



NEWS & INFORMATION

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Telephone assistance is available to help low-income lowans

The Iowa Utilities Board (IUB) reminds low-income lowans who may need it that financial assistance for basic local telephone service is available to them. Telephone service provides a connection to local resources and emergency services that can save and improve lives. The Lifeline/Link-Up telephone assistance program 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 simply because they are unaware of it. They can receive and maintain certification in this 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 that maintain only cellular telephone service may still be eligible to receive this financial assistance if their wireless carrier participates in this program. Customers not in the program but interested in learning about qualification should contact their phone service provider or contact the Iowa Utilities Board toll free at 1-877-565-4450. More information and an application form are available at www.state.ia.us/government/com/util/consumer_information/lifeline_linkup.html.

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