR TELEPHONE SERVICE?

Two forms of financial assistance are available through local telephone companies in Idaho to help qualified low-income individuals pay for telephone service.

- ☎ The Idaho Telephone Service Assistance Program (ITSAP) provides a monthly “lifeline assistance” discount for local phone service.
- ☎ The Link Up America program cuts one-half (up to \$30) off the cost of having telephone service installed.

If you have questions regarding these assistance programs, please contact your local telephone company office, your local Community Action Partnership (CAP) office or the Idaho Public Utilities Commission (IPUC).

HOW MUCH WILL I SAVE?

Idaho Telephone Service Assistance Program

- ☎ Up to \$13.50 off your local telephone bill
- ☎ No monthly ITSAP surcharge
- ☎ No additional monthly charge or set-up fee for local only/toll restricted service if you agree to have access to long distance service blocked.
- ☎ Deposit waived if service is toll-restricted

The ITSAP discount applies to only one telephone line per household.

Link Up America

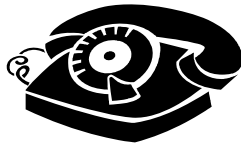
- ☎ One-half installation or activation charge, up to \$30.

For example, if the installation charge is \$30, a 50% discount will save you \$15. The balance of the installation charge will be on your first month’s bill.

WHO IS ELIGIBLE?

Any residential customer who is:

- ☎ Head of the household
- ☎ Income eligible (income cannot exceed 133% of federal poverty guideline)
- ☎ Name and telephone number for applicant must match telephone company records



HOW DO I APPLY FOR ITSAP?

- ☎ Apply at a Community Action Partnership office or with an Idaho Department of Health and Welfare Regional Office.
- ☎ If you are eligible, your name and telephone number will be forwarded to your local telephone company.
- ☎ The monthly discount will begin within 60 days if your name and number match the telephone company's records.

DO I NEED TO APPLY FOR ITSAP EVERY YEAR?

Yes. Your eligibility must be renewed each year.

HOW DO I APPLY FOR LINK UP ASSISTANCE?

The ITSAP application form is used for both the ITSAP and Link Up assistance programs.

IS TELEPHONE ASSISTANCE AVAILABLE FOR CELLULAR (WIRELESS) SERVICE?

There are some wireless carriers that offer the telephone assistance discounts. See the list of **Eligible Telecommunication Carriers** (<http://www.puc.idaho.gov/CONSUMER/ETC.PDF>) on the Commission's website. If you already receive assistance on the landline in the household, you cannot receive a discount for cellular.

WHAT IF I LIVE ON TRIBAL LANDS?

A customer living on tribal lands may be eligible for additional financial assistance towards the cost of local telephone service above the current maximum award of \$13.50. Contact your tribal office or your local Community Action Partnership office for more information.

MORE INFORMATION ABOUT ITSAP AND LINK UP AMERICA

The Federal Communications Commission's (FCC) Universal Service Fund provides a discount of up to \$10.00 on each monthly telephone bill. An additional discount of \$3.50 is provided by the Idaho Telephone Service Assistance Program resulting in a **maximum** monthly savings of \$13.50 for eligible customers.

ITSAP provides a communication "lifeline" to those who might not otherwise be able to afford telephone service. It also enhances the value of service for everyone by increasing the number of people who can be reached on the telephone network. A small surcharge is applied to every Idaho telephone line each month to reimburse local telephone companies for the cost of state discounts under ITSAP. The IPUC reviews the surcharge annually and may increase or decrease the surcharge.

Link Up America was established by the FCC to encourage low-income households without service to connect to the telephone network.