

What if I have been disconnected or have bad credit?

Deposits: If you have credit problems, you may be required to pay a deposit before setting up telephone service. Consumers who are eligible for the Minnesota Telephone Discounts for landline service do not have to pay a deposit if they agree to block long distance service.

Long Distance Blocking: This is often called “toll limitation” or “toll blocking.” Customers using this service can still use pre-paid calling cards or dial-around services to place long-distance calls.

Disconnection (for landline service only): If you have received a disconnection notice from your telephone company because of late payment or nonpayment, you can ask your telephone company to apply “toll limitation” or “toll blocking” to restrict your phone calls to local numbers only.

Looking to Save Money?

Telephone Discounts are available!

A simple application is all it takes to help make phone service more affordable for you. Check if you're eligible, fill out the application and send it with proof of eligibility to your phone company. It's that easy!

Telephone Discounts



minnesota

*Telephone discounts could save you over
\$100 a year!*

Apply today to begin receiving your discounts.

Consumer Affairs Office
121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
tel: 651.296.0406
toll free: 1.800.657.3782
fax: 651.297.7073
email: consumer.puc@state.mn.us
web: www.puc.state.mn.us

**The Minnesota
Public
Utilities
Commission**

Minnesota Telephone Discounts

provide affordable telephone service to low-income consumers. Discounts from state and federal funds help make telephone service more affordable so you can stay connected with jobs, family and all emergency services.

Minnesota Telephone Discounts include two programs:

1. **Lifeline:** Lifeline provides monthly discounts on your local telephone service. Some cellular providers offer discounts also. Lifeline is federally funded and offered by many, but not all telephone companies. The Lifeline discount is typically between \$8 and \$10. Contact your telephone company for specific information.

2. **Telephone Assistance Program (TAP):** TAP is a state-funded program that provides a monthly discount of \$2.50 on your local telephone service.

Please be aware these programs may change without notice. Contact your service providers if there are changes to your discount.

Am I eligible?

Telephone service must be in your name **and** you must show proof that you participate in at least one of these qualifying programs

-OR-

Prove your income is at or below 135% of the federal poverty guidelines. Attach one or more items proving you are eligible.

Minnesota Telephone Discounts are available for *one line per household*. You cannot receive discounts on both your landline and cellular service.

What happens once I am approved?

Discounts will appear on your bill within a couple of months after approval. All customers receiving the Lifeline discounts will have their eligibility certified each year to remain on the program.

You may be asked by your telephone company to verify your continued eligibility. If you do not respond to your telephone company's certification request within 30 days, you will no longer receive the Lifeline discounts.

- Medicaid/Medical Assistance
- Food Support/ Supplemental Nutrition Food Assistance Program (SNAP)
- Minnesota Family Investment Program (MFIP)
- Supplemental Security Income (SSI)
- Federal Housing Assistance (Section 8)
- Temporary Assistance to Needy Families (TANF)
- Low Income Home Energy Assistance (LIHEAP)
- National School Free Lunch Program

for persons living on reservations

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families
- Head Start (for those meeting it's income qualifying standard)
- Tribal National School Free Lunch Program
- Food Distribution Program on Indian Reservation (FDPIR)

-OR-

Income is at or below 135% of the Federal Poverty Guidelines

If none of the above programs apply, please provide one of the following documents:

- Last years' State, Federal or Tribal Tax Return
- Social Security Benefits Statement
- Current annual income statement from employer
- Retirement/Pension Benefits Statement
- Three consecutive months of most recent paycheck stubs
- Divorce decree
- Child Support Document
- Veterans Administrations Benefits Statement
- Unemployment/Workmen's Compensation Statement of Benefits

Contact your telephone company for an application or download one at www.puc.state.mn.us

Send the application and proof of eligibility to your telephone company

It can take up to two months for the discounts to appear on your bill. You must pay the phone bill until that time

One application may be used to apply for both TAP and Lifeline

Discounts cannot be applied to past due bills