



# NEWS & INFORMATION

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September 9, 2009

**For Immediate Release**

18-09

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## **Telephone assistance is available to low-income lowans**

By proclamation of Governor Chet Culver, Iowa joins the nation in recognizing Lifeline Awareness Week September 14-20, 2009, to let low-income lowans who need it know that financial assistance for basic local telephone service is available. Telephone service provides a connection to local resources and emergency services that can save and improve lives. This assistance helps low-income lowans get connected to and maintain telephone service.

Many eligible low-income families and individuals in Iowa are not currently receiving this assistance because they are not aware of it. They can receive and maintain certification in the Lifeline/Link-Up telephone assistance program by completing and submitting a simple application form and any periodic eligibility verification forms they may receive. They may also be required to provide a copy of documentation proving they meet criteria for participation.

Link-Up assists qualified low-income lowans in obtaining basic phone service by reducing connection charges by 50 percent or \$30 (whichever is less) and deferring the payment of the discounted connection charges without interest. Lifeline assists participating customers by providing a monthly bill reduction of up to \$10. Households that participate in any of the following should qualify: Medicaid, the Supplemental Nutrition Assistance Program, Supplemental Security Income Program, Federal Public Housing Assistance Program, Low-Income Home Energy Assistance Program, Temporary Assistance to Needy Families Program, or the National School Lunch Program. People may also qualify based on income guidelines.

Please contact your local telephone company if you have any questions about Lifeline and Link-Up assistance or its application and verification processes. Customers not in the program but interested in learning about qualification may contact their phone service provider or contact the Iowa Utilities Board toll free at 1-877-565-4450. The IUB Web site, [www.state.ia.us/iub](http://www.state.ia.us/iub), has more information and an application form.

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