

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:

- |  |   |
|--|---|
| ✓ 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, <b>512</b>
2 person.....	\$20, <b>939</b>
3 person.....	\$26, <b>366</b>
4 person.....	\$31, <b>793</b>
5 person.....	\$37, <b>220</b>
Each additional person.....	Add \$5, <b>427</b>

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

- |   |   |
|---|---|
| ✓ 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.