



TEPP & TAP

FAQs and Troubleshooting

Q: You said TEPP is a “Voucher Program.” How much are the TEPP vouchers for?

A: Voucher amounts vary, depends on the disability/condition you indicate on your application. Here are a few examples of voucher amounts by category:

- Hardness of Hearing (HH): \$100
- Deafness/Severely (HH): \$800
- Speech Impairment: \$1,600
- Mobility/Motion Impairment: \$1,600
- Deafness with Low Vision: \$2,500
- Deafness and Blind: \$7,200

Q: How long do I have to use the voucher?

A: Vouchers must be used within 120 days of the date issued or they will expire. Remember, you can get a new voucher once every 3 years (for the same category of equipment)

Q: Do I pay anything? How much do I have to pay ?

A: Typically, you pay the first \$100 of the equipment (except for HH vouchers) and then the voucher pays the rest, up to the maximum voucher amount.

You may have to pay more than \$100 if the maximum voucher amount does not cover the equipment.

For example: Joe has deafness, and would like telephone equipment worth \$920. Joe would pay the first \$100, and his voucher pays the next \$800. Joe is then also responsible for the remaining \$20 left after the voucher is tendered. (Joe’s total liability is \$120 in this example).



Lifeline

FAQs and Troubleshooting

Q: Why can't my son or daughter get Lifeline when they have their own income that is less than 135% of the FPL?

A: There can only be **one** lifeline service per household. The discounts can only go to one telephone number—either wireless or wireline but not both.

If you or the parents are already receiving lifeline services, your son or daughter might not be able to get lifeline due to household rules.

To get their own lifeline benefits, they must **not** be claimed as dependents on the family's taxes.

A household is defined as anyone living at the same address who share income and household expenses.

Q: Can I get lifeline services if I live with someone who has lifeline services but I do not share income or household expenses together? (Examples of this include: roommates who live together but do not share money or seniors who live in an assisted living home.)

A: Yes, you can if you are able to demonstrate that there are separate households at the same address by completing the one-per-household worksheet. Look for "FCC Form 5631: Household Worksheet" online:

<https://www.usac.org/li/tools/forms/default.aspx>



Lifeline

FAQs and Trouble Shooting

Q: What if my phone gets lost or stolen?

A: The policy on lost or stolen Lifeline cell phones vary from provider. Some providers will replace the phone for free once or for a one time fee. When the phone is lost or stolen, providers prefer you to notify them by contacting their customer service number or by the contact information provided. By notifying the provider of your situation, they can suspend the account to stop your remaining minutes from being used.

Q: How do I cancel my lifeline services?

A: If you no longer qualify for lifeline or wish to not participate in it, you must notify your phone or internet provider to stop or cancel the services and return equipment.