



What are low-income assistance programs?

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 \$7.25 on monthly telephone or \$9.25 broadband bills. These programs provide a communication “lifeline” to those who might not otherwise be able to afford telephone or broadband service. They also enhance the value of service for everyone by increasing the number of people who can be reached by telephone or broadband. 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.

The assistance provides the following discounts:

Landline phone:

- Idaho Telephone Service Assistance Credit - \$2.50
- Lifeline FCC End User Charge Credit - \$6.50
- Federal Lifeline Credit - \$0.75

Internet:

- Federal Lifeline Credit - \$9.25

Wireless/cellular phone:

- Wireless Federal Lifeline Credit - \$9.25
- Wireless ITSAP Credit - \$2.50

Note: Custer Telephone does not provide wireless/cellular phone credits at this time. In addition, CTCI does not offer credits on bundled service packages at this time.

How Do I Apply For Assistance?

- To apply for ITSAP credit, call the Idaho Department of Health and Welfare at 877-456-1233.
- To apply for Lifeline credit, visit our company website, custertel.net, for online or paper applications.
- If you qualify, contact our office to let us know and your monthly discount will begin on your next billing statement.

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 Cooperative, Inc. 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 rate:		
• FCC End User Charge	\$6.50	
• Idaho Telephone Service Assistance Program (ITSAP)	\$0.00	
• Idaho Universal Service Fund (ID USF)	\$0.25	
• Custer County 911 Fee	\$1.25	
• Federal Excise Tax	\$0.92	
• Federal Universal Service Fund	\$2.17	
• Residential Access Recovery Charge	\$3.00	
• FUSC- Residential ARC	\$1.00	
Single Party Residential Telephone Service Total	\$33.09	
Federal Lifeline Credit	(\$0.75)	
Lifeline FCC End User Charge Credit	(\$6.50)	
Idaho Telephone Assistance Program Credit	(\$2.50)	
Idaho Telephone Service Assistance Program (ITSAP) Credit	(\$0.00)	
Federal Excise Tax Credit	(\$0.92)	
Federal Universal Service Fund Credit	(\$2.17)	
Residential Access Recovery Charge Credit	(\$3.00)	
FUSC- Residential ARC Credit	<u>(\$1.00)</u>	
Single Party Universal Lifeline Telephone Service Monthly Rate*	\$16.25	\$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 Cooperative, Inc. offers basic services to all customers in the following exchanges:
838-Clayton / 879-Challis / 876-May / 894-Elk Bend

Lifeline broadband only service: ** 25/3Mb broadband plan \$60 - \$9.25 Federal Lifeline credit = **\$50.75 Lifeline broadband only monthly total**

**FCC mandate requires at least 20/3 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 detail on any of these services, please contact our business office at 208.879.2281 or toll-free 866.879.2281.

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