



**Governor Terry E. Branstad**  
**Lt. Governor Kim Reynolds**

Gerri D. Huser, Chair  
Elizabeth S. Jacobs, Board Member  
Nick Wagner, Board Member

## ***Lifeline Awareness Week, September 14-20, 2015***

### IOWA FACT SHEET

September 14-20, 2015, is **Lifeline Awareness Week** in Iowa and across the country.

Many Iowans who may be eligible under the federal Lifeline program are unaware that limited financial assistance is available to help them better afford and maintain basic telephone service for either one wireline or wireless phone service connection.

- **Approximately 31,000 eligible Iowans** (wireline and wireless customers) participated in the Lifeline telephone assistance program in 2014. **All consumers must prove their eligibility to enroll and subscribers must re-verify their eligibility every year.**
- Lifeline provides qualified Iowa households with one \$9.25 monthly telephone bill discount for a primary home landline (wireline) or cellular (wireless) telephone.
- Lifeline is a federal government benefit program that has been streamlined by the Federal Communications Commission. Eligible telephone customers are now strictly limited to Lifeline assistance for one wireline or wireless phone service per qualified household. All certified Lifeline participants must complete and return an annual re-certification form to continue Lifeline benefits.
- To avoid FCC citations and fines, households currently receiving more than one Lifeline service benefit must select a single Lifeline service provider and immediately de-enroll from the program with any other provider(s).

In addition to qualifying for Lifeline, residents of Iowa's Tribal lands should check with their telecommunications provider to inquire about potential additional benefits through the Lifeline and Link-Up telephone installation programs.

- Households eligible for or already receiving any of the following federal assistance programs may qualify for Lifeline financial assistance:
  - Medicaid
  - 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
  - National School Lunch Program

Iowans with annual household income at or below 135 percent of [federal poverty guidelines](#) may also qualify.

- To apply for Lifeline, contact the telephone company or wireless service provider of your choice to find out if they participate in the Lifeline program, then complete and return an [application form](#) along with required documentation to your telephone service provider.
- For more information about Lifeline and Link-Up, call the Iowa Utilities Board toll free at 1-877-565-4450 or visit the IUB website at <https://iub.iowa.gov/lifeline> or visit [www.fcc.gov/lifeline](http://www.fcc.gov/lifeline) and [www.usac.org](http://www.usac.org).