

Get Connected !

HOW CAN I GET HELP PAYING FOR TELEPHONE SERVICE?

Financial assistance is available through telephone companies in Idaho to help qualified low-income individuals pay for telephone service. Contact your telephone company, local Community Action Partnership (CAP) office or the Idaho Public Utilities Commission (IPUC) for more information about the Idaho Telephone Service Assistance Program (ITSAP).

HOW MUCH WILL I SAVE?

- ❖ \$11.75 off your monthly telephone bill
- ❖ No monthly ITSAP surcharge
- ❖ No additional monthly charge or set-up fee for local only/toll restricted service if you agree to have access to long distance service blocked
- ❖ Deposit waived if service is toll-restricted

The ITSAP discount applies to only one telephone number per household.

WHO IS ELIGIBLE?

Any residential customer who is:

- ❖ Head of the household
- ❖ Income eligible (income cannot exceed 135% of federal poverty guideline) or a participant in one of the following federal assistance programs:
 - Medicaid
 - Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (Section 8)
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance to Needy Families (TANF)
 - National School Lunch Program's Free Lunch Program
 - Head Start
- ❖ Name and telephone number for applicant must match telephone company records

HOW DO I APPLY FOR ITSAP?

- ❖ Apply at a Community Action Partnership office or with an Idaho Department of Health and Welfare Regional Office.
- ❖ If you are eligible, your name and telephone number will be forwarded to your local telephone company.
- ❖ The monthly discount will begin within 60 days if your name and number match the telephone company's records.

DO I NEED TO APPLY FOR ITSAP EVERY YEAR?

Yes. Your eligibility must be renewed each year.

IS TELEPHONE ASSISTANCE AVAILABLE FOR CELLULAR (WIRELESS) SERVICE?

Some wireless carriers offer telephone assistance discounts. See the list of **Eligible Telecommunication Carriers** (<http://www.puc.idaho.gov/telecom/etc%20list.PDF>) on the Commission's website. If you already receive assistance for landline service, you cannot receive an additional discount for cellular service.

WHAT IF I LIVE ON TRIBAL LANDS?

Under programs established by the Federal Communications Commission, a customer living on tribal lands may be eligible for additional financial assistance towards the cost of local telephone service. Assistance is also available for the cost of setting up new telephone service. Contact your tribal office or your local Community Action Partnership office for more information.

MORE INFORMATION

The Federal Communications Commission's (FCC) Universal Service Fund provides a discount of \$9.25 on each monthly telephone bill. An additional discount of \$2.50 is provided by the Idaho Telephone Service Assistance Program (ITSAP) resulting in a monthly savings of \$11.75 for eligible customers.

ITSAP provides a communication "lifeline" to those who might not otherwise be able to afford telephone service. It also enhances the value of service for everyone by increasing the number of people who can be reached on the telephone network. A small surcharge is applied to every Idaho telephone line each month to reimburse local telephone companies for the cost of state discounts under ITSAP. The IPUC reviews the surcharge annually and may increase or decrease the surcharge.