

Department of Family Services District Offices

<u>City</u>	<u>Address</u>	<u>Phone</u>
Afton	631 Washington	886-9232
Buffalo	381 N. Main St.	684-5513
Casper	851 Werner Ct #200	473-3900
Cheyenne	1510 East Pershing	777-7921
Cody	1301 Rumsey	587-6246
Douglas	219 North Russell	358-3138
Evanston	350 City View #206	789-2756
Gillette	1901 Energy Ct #300	682-7277
Glenrock	925 West Birch	436-9068
Greybull	616 2nd Ave North	765-9453
Jackson	155 West Gill	733-7757
Kemmerer	1100 Pine Ave	877-6670
Lander	201 North 4th	332-4038
Laramie	710 Garfield #220	745-7324
Lusk	905 South Main	334-2153
Lyman	111 West Owens	786-4011
Newcastle	2013 W. Main #101	746-4657
Pinedale	111 N. Sublette	367-4124
Powell	109 West 14th	754-2245
Rawlins	215 W. Buffalo #359	328-0612
Riverton	120 N. 6th East	856-6521
Rock Springs	2451 Foothill #103	362-5630
Sheridan	111 East Works	672-2404
Sundance	102 North 5th	283-2014
Thermopolis	403 Big Horn	864-2158
Torrington	1618 East M St.	532-2191
Wheatland	975 Gilchrist	322-3790
Worland	1700 Robertson	347-6181

Eastern Shoshone Tribal Services
Fort Washakie 332-6591

Northern Arapaho Nation Social Services
Arapahoe 857-2436



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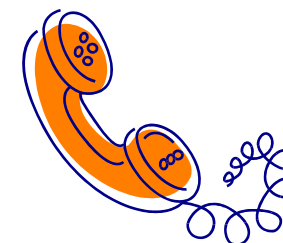
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Wyoming Public Service
Commission

Wyoming Telephone Assistance Programs

Discounted telephone rates
for those in financial need



What is the Telephone Assistance Program?



The Telephone Assistance Program (TAP), also known as Lifeline, is a program to help provide eligible recipients a single residential telephone at their primary residence. The program offers a monthly discount on local telephone service. Tribal Lifeline support is also available for qualifying low-income individuals living on reservations as defined by the Bureau of Indian Affairs (BIA) regulations.

A related program, Link-Up America, provides a discount in installation fees of 50% up to a maximum of \$30.00 and allows eligible recipients to make no-interest payments on initial connection charges.

How is the Telephone Assistance Program Funded?

The Telephone Assistance Program is jointly funded through federal and state programs. The federal portion of the program is funded through the federal Universal Service Fund. The money for this fund comes directly from long-distance telephone companies, who may or may not pass the cost on to their customers. Local telephone companies, who may also pass part or all of this cost along to customers, pay for the state portion of the fund. These costs do not exceed more than a few cents per month for a typical customer.

Am I eligible for these discounted telephone rates?

It is estimated that more than 20,000 customers in Wyoming qualify for the Telephone Assistance Program. To qualify for Telephone Assistance or Link-Up America, you must be a local telephone customer in Wyoming and be eligible to receive benefits from one of the following programs:

- ◆ Food Stamps
- ◆ Supplemental Security Income (SSI)
- ◆ Low Income Home Energy Assistance Programs (LIHEAP)
- ◆ Medicaid
- ◆ Medical Assistance Programs
- ◆ Aid to Families with Dependent Children (AFDC)
- ◆ Personal Opportunities With Employment Responsibility (POWER)

What do I need to do to get the discounted rate?

Even if you are eligible for the program, you **do not automatically** receive the benefits of these programs. You must apply for these programs with your local telephone company. Applications may also be made through the Department of Family Services (DFS) field offices listed on the back of this brochure. DFS can work with your local provider to re-certify you each year for the program.

In Wyoming, you can also contact the following telephone companies directly:

- ◆ Qwest at 1-800-244-1111

- ◆ Sprint at 1-800-788-3500
- ◆ Western Wireless at a local retail sales outlet

Information on the Wyoming and Tribal programs is also available at the federal Universal Service Administrative Company (USAC) website at:

<http://www.lifelinesupport.org/li/low-income/lifelinesupport/states/wy/wwwy.asp>

What if I qualify but have been unable to get the discount?

If you are eligible but have difficulty obtaining a discounted local service rate or reduced telephone installation charges, you should **first contact your local telephone provider**.

If you still have problems, call the PSC's toll-free complaint line at 1-888-570-9905 for more information or assistance in filing a written complaint. You can also send a letter that includes the following:

- ◆ Your name and address
- ◆ Your daytime telephone number or number where you receive messages
- ◆ The name of your local telephone company
- ◆ A complete explanation of the nature of your dispute, problem or concern
- ◆ The names and telephone numbers of telephone company employees with whom you spoke to concerning these benefits and the date and time when you talked to them.
- ◆ A copy of your bill showing you are not receiving the discounted monthly local charges or reduced service installation charges.
- ◆ Any other information you think will be helpful in resolving your concern or complaint.