



CUSTOMER FACTS



Telephone Payment Assistance Programs

There are many telephone payment assistance programs that serve low-income and victims of family violence customers. If you qualify for federal aid and are having difficulty paying for your telephone service or cannot afford the service deposit, check into the following programs.

Lifeline

This program reduces the basic monthly telephone rates by as much as \$7 and waives the federal subscriber line charge up to \$6.50 for a total maximum discount of \$13.50. Only one discount per unique address is allowed. If anyone in your household is a participant in programs such as SNAP (Food Stamps), Medicaid, and Health Benefit coverage under Child Health Plan (CHIP), you should automatically be enrolled in the Lifeline program. You will need to self-enroll if you or someone in your household is a participant in Supplemental Security Income (SSI), Low-Income Energy Assistance Program (LIHEAP), Federal Public Housing Assistance, or Eligible Resident of Tribal Lands. You can also qualify if your total household income is at or below 150% of the federal poverty level. For more information or an application, log on to www.puc.state.tx.us and click on the "Low-Income Assistance Program" link under the Consumer Information Heading, or call 1-866-454-8387.

Link Up America

This program provides a 50% discount on local telephone service installation for a maximum discount up to \$30. Customers receiving federal aid benefits or who are at or below 150% of the federal poverty level

are eligible for this discount. Link Up America is a one-time offer per location, so make sure you fully understand and follow the rules.

Victims of Family Violence

If you are a victim of family violence, you are eligible to have your telephone service deposit waived. To qualify as a victim of family violence, you will need to provide a Texas Council on Family Violence deposit waiver certification letter. The letter must be filled out by a family violence center personnel, treating medical personnel, law enforcement personnel, a Texas District Attorney or County Attorney, Office of the Attorney General personnel, or a grantee of the Texas Equal Access to Justice Foundation. The letter must be submitted directly to the Retail Electric Provider (REP) using the REP's toll-free FAX number. A copy of the deposit waiver certification letter can be obtained on our Website at www.puc.state.tx.us/ocp/assist/lowincasst.cfm.

2009 Federal Poverty Guidelines

Number in Household	Annual income - 150% of Federal Poverty Level
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
5	\$38,685
6	\$44,295
7	\$49,905
8	\$55,515
Each additional add	\$5,610

Let Us Assist You

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136)

Visit: www.puc.state.tx.us

Email: customer@puc.state.tx.us

COMPLAINTS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136)

Write: PUC - Customer Protection, P.O. Box 13326, Austin, TX 78711-3326

Fax: 1-512-936-7003 **Online:** www.puc.state.tx.us/ocp 9/09