

State of Utah  
Department of Community & Culture  
Division of Housing & Community Development

**UTAH TELEPHONE  
ASSISTANCE (LIFELINE)  
PROGRAM  
POLICY & PROCEDURES  
MANUAL**



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## **SECTION 1: PURPOSE AND INTRODUCTION**

Few can argue that having a telephone is one of life's basic necessities, especially in times of an emergency. The Utah Telephone Assistance (Lifeline) Program (UTAP) is a program designed to assist eligible households with their monthly basic local telephone service. The program provides a monthly discount of \$13.38 to low-income customers on their primary land line only. The discount is applied to basic local telephone service only, but does not prohibit a customer from choosing additional features. There are no resources available to help with long distance calling charges. Currently cellular phones are not eligible for UTAP.

Discounts are applied when telephone service is acquired through an Eligible Telecommunications Carrier (ETC). NOTE: See pages 6-12 for a list of ETCs operating in Utah and the areas they cover.

### **LINK-UP**

To assist households that do not currently have telephone service, LINK-UP provides eligible households with discounts of 50% off installation charges up to \$30.00 off the initial cost of telephone installation. UTAP & LINK-UP are available to both new and current customers.

Households are eligible for LINK-UP once per residence. If the household moves out of the residence, then LINK-UP discounts can be given each time they move. However, if the telephone is disconnected due to non-payment or other reasons, and the customer still lives in the same residence that the original LINK-UP credit was given, the customer is not eligible to receive the credit. Issues around outstanding bills may be worked out with a local telephone company. Encourage the client to call his telephone carrier to see what arrangements might be considered.

### **UTAP Funding**

The program is funded through state and federal funds and is now being administered by the Utah Department of Community and Culture (DCC) through a Memorandum of Agreement with the Utah Public Service Commission and the Department of Commerce and the State Energy Assistance and Lifeline Programs (SEAL).

The funding for this program comes from two sources, the Federal Universal Fund and the Utah Universal Service Support Fund.

### **Federal Universal Service Fund**

The Federal Communications Commission (FCC) and Congress recognize that telephone service provides a vital link to emergency services, government services, and surrounding communities. To help promote telecommunications service nationwide, the FCC, as directed by Congress, developed the Federal Universal Service Fund.

The Federal Universal Service Fund (FUSF) is a fund administered by the FCC that collects a fee assessed on all interstate telecommunications revenue which is then disbursed for a variety of

subsidies including: subsidizing phone service for low-income consumers, subsidizing telephone service and infrastructure in high-cost areas (generally sparsely populated rural areas), and subsidizing communications services for schools, libraries, and rural healthcare purposes.

The FCC requires telephone companies to pay into the Federal Universal Service Fund, but does not require the cost to be passed on to customers; however, many long-distance providers do so anyway. Therefore, most telephone bills will have a charge relating to the FUSF, also known as Federal Universal Service Fee, Universal Connectivity Charge, and Universal Service Carrier Charge. The amount of these charges can vary from one long distance carrier to another. The FCC requires long-distance carriers to participate in this federal program.

### **Utah Universal Service Support Fund (USSF)**

The USSF is another charge placed on customers' telephone bills. This surcharge is used to fund the Utah Universal Public Telecommunications Service Support Fund. The purpose is to preserve and promote universal service within the state by ensuring that customers have access to affordable basic telephone service. The USSF provides subsidies to local telephone companies to help pay the cost of providing telephone service into high cost locations.

### **The Utah State Public Service Commission, The Utah Department of Commerce, and the Division of Public Utilities**

The Utah Department of Commerce (DOC), Division of Public Utilities (DPU), audits and tracks utility operations including telecommunications. The Division makes recommendations to the Public Service Commission (PSC) for rate-making purposes, applications, hearings and other issues affecting quality of service. The Division also handles and investigates consumer complaints and monitors utility operations to ensure compliance with Public Service Commission rules, regulations and orders.

The Telecommunications Section helps the Public Service Commission regulate local telephone companies in Utah. These companies include Qwest Communications (formerly US West), Citizens Telecommunications Company and a dozen smaller independent local exchange telephone companies and cooperatives.

**Utah Lifeline Coordination Committee:** The committee will meet quarterly to discuss Lifeline and LINK-Up program developments and coordination.

