



1101 E. Main Avenue
P.O. Box 324
Challis, Idaho 83226
(208) 879-2281

400 Shoup Street
Salmon, Idaho
(208) 756-4111

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 \$6.50 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. It also enhances 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 Network Access Fee Credit - \$6.50

Internet:*

- Federal Lifeline Credit - \$9.25

Note: CusterTel does not provide 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.

*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.