

# Lifeline and Link Up Information for Diller Telephone Company in Nebraska.

## Landline Service

Lifeline (a.k.a Nebraska Telephone Assistance Program - NTAP) is a government program that offers qualified low income households a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state and sometimes by individual phone company.

## How much can I save?

You will save up to \$13.50 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as measured service (including local usage). These benefits will also cover your subscriber line charge.

## How do I know if I am eligible?

-- Program based eligibility:

- Federal Public Housing Assistance / Section 8
- Food Stamps
- Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Children's Health Insurance Program (Kids Connection, SAM, MAC, E-MAC)

-- Income based eligibility:

- Eligibility based on Program Participation only:

## Are there any restrictions?

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the Children's Health Insurance Programs.

## How do I apply?

To apply for Lifeline call Nebraska Public Service Commission directly at 402-471-3101 or toll free 800-526-0017. An application can be obtained via phone, or [online from the Nebraska Public Service Commission](#), or from the Department of Social Service Office.

## What proof of eligibility do I need to provide?

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

## How do I continue to receive Lifeline benefits?

Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider.

## Other Useful information:

There are other options that can help you save money, including free toll blocking, waived deposit with toll blocking and voluntary limit on long distance calling (toll control).

**Link Up (a.k.a Nebraska Telephone Assistance Program - NTAP)** helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

## How much will I save?

Link Up will pay 50% of your installation charges for total discount of \$7.50. (Maximum benefit \$30.00)

**How do I know if I am eligible?**

If you qualify for Lifeline, you may also qualify for Link Up. Please, contact the Nebraska Public Service Commission for additional information.

**Are there any restrictions?**

Link Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home and wireless handsets are not eligible for the Link Up discount.

**How do I apply?**

To apply for Link Up you will follow the same application process as Lifeline and the same proof of eligibility as Lifeline.

- Being a Lifeline or Link Up customer does not protect you from being disconnected if you fail to pay your telephone bill.
- Lifeline and Link Up discounts cannot be applied to an outstanding balance owed to your phone company.
- Lifeline can only be applied to one wireless OR wireline telephone per household.