What if I have been disconnected or have bad credit?

Disconnection: (for landline service only): If you get a disconnection notice from your telephone company because of a late payment or no payment, you can ask your telephone company to apply “toll limitation" or “toll blocking” to restrict your phone calls to local numbers only.

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

Long Distance Blocking: If you sign up for long distance blocking, you can still make long distance calls with pre-paid calling cards or dial-around services.

Looking to Save Money?

Telephone Discounts are available!

A simple application is all it takes to help make phone or broadband service more affordable.

1. Check if you’re eligible
2. Fill out the application
3. Add program or income proof
4. Send to your phone or broadband company

It’s that easy!

Telephone Discounts

Telephone Discounts could save you over $100 per year!

Apply today to start receiving your discounts.

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August 2018

Minnesota Telephone Discounts

provide affordable telephone service to low-income consumers. The discounts help you stay connected with jobs, family, and emergency services.

Minnesota Telephone Discounts include two programs:

1. Telephone Assistance Plan (TAP)

- A state discount for approved landline companies.
- The TAP discount is $7.00 per month.

2. Lifeline

- A federal discount for approved landline, wireless, and broadband companies.
- The Lifeline discount is $9.25 per month.
- Some wireless and broadband companies offer free phones, free minutes, or free data.
- Telephone Service Providers will also waive the Access Recovery Charge (ARC) which may reduce your bill by an additional $2.50.

Am I eligible?

Telephone service must be in your name. You must show proof someone in your household participates in one of these qualifying programs.

-OR-

Show proof your income is at or below 135% of the federal poverty guidelines. Attach one item showing you are eligible.

Minnesota Telephone Discounts are available for one service per household.

How do I apply?

Get an application from your phone or broadband company or from the Public Utilities Commission

Send your application and program or income proof to your telephone or broadband company.

What happens after I apply?

Discounts will show up on your bill about two months after your application is approved.

You must re-certify each year. If you do not send in your information to re-certify, you will lose your discounts. Contact your phone or broadband company if you see changes in your discount

Qualifying Programs

- Federal Public Housing Assistance
- Medical Assistance (MA) - Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension Benefit

Tribal Programs

- **Bureau of Indian Affairs General Assistance**
- **Tribally-administered Temporary Assistance for Needy Families**
- **Head Start (for those meeting the income-qualifying standard)**
- **Food Distribution Program on Indian Reservations (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 year's state, federal or tribal tax return
- Social Security benefits statement
- Current annual income statement from employer
- Retirement/Pension benefits statement
- Pay stubs - 3 most recent months in a row
- Divorce decree
- Child support document
- Veterans Administration benefits statement
- Unemployment/Worker's Comp statement

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

Send the application and program or income proof to your telephone or broadband company

It can take up to two months for discounts to show up on your bill. You must pay the whole bill until then.

One application may be used to apply for TAP and Lifeline

Discounts do not cover current or past due bills