## **SECTION II: CLIENTS RIGHTS, PROGRAM SPECIFICS**

**Client Rights:** Any resident of the state of Utah has the right to apply or reapply for UTAP Lifeline, and LINK-Up. The same rights and responsibilities as outlined in the HEAT Policy Manual, Section 100 apply to UTAP clients. In particular, clients' personal confidential information is to be protected at all times.

Eligibility determination must remain within the guidelines of public policy as outlined in the Utah Administrative Code R746-341 Lifeline Rule.

<http://www.rules.utah.gov/publicat/code/r746/r746-341.htm>

**Open Year Round:** Applicants may apply for UTAP Lifeline and LINK-UP at any time during the year. There is no start or end date. However, an annual recertification of current Lifeline customers will be conducted each summer.

**Moving Lifeline/Link-Up Credit:** If a customer currently has Lifeline on their account and they place an order to move that account from one location to another---keeping their same phone number---then the Lifeline credits will move with them and they will be given a new Link Up credit. If, however, the applicant disconnects their current service and anytime later calls to establish a NEW account, service reps cannot put the Lifeline credits on the new account (and new telephone number.) In that case, they would point the customer back to the State to re-apply. Also, if a customer moves from one telephone carrier to another, he would have to reapply to get the credit. If the applicant is still eligible, the state will notify the telephone company of their eligibility on the new telephone number.

**Annual Recertification:** DCC, SEAL Program will conduct an annual recertification process. A statistically valid sample of lifeline customers will be matched on the USSDS and PACMIS systems to determine if the client is still receiving benefits from one of the qualifying programs. If the applicant matches, no further action will be required and he remains on the program. If the client does not match, DCC will send a letter notifying the client that he has 60 days to prove his continued eligibility.

**Retention of Files:** Completed UTAP applications shall be kept at DCC for no more than two (2) years. After two years, they will be shred.

**Fair Hearings:** If an application is denied UTAP Lifeline or LINK-UP, the client has the right to a Fair Hearing. Fair Hearing appeals are to be directed to the DPU. According to the State Rule, applicants have 10 days to appeal upon receiving notification of denial.

If the client does not respond within 60 days from the date of the letter notifying him that he has 60 days to prove his continued eligibility, DCC, SEAL Program will send a follow up letter advising the clients that he has 10-days to appeal. If he does not respond within 10 days, DCC, SEAL Program will tell the corresponding telephone company to remove the customer from receiving the Lifeline telephone discount.

If the client asks for a Fair Hearing, DPU will schedule the hearing and will notify the client of the findings. If the hearing finds in favor of the client, no further action will be required and the household will remain on Lifeline. If the hearing is not in the client's favor, DCC, SEAL Program will notify the corresponding telephone company to remove the customer from receiving the telephone discount see Appendix II, Annual Recertification Process Flow Chart.

## **SECTION II: APPLICATION PROCESS**

### **Applicants have four ways in which to apply:**

1. They can call the State of Utah, UTAP Program at 1-800-948-7540 and request an application and one will be mailed.

Once the completed application is returned to the State Office, it will be screened for eligibility. If the applicant is eligible, they will be added to a list that will be generated bi-weekly and e-mailed or faxed to the local telephone company which will then add the customer to the UTAP customer list. The discount will begin applying from the date the application was approved. The applicant will receive notification and information regarding when and how the discount will be applied. Applicants not eligible will receive a denial letter stating the reason for denial and information regarding their right to appeal.

2. Apply for UTAP at the same time as applying for the HEAT program.

In this process, if the client selects “yes” on the UTAP portion of the HEAT application (and the client’s telephone service is currently with an eligible ETC) and the client is eligible for HEAT assistance, their telephone number will be automatically entered in the USSDS system and mailed to their ETC to add them to the UTAP customer list and begin receiving the discount.

3. Call their participating telephone service provider and request an application and one will be mailed.

In this process, the State Office will provide the local telephone providers with UTAP applications that the company can mail directly to the client. When the client completes the application, the process in step 1 above will apply.

4. Clients can go online at <http://housing.utah.gov/seal> (all lower case) and print an application.

After completing and signing the application, follow the actions in Step 1.

