

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 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 receive 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



Telephone Discounts could save you over \$100 per year!

Apply today to begin receiving your discounts.

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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 emergency services.

Minnesota Telephone Discounts include two programs:

1. Lifeline:

- A federal discount for approved landline and wireless telephone service providers
- The Lifeline discount is typically between \$8 and \$10.
- Contact your telephone company for specific information.

2. Telephone Assistance Program (TAP):

- A state-funded program that provides a monthly discount between \$2.00 and \$4.00 on local 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. You must show proof 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 landline and cellular service.

What happens once I am approved?

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

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

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

Tribal Programs

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families
- Head Start (for those meeting its income qualifying standard)
- 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, 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 Benefits Administration Statement
- Unemployment/Worker's Compensation Benefits Statement

Contact your telephone company for an application or download one at mn.gov/puc

Send the application and proof of eligibility to your telephone company

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

One application may be used to apply for TAP and Lifeline

Discounts cannot be applied to past due bills