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## What is **LIFELINE SERVICE**

Lifeline service is a government assistance program which provides monthly discounts to eligible telecommunications services. Customers eligible for the **Federal** Lifeline discount may apply the discount to qualifying voice or qualifying broadband services while the **State** Lifeline discount may be applied to qualifying voice services only. Customers who are eligible for voice Lifeline service are also eligible for toll blocking at no charge. Colorado Valley Telephone Cooperative, Inc. (CVTC) and Colorado Valley Communications, Inc. (CVC) offers reduced rates to eligible low-income residential customers through Lifeline.

## WHO IS ELIGIBLE for Lifeline

To be eligible for the **Federal** Lifeline discount, a household's annual income must be at or below 135% of the federal poverty guidelines (see chart below to determine if you qualify) or someone in the household must receive benefits from at least one of the following programs:

Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Veterans Pension Benefit or Survivors Pension Benefit; Tribal Programs set forth in 47 C.F.R. Section 54.409(b)

To be eligible for the **State** Lifeline discount, a household's annual income must be at or below 150% of the federal poverty guidelines (see chart below to determine if you qualify) or someone in the household must receive benefits from at least one of the following programs:

Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Low Income Home Energy Assistance Program (LIHEAP); Health benefits coverage under the state Children's Health Insurance Program (CHIP); National School Lunch Program's free lunch program (NSL); or Temporary Assistance for Needy Families (TANF)

FEDERAL Lifeline Guide 2019 Poverty Guidelines 135%		STATE Lifeline Guide 2019 Poverty Guidelines 150%	
HOUSEHOLD SIZE	ANNUAL INCOME	HOUSEHOLD SIZE	ANNUAL INCOME
1	\$16,862	1	\$18,735
2	\$22,829	2	\$25,365
3	\$28,796	3	\$31,995
4	\$34,763	4	\$38,625
5	\$40,730	5	\$45,255
6	\$46,697	6	\$51,885
7	\$52,664	7	\$58,515
8	\$58,631	8	\$65,145
For each additional person, add \$5,967		For each additional person, add \$6,630	

## HOW TO ENROLL in Lifeline

If your household is eligible through the programs listed, you will automatically qualify. If you have qualifying telecommunications service and participate in one of the programs listed and you are not receiving the Lifeline service reduction, please contact the Low Income Discount Administrator (LIDA) at (866) 454-8387.

If your household meets the low income standard, you may apply to receive Lifeline service by requesting a self-enrollment form from the LIDA. The self-enrollment form must be completed by the applicant and mailed to the following address:

LITE-UP Texas  
1779 Wells Branch Pkwy.  
Suite 110B #357  
Austin, Texas 78728-7022.

## LIFELINE discounts & benefits

Lifeline service is limited to one discount per household. A household is everyone who lives in the home (including children and people who are not related to the customer) and shares income and household expenses (bills, food, etc.) A customer with Lifeline service may not transfer the Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

## WHO TO CONTACT about Lifeline

call the Low Income Discount Administrator (LIDA) toll-free at:

**1-866-454-8387**

# SERVICE DISCOUNT