



MEMORANDUM

TO: Career Office contractors and managers

FROM: Rodney Bradshaw
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DATE: May 15, 2007

SUBJ: Lifeline Texas - Resource for Customers

Purpose

Provide information about reduced-cost telephone service for qualifying customers

What is Lifeline Texas?

Lifeline Texas reduces the cost of local telephone service by providing discounts of up to \$18 a month: \$3.50 off of the monthly local charge and a waiver of the "FCC Approved Customer Line Charge" each month and a 50% discount on installation charges (up to \$30 maximum). Lifeline is a program of the Public Utility Commission of Texas.

Lifeline Texas will apply discounts for a customer on the next telephone bill after it receives and verifies that customer's application and supporting documents. Lifeline will contact her every six months to verify her continued need to receive the discounts.

Lifeline is funded by the Texas Universal Service Fund.

Eligibility Criteria

A customer or the child of a customer who receives one of the following benefits automatically qualifies for Lifeline Texas:

- Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)

- Supplemental Security Income (SSI)
- Federal Section 8 housing benefits, or
- Children's Health Insurance Program (CHIP)

A customer may also be eligible for Lifeline Texas if her income is below 150% of the federal poverty level. For example, a family of four is eligible for Lifeline if its household income is less than \$30,000 a year.

How to Apply for Lifeline

Customers can apply by completing the attached application form and mailing it with required documentation to the Lifeline Texas address shown on the application.

Customers may also apply by calling Lifeline toll-free at 1-800-464-7928 (AT&T) or by calling LITE-UP Texas toll-free at 1-866-454-8387.

Action

- Make sure all staff know about Lifeline and know how to help customers apply for it.
- Make sure Lifeline applications are available in career offices for customers.

Questions

Please direct customers to call Lifeline Texas toll-free at 1-866-454-8387.