

# Low-Income Telephone or Broadband Internet Access Service Assistance Program

## ***Lifeline***

Lifeline is a plan that assists qualified low-income lowans by providing a monthly reduction of \$9.25 on their local telephone bill or Broadband Internet Access Service (“BIAS”) bill.

You may only receive low-income assistance from one wireline or wireless telephone provider, or one BIAS provider per household.\*

### **\*NOTE:**

*A “Household” is defined as any individual or group of individuals who are living together at the same address as one economic unit. An “economic unit” consists of all adult individuals contributing to and sharing in the income and expenses of a household.*

## ***Eligibility Requirements***

To be eligible for Lifeline assistance, you must meet income-based criterion currently defined as at or below 135 % of the Federal Poverty Guidelines (see table inside) **OR** participate in at least one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans and Survivors Pension Benefit

In addition, you must not currently be receiving Lifeline assistance, and no other person in your household\* can be subscribed to the Lifeline program.

## ***To Apply for Lifeline:***

1. Complete the certification form attached to this brochure, (please include any supporting documents) and submit it to your local telecommunications or BIAS provider’s business office. Contact information can be found on your bill or in your local telephone directory.
2. Re-certification forms are mailed to all subscribers every year. When you receive a re-certification form, complete and return it to your local telecommunications or BIAS provider within 30 days. Re-certification is mandatory and your telecommunications or BIAS provider will suspend your eligibility for low-income assistance if you do not return the re-certification form.

# Federal Government Lifeline Program for Low-Income Telephone or Broadband Internet Access Service Assistance

**Revised: December 2016**



**Courtesy of:**

**The Iowa Communications  
Alliance, Iowa Utilities Board,  
and  
Heart of Iowa Communications  
Cooperative, your Local  
Communications Provider**

# 135 percent of federal poverty guidelines

(As of January 25, 2016)

Number of people living in home	Household Income (at or below)
1	\$16,038
2	\$21,627
3	\$27,216
4	\$32,805
5	\$38,394
6	\$43,983
7	\$49,586
8	\$55,202
* For each additional person	Add \$5,616

## Application Checklist

Please provide the following information:

1. A signed and completed Lifeline assistance certification form.
2. A copy of one of the following if applying based on the size and income level of a customer's household:
  - Last year's federal or state income tax return
  - Current annual income statement from employer
  - Paycheck stubs for most recent three consecutive months
  - Social Security statement of benefits
  - Veteran's Administration statement of benefits
  - Retirement or pension statement of benefits
  - Unemployment or worker's compensation statement of benefits
  - Letter of participation in general assistance
  - Divorce decree or child support documentation

3. Supporting documentation of program-based eligibility if applying based on participation in any programs listed on the back of this brochure.

Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, a notice, letter or documents of participation in a qualifying assistance program, or another official document demonstrating that you, or one or more of your dependents, or your household receives benefits from a qualifying assistance program. **Federal law requires your provider to review and securely retain this documentation. Federal law also prevents your provider from sharing these documents with unauthorized persons.**

For questions, please call your local telecommunications or BIAS provider.