

Belit Stockfleth

**Authorized Signature**

**Number:** SS-IM-09-024

**Issue Date:** 05/15/2009

**Topic:** Food Benefits

**Subject:** Verizon Brochure with inaccurate information about OTAP

**Applies to (check all that apply):**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors                  |
| <input checked="" type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services                                 |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers               | <input type="checkbox"/> Other (please specify):                         |

**Message:** This message is for your information, no action is required.

OTAP is a program offered to low-income Oregonians to assist with paying their monthly phone bill. Link Up America is also offered by OTAP and it allows customers to set up phone service for a reduced amount.

Central Office has received several questions about a brochure produced by Verizon Wireless. The brochure is titled "Oregon Lifeline/Link Up Plan" and has information about cell phone services. It has been confirmed by OTAP that Verizon only offers services to its residential customers in Oregon and not cell phone customers.

Individuals with questions about the services that OTAP offers, and the phone carriers that participate should direct their questions to OTAP at 1-800-848-4442 or by email at [puc.otap@state.or.us](mailto:puc.otap@state.or.us).

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Dawn Myers	(503) 945-7018	Dawn.myers@state.or.us
	Anne Hilgers	(503) 945-6105	Anne.m.hilgers@state.or.us
	Sarah Lambert	(503) 945-6220	Sarah.d.lambert@state.or.us
	Eliza Devlin	(503) 947-5105	Eliza.y.devlin@state.or.us
	Rosanne Richard	(503) 945-5826	Rosanne.richard@state.or.us
	Sandy Ambrose	(503) 945-6092	Sandy.ambrose@state.or.us
<b>Phone:</b>			<b>Fax:</b>
<b>E-mail:</b>			