### **Steps for Applying for LINK-UP**

When applying for HEAT and the client says he wants to apply for UTAP but he doesn’t have a telephone, provide the client with the regular UTAP application and a UTAP brochure. Inform him that if he is qualified for HEAT, he will also be qualified for UTAP. However, he must first request the telephone service and provide DCC, SEAL Program with his new telephone number. DCC, SEAL Program will then request from the telephone carrier the regular monthly discount and the LINK-UP discount (of half up to \$25.00) to help cover the installation fees be applied to his new number.

If the client does not qualify for HEAT, he may still qualify for UTAP because the income guidelines are slightly higher (See chart below). Provide the client with an application and brochure, and tell him to follow the instructions on where to mail the completed and signed application along with all supporting documentation. See Appendix II: UTAP/LINK-UP Application Process Flow Chart.

**SECTION III: ELIGIBILITY & INCOME STANDARDS**

1. There are two ways to qualify for UTAP Lifeline and/or Link-Up. The total household income must be at or less than 135% of the federal poverty level (see chart below);  
**or**
2. The client or someone living in his/her household receives benefits from one of the following programs:
  - FOOD STAMPS
  - GENERAL ASSISTANCE
  - HEAD START (income based qualification only)
  - HOME ENERGY ASSISTANCE TARGET PROGRAM (HEAT)/ Home Electric Lifeline Program (HELP)
  - MEDICAID
  - NATIONAL FREE SCHOOL LUNCH PROGRAM (not reduced)
  - PUBLIC HOUSING ASSISTANCE
  - REFUGEE ASSISTANCE
  - SUPPLEMENTAL SECURITY INCOME (SSI)
  - TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)
  - WORK TOWARD EMPLOYMENT (WTE)

**Income Chart:** There are no deductions or credits. Income is based solely on gross.

<b>2008-09 Federal Poverty Guidelines (135% of Poverty Level)</b>				
Household Size	Monthly Income		Household Size	Monthly Income
1			4	
2			5	
3			6	
Add \$ for each additional household member.				



## SECTION IV: ELIGIBLE TELEPHONE CARRIERS (ETC)

Only companies that are designated Eligible Telephone Carriers (ETC) by the Utah Public Service Commission are participating in UTAP. Other telephone carriers may have their own low income discount program. Clients can be encouraged to contact their carrier and ask if they have any such programs. Below is a list of those ETC's covering the State of Utah. The Vendor Code is what has been assigned and must be used when entering data in the USSDS system. A Utah map of ETC service areas, a list of cities and towns covered by each ETC, and a list of ETCs by cities and towns follows this list.

