

From: Beardsley, Lucia
Sent: Friday, May 07, 2010 2:00 PM
To: Beson, Donna
Subject: TAP variable paragraph

This is what we put on the Consumer letter back in addition to the TAP slipsheet:

Telephone Assistance Plans help low income citizens with the cost of telephone service. Eligibility is dependent upon income guidelines and other criteria. For more information, please call Qwest.

Attachment F

Telephone Assistance Programs Available to Low-Income Households

Qwest® recognizes how important telephone service is to connect people with family, friends, businesses and emergency services. That's why we offer two federal telephone assistance programs — Lifeline and Link-Up — to low-income families that qualify.

Lifeline provides eligible customers with a monthly credit to help offset the cost of their home telephone line. Free Long Distance Restriction is also available, at the customer's request. (Telephone service must be billed to the individual applying for assistance.)

Link-Up provides eligible customers with a **one-time credit** equal to 50% of the installation charges for a home telephone line. Customers who qualify for Lifeline assistance automatically receive the Link-Up credit if their application for telephone assistance is received within 60 days of their home phone installation date, and if they have not previously received a Link-Up credit at the same address.

Who is eligible?

Customers are automatically eligible for these telephone assistance programs if they already 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 be eligible for telephone assistance if their household income is at or below 135% of the Federal Poverty Guidelines (see enclosed application form for details).

more...

1866.450.6152 for customer assistance
qwest.com/tap



How to apply

If you meet one of the eligibility requirements above, please complete and sign the enclosed Telephone Assistance Application form and mail it to the address which appears on the back of the form.

Customers applying for Lifeline based on their family size and income level must also send in 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

If you have additional questions about Lifeline or Link-Up, please call Qwest at 1 866-450-6152.

Application for Telephone Assistance

How to apply: First, complete EITHER section A or section B. Then complete the rest of the form on the back of this sheet, sign it where indicated and mail to the address shown.

If you have any questions or need help with this form, please call 1 866-450-6152

1. Fill out either Section A -OR- Section B:

Section A

I currently participate in the following program(s):
(Check all that apply)

- Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
- 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)

Section B

IF YOU DO NOT PARTICIPATE IN ONE OF THE PROGRAMS LISTED IN SECTION A, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their place of residence.)

Please check the box below which applies to your household and make sure to enclose copies of the supporting documentation requested on the previous sheet under "How to Apply":

Check One Box	Number of people in your household:	Household income at or below:
<input type="checkbox"/>	1	\$ 14,040
<input type="checkbox"/>	2	\$ 18,900
<input type="checkbox"/>	3	\$ 23,760
<input type="checkbox"/>	4	\$ 28,620
<input type="checkbox"/>	5	\$ 33,480
<input type="checkbox"/>	6	\$ 38,340
<input type="checkbox"/>	7	\$ 43,200
<input type="checkbox"/>	8	\$ 48,060
<input type="checkbox"/>	Other:	*\$

*For each additional person, add \$4,860

2. Complete your information (Please print):

Name _____
(First) (Middle) (Last)

Address _____

City _____ State _____ Zip _____

Home Telephone Number with area code

(_____) _____ - _____

IMPORTANT: the name of the person who is applying for Telephone Assistance must appear on the telephone account for this number.

Telephone Number where you can be reached or receive messages

(_____) _____ - _____

3. Verify your eligibility and sign this form:

I agree to notify Qwest when I no longer participate in any of the above qualifying public assistance programs or when there has been a change in the size or income level of my household.

I certify under penalty of perjury the above information is true and that I am not receiving Lifeline credits of any kind on any other telephone or wireless telephone account. I have read the information on this application and understand I must meet the above qualifications to receive Lifeline and/or Link-Up on my primary residential line.

Signature _____ Social Security Number _____ Date _____

4. Mail this form and any supporting documentation to:

Qwest Telephone Assistance
P.O. Box 2738
Omaha, NE 68103-2738

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 \$8.22 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. Free Long Distance Restriction is also available, at the customer's request.
- 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 (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 (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 listed, 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.

Telephone Assistance Application For South Dakota

(Please Print)

Name: _____
(First) (Middle) (Last)

Address: _____
(Street) (City) (State) (Zip)

Home Telephone Number: _____
(The name of the person applying for Telephone Assistance must appear on the telephone account.)

Telephone Number where you can be reached or receive messages: _____

Please fill out Section 1 -or- Section 2. (Do NOT fill out both sections)

SECTION 1.

I currently participate in the following program(s): Check all that apply.

- Medicaid
- Food Stamps (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance / Section 8
- Low-Income Home Energy Assistance (LIHEAP)
- Temporary Assistance to Needy Families program (TANF)
- National School Lunch (NSL)

OR

SECTION 2. (Fill in this section ONLY if you do not fill in Section 1)

If you do not participate in one of the programs listed above, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their place of residence.)

Please check the box below that applies to your household and attach the supporting documentation described on the previous page:

Please Check Box	Size of Household Unit:	Household Income (at or below:)	Please Check Box	Size of Household Unit	Household Income (at or below:)
<input type="checkbox"/>	1	\$14,621	<input type="checkbox"/>	6	\$39,866
<input type="checkbox"/>	2	\$19,670	<input type="checkbox"/>	7	\$44,915
<input type="checkbox"/>	3	\$24,719	<input type="checkbox"/>	8	\$49,964
<input type="checkbox"/>	4	\$29,768	<input type="checkbox"/>	No: _____	*\$ _____
<input type="checkbox"/>	5	\$34,817	*For each additional person, add \$5,049		

I agree to notify Qwest when I no longer participate in any of the above qualifying public assistance programs or when there has been a change in the size or income level of my household. I certify under penalty of perjury the above information and attached documentation are true and that I and no one else is receiving Lifeline benefits at this address, on either a telephone or wireless telephone account.

Your Signature _____ Date _____

Mail completed form and supporting documentation to:

Qwest
P O Box 2738
Omaha, NE 68103-2738

