

What is a telephone assistance program?

Financial assistance is available in Idaho to help qualified low-income individuals pay for telephone or internet service. The Idaho Telephone Service Assistance Program (ITSAP) offers a discount of \$2.50 on monthly telephone bills. A separate program – the Federal Communication Commission’s Lifeline program (Lifeline) - offers a discount of \$9.25 on monthly telephone or internet bills. These programs provide a communication “lifeline” to those who might not otherwise be able to afford telephone or internet service. It also enhances the value of service for everyone by increasing the number of people who can be reached by telephone. A small surcharge is applied to every Idaho telephone line each month to reimburse local telephone companies for the cost of state discounts under ITSAP. The surcharge is waived for customers receiving the ITSAP discount. The Idaho Public Utilities Commission (IPUC) reviews the surcharge annually and may increase or decrease the surcharge.



Who Is Eligible?

Any residential customer who meets program-based or income-based eligibility criteria may apply. To find out if you are eligible call 866-255-7081.

The assistance provides the following discounts:

Landline phone:

- Idaho Telephone Service Assistance Credit - \$2.50
- Lifeline Network Access Fee Credit - \$6.50
- Federal Lifeline Credit - \$2.75

Internet:

- Federal Lifeline Credit - \$9.25

Note: Custer Telephone Broadband does not provide credits on bundled service packages at this time.

How Do I Apply For Assistance?

- Apply by calling 866-255-7081.
- If you are eligible, your name, address and telephone number will be forwarded to Custer Telephone.
- The monthly discount will begin on your next billing statement if you are eligible and your name, address and number match the telephone company’s records.

Do I Need To Apply Every Year?

Yes. Your eligibility must be renewed each year.

Lifeline and ITSAP are government assistance programs. The credits are non-transferable, only eligible consumers may enroll in the program, and the programs are limited to one discount per household.

Lifeline Service Terms

Custer Telephone Broadband Services LLC is a quality telecommunications service provider which provides basic and enhanced services at reasonable rates within its service territory. Basic residential telephone service is offered at the following rate:

	Monthly Rates & Charges	Non-Recurring Charge
Single Party Residential Telephone Service	\$18.00	\$18.00
The following fees apply in addition to the above monthly rates:		
• Network Access Fee	\$6.50	
• Idaho Telephone Service Assistance Program (ITSAP)	\$0.00	
• Idaho Universal Service Fund (ID USF)	\$0.25	
• Lemhi County 911 Fee	\$1.25	
• Federal Excise Tax	\$0.77	
• Federal Universal Service Fund	\$1.20	
Single Party Residential Telephone Service Total	\$27.97	
Federal Lifeline Credit	(\$2.75)	
Network Access Fee Credit	(\$6.50)	
Idaho Telephone Assistance Program Credit	(\$2.50)	
Idaho Telephone Service Assistance Program (ITSAP) Credit	(\$0.00)	
Federal Excise Tax Credit	(\$0.77)	
Federal Universal Service Fund Credit	<u>(\$1.20)</u>	
Single Party Universal Lifeline Telephone Service Monthly Rate*	\$14.25	\$18.00

*Discounted basic service rates and free Toll-Blocking are available to those that qualify for Universal Lifeline telephone service.

The above rates include the following:

- Unlimited Local Calling
- Touch Tone Capability
- Access to Operator Services
- Directory Assistance and Inter-Change Service Providers
- Voice Grade Access to the Public Switched Network
- Free Access to 800 and 800-like Toll Free Services
- One Free Directory Listing
- Free Access to a Business Office and Free Access to the Idaho Relay Service by Dialing 711

Emergency 911 Service.....Surcharge for 911 services is assessed according to government regulations.

Long Distance is not included. Long Distance rate is ten cents (\$0.10) per minute or flat-rate plans are available.

Custer Telephone Broadband Services LLC offers basic services to all customers within its service territory.

Lifeline broadband only service: ** 10/1Mb internet plan \$69.95 - \$9.25 Federal Lifeline credit = **\$60.95 Lifeline broadband only monthly total**

**FCC mandate requires at least 10/1 Mb download/upload speeds unless not available in your area in which case the plan must be at least a 4/1Mb plan.

For additional details on any of these services, please contact our business office at 208.756.4111 or toll-free 866.879.2281.