



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)
- ✓ Federal Public Housing Assistance or Section 8
- ✓ Low-Income Energy Assistance Program (LIEAP)
- ✓ WV Children’s Health Insurance Program (WV CHIP)
- ✓ Medicaid
- ✓ School Clothing Allowance (SCA)
- ✓ Supplemental Nutrition Assistance Program (SNAP)
- ✓ Temporary Assistance for Needy Families (TANF)
- ✓ National School Lunch program (free program only)
- ✓ 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.....	\$15,890
2 persons.....	\$21,506
3 persons.....	\$27,122
4 persons.....	\$32,738
5 persons.....	\$38,354
Each additional person.....	Add \$5,616

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 pay stubs
- ✓ Most recent state or federal tax return
- ✓ Divorce decree or child support document
- ✓ Social Security benefit statement
- ✓ Unemployment/Worker’s Compensation benefit statement
- ✓ Retirement/Pension benefit statement
- ✓ Veteran’s Administration 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 WV 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.