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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 landline telephone bills. A separate program – the Federal Communication Commission’s (FCC’s) Lifeline program (Lifeline) - offers a monthly discount of \$6.50 on landline telephone service or a monthly discount of \$9.25 on fixed or mobile broadband service. 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:*

- ITSAP Credit - \$2.50
- Lifeline Credit - \$6.50

* There is no FCC minimum standard for landline voice minutes. CusterTel offers unlimited local minutes at no extra charge and long distance calls at \$.10/minute or \$20.00/month for unlimited long distance calls within the continental U.S. Our standard Terms and Conditions of Service can be found on our website at <https://custertel.net/about/policies>.

Broadband (fixed or mobile):**

- Lifeline Credit - \$9.25

** FCC mandate requires at least a 25/3Mb (download/upload) speed plan for fixed broadband unless not available in your area in which case the plan must be at least a 4/1Mb plan. The minimum service standard for mobile broadband is 4.5GB.

How do I apply for assistance?

- To apply for low-income assistance, visit our company website link at <https://custertel.net/about/affordability> 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.