The Tel-Assistance/Lifeline Program is a telephone service that provides a monthly benefit on home or wireless phone and broadband service to eligible households. This benefit can lower or eliminate the cost of your monthly phone or internet bill. Only one benefit is available per household, home or wireless, but not both.

If you are eligible, please complete the Tel-Assistance/Lifeline application and send it to your selected telephone company. Do not return it to the West Virginia Department of Health and Human Resources (DHHR).

### How Do I Know if I Am Eligible?

To qualify for Tel-Assistance/Lifeline service, your household income must be at or below 135% of the Federal Poverty Guidelines (see below) or you must participate in at least one of the following programs:

- **Tel-Assistance**
  - Emergency Assistance (EA)
  - Federal Public Housing Assistance (FPHA)
  - Low Income Energy Assistance Program (LIEAP)
  - Medicaid
  - National School Lunch Program, free program only
  - Supplemental Nutrition Assistance Program (SNAP)
  - Temporary Assistance for Needy Families (TANF)
  - School Clothing Allowance (SCA)
  - WV Children’s Health Insurance Program (WVCHIP)

- **Lifeline**
  - Federal Public Housing Assistance (FPHA)
  - Medicaid
  - Supplemental Nutrition Assistance Program (SNAP)
  - Supplemental Security Income (SSI)
  - Veterans Pension or Survivors Pension
  - Income-Based Eligibility
  - Tribal Programs (and live on federally recognized tribal lands)

#### 135% of the Federal Poverty Guidelines

<table>
<thead>
<tr>
<th>People in Household</th>
<th>Total Annual Income (at or below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 person</td>
<td>$16,389</td>
</tr>
<tr>
<td>2 persons</td>
<td>$22,221</td>
</tr>
<tr>
<td>3 persons</td>
<td>$28,053</td>
</tr>
<tr>
<td>4 persons</td>
<td>$33,885</td>
</tr>
<tr>
<td>5 persons</td>
<td>$39,717</td>
</tr>
<tr>
<td>Each additional person</td>
<td>Add $5,832</td>
</tr>
</tbody>
</table>

To qualify based on your income, you must verify all household income by providing copies of one or more of the documents listed below:

- Current income statement from employer or past 3 months of pay stubs
- Most recent state or federal tax return
- Divorce decree or child support document
- Social Security benefit statement
- Unemployment/Worker’s Compensation benefit statement
- Retirement/Pension benefit statement
- Veteran’s Administration benefit statement