

West Virginia Department of Health and Human Resources
Tel-Assistance / Lifeline Service Fact Sheet
For Qualified Low-Income Customers of Participating Telephone Companies

Tel-Assistance/Lifeline is a telephone service that provides a discount to eligible low-income customers to help them maintain telephone service. Only one Tel-Assistance/Lifeline service is permitted per household. To qualify, the bill must be in your name.

What type of discount is available?

Tel-Assistance/Lifeline lowers the cost of basic, monthly local telephone service by giving eligible consumers a discount on telephone service. These services may vary by Telephone Company. If you have questions regarding your Tel-Assistance/Lifeline service, contact your selected telephone company for details.

How do I know if I am eligible?

To qualify for Tel-Assistance/Lifeline service your household income must be at or below 135% of the Federal Poverty Guidelines (see below) or participate in at least one of the following programs:

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| ✓ Emergency Assistance (EA) | ✓ School Clothing Allowance (SCA) |
| ✓ Federal Public Housing Assistance or Section 8 | ✓ Supplemental Nutrition Assistance Program (SNAP) |
| ✓ Low-Income Energy Assistance Program (LIEAP) | ✓ Temporary Assistance for Needy Families (TANF) |
| ✓ WV Children's Health Insurance Program (WV CHIP) | ✓ National School Lunch program (free program only) |
| ✓ Medicaid | ✓ Any other state or federal means-tested programs. |

135% of the Federal Poverty Guidelines

People in household	Total Annual Income (at or below)
1 person.....	\$15,080
2 person.....	\$20,426
3 person.....	\$25,772
4 person.....	\$31,118
5 person.....	\$36,464
Each additional person.....	Add \$5,346

To qualify based on your income you must verify all household income by providing copies of one or more of the documents listed below:

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| ✓ Current Income Statement from employer or past 3 months of paystubs | ✓ Unemployment/Worker's Compensation benefit statement. |
| ✓ Most recent state or federal tax return | ✓ Retirement/Pension benefit statement |
| ✓ Divorce decree or child support document | ✓ Veteran's Administration benefit statement |
| ✓ Social Security benefit statement | |

How do I apply to receive Tel-Assistance/Lifeline Service?

To be eligible for Tel-Assistance/Lifeline service you must complete the enclosed application and send it to your selected telephone company. DO NOT RETURN TO DHHR.

Please read the instructions carefully. Be sure to answer all questions completely. Failure to do so may result in a delay or denial of service.