

# LIFELINE INFORMATION – ELECTRA TELEPHONE COMPANY

## Lifeline Service

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The Lifeline Program is a federal program that provides a credit of \$9.25 monthly on your communications services bill to eligible low-income households. If you qualify for the Federal Lifeline Credit you also qualify for a monthly State Lifeline Credit of \$3.88. However, if you qualify under one of the State programs that is not a Federal option, you will only receive the State Lifeline Credit. The Federal Lifeline Credit can be applied to either wireless or landline telephone, home internet or a cell phone data plan. In areas where Broadband speeds are not at or above minimum standards for Lifeline-supported services, you must be offered at least 4/1 download/upload.

Lifeline customers are required to remain with their service provider for a minimum of 60 days for voice service and 12 months for broadband services. Bundled service offerings where both voice and broadband meet the minimum service standards will be subject to the default 12-month port freeze. At the end of a subscriber's port freeze, the subscriber may continue receiving the Lifeline benefit on a month-to-month basis or transfer to another provider. If you chose to switch carriers, a new benefit port freeze period will begin with the new carrier. The Port Freeze will be eliminated on March 19, 2018.

## FREQUENTLY ASKED QUESTIONS

### Am I Eligible?

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There are two ways to qualify for the Lifeline Program.

#### One: Income-Based Eligibility

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If your household's income is at or below 135 percent of the federal poverty guidelines, you may be eligible for a Lifeline Program discount. To determine if your household meets the criteria, use our [federal poverty guidelines eligibility chart](#). This chart is updated each year.

Find the total number of members of your household in the left column and your household location and if your household is at or below the listed household income, your household may be eligible for a Lifeline Program discount.

#### Two: Program-Based Eligibility

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If you, or someone in your household, participate in one of the following federal or state assistance programs, you may be eligible for a Lifeline Program discount.

##### Federal Eligibility Programs

- Federal Public Housing Assistance (FPHA) or Section 8;
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
- Medicaid;
- Supplemental Security Income (SSI);
- Veterans and Survivors Pension Benefit; and
- Income Poverty Level – at or below 135%

##### State Eligibility Programs

- Low Income Heat and Energy Assistance Program (LIHEAP)
- National School Lunch Program (free Lunch Program Only)
- Temporary Assistance for Needy Families (TANF)
- Children's Health Insurance Program
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

### Are there any Restrictions?

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Only one Lifeline Program discount (either wireless or landline telephone, home internet or a cell phone data plan) is allowed per household. The definition of a "household" is anyone living at an address (including children, relatives, people not related to you, etc.) who share income(s) and household expenses.

### How do I apply for Lifeline?

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If your household is eligible through the programs listed, you will automatically qualify for Lifeline Service. If you qualify but are not receiving the discount or have questions, please contact the Low Income Discount Administrator (LIDA) at 1-866-454-8387.

### What proof of eligibility do I need to provide?

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#### Program-Based Eligibility Documentation

If you are applying based on federal or state program-based eligibility, LIDA should have your information on file. The Health and Human Services provides this information to LIDA.

#### Income-Based Eligibility Documentation

If you are applying based on your household's income being at or below 135 percent of the federal poverty guidelines, you must provide your service provider with income documentation. Acceptable documentation includes:

- Current income statement from an employer
- Prior year's state, federal or Tribal tax return
- A Social Security statement of benefits

- A Veterans Administration statement of benefits
- A retirement or pension statement of benefits
- An Unemployment or Workers' Compensation statement of benefits
- A federal or Tribal notice letter of participation in General Assistance
- A divorce decree
- A child support award
- Other official document containing income information