

Telephone **assistance programs** available at **Qwest®** for **South Dakota** customers

In order to make telephone service more affordable for low-income households, Qwest supports the federal government's Lifeline and the Link-Up telephone assistance programs.

What do these programs provide?

- **LIFELINE** provides eligible customers with a **monthly credit** of \$8.17 to help offset the cost of their home telephone line. In order to receive this credit, the telephone service must be billed to the individual applying for telephone assistance.
- **LINK-UP** provides eligible customers with a **one-time credit** of \$12.50 to help offset the installation charge associated with their home telephone line. Customers who qualify for Lifeline assistance will also be given the Link-Up credit, if their application for telephone assistance is received within 60 days following the installation of their phone service and if they have not previously received a Link-Up credit at this address.

Who is eligible for telephone assistance?

Customers qualify for telephone assistance when they participate in one of the following low-income programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance
- Temporary Assistance to Needy Families program (TANF)
- National School Lunch Program (NSL)

Customers may also qualify for telephone assistance if their household income is at or below 135% of the Federal Poverty Guidelines (see application form for details).

How do I apply?

If you meet one of the eligibility requirements above, please complete and sign the attached Telephone Assistance Application form and mail it to:

Qwest
PO Box 2738
Omaha, NE 68103-2738

Customers applying for Lifeline based on the size and income level of their household must provide a copy of one of the following:

- Last year's Federal or State Income Tax Return
- Current Income Statement or Paycheck Stubs for three consecutive months
- Social Security Statement of Benefits
- Veteran's Administration Statement of Benefits
- Retirement or Pension Statement of Benefits
- Unemployment or Worker's Compensation Statement of Benefits
- Letter of Participation in Federal or BIA General Assistance
- Divorce Decree
- Child Support Documentation

**Bank statements are not accepted.*

If you do not currently have phone service with Qwest, please call Customer Service at **1 800-244-1111** to place an order for service **BEFORE** sending in your completed application. Not available in all areas; long distance not included.

Qwest 
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