

# OTAP and Lifeline Programs

## Introduction

The Oregon Telephone Assistance Program (OTAP), also known as Lifeline, is a federal and state government program that reduces the monthly cost of phone or broadband service for qualifying low-income individuals. The program is designed to:

- Reduce the cost of phone bills by \$12.75 per month;
- Reduce the cost of broadband service by \$9.25 per month; or
- Provide free phone or broadband service.

## About OTAP and Lifeline Programs

OTAP/Lifeline can provide reduced rates on currently existing phone bills or provide new phones to those without one. To qualify, the client's phone bill must be under their name, and the total household income must be at or below 135% of federal poverty guidelines, OR receiving any of the following programs:

- Supplemental Nutrition Assistance Program (SNAP);
- Medicaid;
- Supplemental Security Income (SSI);
- Veterans Assistance;
- Survivors Pension Benefits (SSB);
- Federal Public Housing Assistance;
- Temporary Assistance for Needy Families (TANF);
- State medical benefits with an income standard of 135% federal poverty limits or less:
  - Current qualifying medical programs include: OPU, OPC, QMM, QMB, QMS, SMF, and SMB; or
- Medicaid recipients who are residents of nursing facilities.

## How Individuals May Apply

At SNAP application and re-determination for any of the above programs, DHS staff should inform applicants that OTAP/Lifeline services may be available to them. Workers can print the *Oregon Telephone Assistance Program (OTAP)/Lifeline* flyer to give to individuals. There is a printable application available at:

<https://www.puc.state.or.us/rspf/Lifeline-Free-FM945ENG.pdf>

Interested individuals may also contact OTAP/Lifeline via phone by calling 1-800-848-4442 Monday through Friday 9am – 4pm or e-mailing [puc.rspf@state.or.us](mailto:puc.rspf@state.or.us).

*Note:* Eligibility for OTAP/Lifeline services is re-determined on an annual basis. If individuals do not use their phone (making a call, sending a text message, using data, or buying additional minutes or data) for a 30-day period, they will receive notice(s) from their service provider; if no action is taken, their OTAP/Lifeline service will be canceled, and they will need to re-apply. Individuals must report if they move or disconnect their service to keep their file updated. More information can be found at:

<https://www.puc.state.or.us/Pages/rspf/otap.aspx>