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Lifeline telephone assistance program helps income-eligible lowans stay connected to vital services

National Lifeline Awareness Week is September 14-20

(Des Moines) – National Lifeline Awareness Week is September 14-20, 2015, and the Iowa Utilities Board is partnering with other state utility commissions, the Federal Communications Commission (FCC), and the National Association of Regulatory Utility Commissioners, to inform eligible Iowa consumers about available benefits and requirements of the Lifeline telephone assistance program.

Having telephone service is essential for staying connected with family, to find job opportunities, locate vital community and health care resources, and to call for help in an emergency. Lifeline is a federal government benefit program that provides income-eligible lowans with financial discounts on monthly telephone service bills. If eligible, the program provides a \$9.25 monthly credit for one telephone connection, either wireline or wireless, per qualified household.

Qualified subscribers on tribal lands are eligible for a substantial additional discount on their basic telephone service and are encouraged to check with their provider for the current rates.

Lifeline can potentially assist thousands of Iowa households. The Board helps promote Lifeline Awareness Week to remind consumers and telephone service providers about eligibility and other rules, including the annual recertification requirement, to make this program as efficient and effective as possible.

To become certified, Iowa consumers must have an annual household income at or below 135 percent of the [federal poverty guidelines](#) or participate in other federal public assistance programs, such as the Low-Income Home Energy Assistance Program (LIHEAP) or Supplemental Nutrition Assistance Program (SNAP). Potential participants are required to provide supporting documentation for family income or assistance program participation when applying for certification in the Lifeline program. Once enrolled, it is mandatory that all Lifeline-certified participants complete and return an annual eligibility verification form to continue receiving Lifeline monthly assistance.

To apply, one must first verify that the telephone service provider of choice is a Lifeline participant. [A list of the Lifeline providers in Iowa](#), along with additional Lifeline information, is available on the Universal Service Administrative Company Website, www.lifelinesupport.org. Next, complete an [application form](#) available on the Board's web site or from participating telecommunications service providers and return the form to the chosen service provider.

(MORE)

To avoid FCC citations and fines, households currently receiving more than one Lifeline benefit must select a single Lifeline service provider and de-enroll from the program with other provider(s).

To learn more about Lifeline, go online to visit the [FCC website](#) or review the Iowa Utilities Board Lifeline Consumer Information at <https://iub.iowa.gov/lifeline>. Questions may also be directed to the Lifeline telecommunications service provider or persons may call the Board's Customer Service staff toll-free at 1-877-565-4450.

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