

# 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



## international area codes

<b>Slovenia 386</b> ..... +7	<b>Thailand 66</b> ..... +13	<b>United States 1</b>	American Samoa ..... 684
Maribor 2	Bangkok 2	<b>Uruguay 598</b> ..... +3	Anguilla ..... 264
<b>South Africa 27</b> ..... +8	<b>Tunisia 216</b> ..... +7	Montevideo 2	Antigua & Barbuda ..... 268
Cape Town 21	Tunis 1	<b>Venezuela 58</b> ..... +2	Bahamas ..... 242
Johannesburg 11	<b>Turkey 90</b> ..... +8	Caracas 212	Barbados ..... 246
Pretoria 12	Ankara 312	Maracaibo 61	Bermuda ..... 441
<b>Spain 34</b> ..... +7	Istanbul Asia 216	<b>Viet Nam 84</b> ..... +12	Cayman Islands..... 345
Barcelona 93	Istanbul Europe 212	Ho Chi Mihn 8	Dominica ..... 767
Las Palmas (Canary Is.) 28	<b>Uganda 256</b> ..... +9	Hanoi 4	Dominican Republic ..... 809
Madrid 91	Kampala 41	<b>Yemen 967</b> ..... +9	Grenada ..... 473
<b>Sri Lanka 94</b> ..... +11	<b>Ukraine 380</b> ..... +9	Sana'a 1	Guam ..... 671
Colombo Central 1	Kiev 44	<b>Yugoslavia 381</b> ..... +7	Jamaica ..... 876
<b>Suriname 597*</b> ..... +3	<b>United Arab Emirates 971</b> ..... +10	Belgrade 11	Montserrat ..... 664
<b>Sweden 46</b> ..... +7	Abu Dhabi 2	<b>Zambia 260</b> ..... +8	North Mariana Is. .... 670
Goteborg 31	Dubai 4	Lusaka 1	Puerto Rico ..... 787
Stockholm 8	<b>United Kingdom 44</b> ..... +6	<b>Zimbabwe 263</b> ..... +8	St. Kitts & Nevis..... 869
<b>Switzerland 41</b> ..... +7	Belfast 2890	Harare 4	St. Lucia ..... 758
Berne 31	Cardiff 2920	* City Codes not required.	St. Maarten ..... 721
Geneva 22	Edinburgh 131	The following Caribbean Islands and other countries are part of the North American Numbering Plan, and do not require country codes. These locales may be reached by dialing 1 + (area code) + (local number).	(effective May 31, 2010)
Zurich 1	Glasgow 141		St. Vincent ..... 784
<b>Syria 963</b> ..... +8	Liverpool 151		Trinidad & Tobago..... 868
Damascus 11	London: Inner 207		Turks & Caicos ..... 649
<b>Taiwan 886</b> ..... +14	Outer 208		Virgin Islands
Taipei 2			British ..... 284
<b>Tanzania 255</b> ..... +9			U.S. .... 340
Dar Es Salaam 222			

## consumer tips

You are protected by state and federal regulations that guide the way telephone companies do business. There are also things you can do to help protect your privacy and safety. Some consumer guidelines are listed here.

**Obscene or Harassing Phone Calls****If You Receive Obscene or Harassing Phone Calls**

Stay calm and hang up the phone. Call your local telephone company for information on how to handle these types of phone calls.

It's against the law to make obscene or threatening phone calls. Telephone harassment is a crime. Penalties include imprisonment and/or a fine.

**Financial Assistance**

Several programs provide financial help depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help customers.

**Telephone Assistance Programs Available in All States**

Qwest offers assistance programs to make telephone service more affordable for low-income customers.

Lifeline provides eligible customers with a **monthly credit** to help offset the cost of their home phone line. Free Long-distance Restriction is also available upon request.

**Telephone Assistance Programs Available in All States (cont'd)**

**Tribal Lifeline** provides eligible customers who live on a reservation with basic phone service for as little as \$1 a month, plus taxes and surcharges. Free Long-distance Restriction is also available upon request.

**Link-Up** provides eligible customers with a **one-time credit** to help offset the installation charge for a home telephone line.

**Eligibility requirements vary from state to state.**

To learn more about which low income programs qualify customers for telephone assistance in your state and how to apply, visit [www.qwest.com/TAP](http://www.qwest.com/TAP) or call Qwest at 800-244-1111.

**Pay Per Call Service Information****What 900 Numbers Are**

Private companies offer a variety of informational programs using phone numbers that begin with "900". There is a charge for calls to these numbers. Charges for "900" calls appear on the Interexchange Carrier page of your bill. "900" calls contain an introductory disclosure message specifying types of charges, time necessary to complete the call, and an option to disconnect without charge at the end of the introductory message.

Continued next column

## consumer tips

Manage your account online. Qwest.com puts you in charge with safe, secure, 24-hour access to your Qwest accounts.

### Paying your Bill

Your entire payment should be made payable to Qwest, even though your bill may include charges from several different companies. If you live in an outlying area, your monthly bill may also include a mileage charge.

**Payments should be received by the due date listed on your bill.** The due date on your bill applies to current charges. There is no implied extension on any previous agreement or notice regarding payment of past due charges.

Customers who are unable to pay in full may call Qwest and direct us to pay specific amounts toward specific services. Otherwise, partial payments received will automatically be prorated by Qwest based on the ratio of the amount due each company to the total amount due, unless otherwise required by law, tariff or commission order.

#### Save time, checks and postage each month when you pay your Qwest bill with one of these convenient and secure options:

- **Pay your bill and manage your account online.** Go to [qwest.com](http://qwest.com) and log in under the MyAccount tab. You can also order services, report a problem, check wireless minutes usage and more.
- **Pay by credit card or electronic funds transfer.** Call the number below to use our automated Pay-by-Phone system — 24 hours a day, 7 days a week.
- **Pay your bill in person.** Visit a convenient Qwest Solutions Center. Go to [qwest.com/stores/index.html](http://qwest.com/stores/index.html) to find a location near you.
- **Automatic deduction.** Sign up for AutoPay to have your bill automatically deducted from your bank account or from your credit card each month. It's the best way to make sure your bill is always paid on time! Call 800 244-1111 for an application today.
- **Qwest® Paperless Billing.** No more stacks of paper to manage! We'll e-mail you each month when your bill is ready to view and pay. Sign up at [qwest.com/billpay](http://qwest.com/billpay), where you can choose from various payment options. All transactions are processed on Qwest's secure server.

### Qwest Privacy Statement

Qwest collects and generates information in the course of doing business with each of its customers. Qwest offers you choices regarding release of that information to third parties, and the use of that information for the purpose of marketing activities. For more information, contact your Qwest service representative or visit [qwest.com](http://qwest.com).

### Credit & Refunds

**If you are without phone service** for 24 hours or more because of Qwest's line or equipment problems and have reported the problem to our repair service number, you will receive credit for the outage period. It will be applied to your monthly local service charge.

**If you dial a wrong number, receive poor transmission or are cut off** while making a long-distance call with Qwest, you can get credit by dialing the "0" operator and asking for a refund. If you've used another long-distance company for that call, you must call that company.

**If you are billed for calls you didn't make,** call the number at the top of the individual page of the Qwest bill where that call appears. It's against the law to use another person's number or telephone credit card to charge calls without permission. Penalties include imprisonment and/or fines.

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For customer assistance, call or visit us online at [qwest.com](http://qwest.com)

Residential Customers: 800 244-1111	Business Customers: 800 603-6000	Para servicio en español: 800 564-1121
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