### Utah Telephone Assistance Program Participating Eligible Telephone Carriers (ETCs)

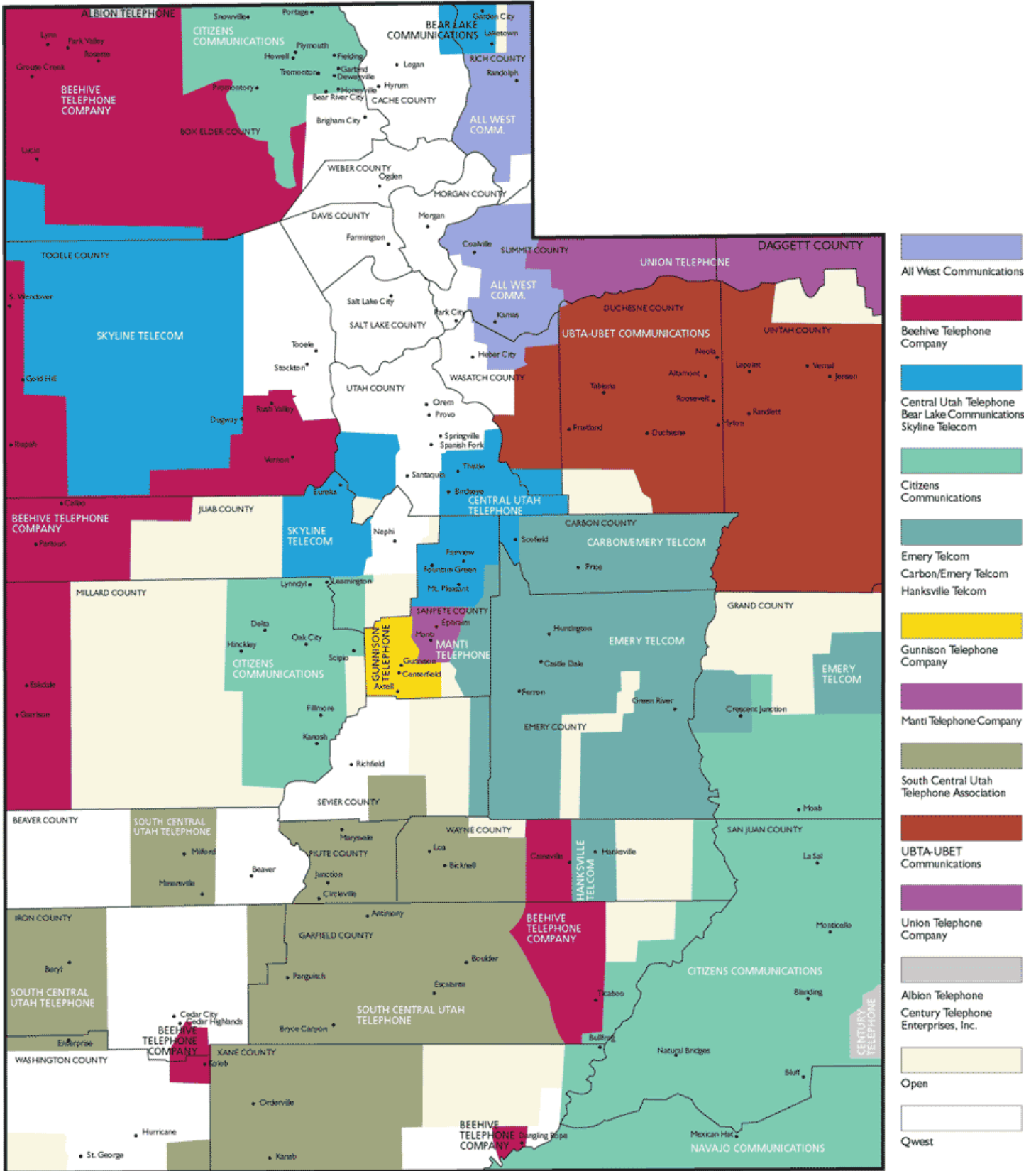
NAME	CO DE	Address	Telephone/Fax/E-mail
All West Communications Inc	02	50 W 100 N PO BOX 588 Kamas, UT 84036-0588	Tel - (435) 783-4361 (888) 292-1414 Fax - (435) 783-4928 Web - <a href="http://www.allwest.net">www.allwest.net</a> UTAP contact: <b>Mary Young</b> <a href="mailto:myoung@allwest.net">myoung@allwest.net</a> 435-783-4955
Bear Lake Communications (CentraCom Interactive)	10	35 S State St PO BOX 7 Fairview, UT 84629	Tel - (435) 427-3331 (800) 427-8449 Fax - (435) 427-3200 UTAP contact: Same as Central UT: Web - <a href="http://www.cut.net">www.cut.net</a>
Beehive Telephone Company	14	2000 SUNSET RD Lakepoint, UT 84074-9779	Tel - 435-663-0111 Wayne McCulley: email: <a href="mailto:waynem@beehive.net">waynem@beehive.net</a> (800) 629-9999 Fax - (801) 250-4420 UTAP contact: <b>Jacob Warner</b> , 801- 250-6639; email: <a href="mailto:jakew@beehive.net">jakew@beehive.net</a> Web - <a href="http://www.beehive.net">www.beehive.net</a> <a href="mailto:waynem@beehive.net">waynem@beehive.net</a>
Carbon Emery Telcom*	04	P.O. BOX 629 Orangeville, UT 84537-0629	Tel - (435) 748-2223 Fax - (435) 748-5222 UTAP Contact: (same as Emery Telephone Web - <a href="http://www.emerytelcom.net">www.emerytelcom.net</a>
CentraCom Interactive Telephone	09	PO BOX 7 Fairview, UT 84629	Tel - (435) 427-3331 (800) 427-8449 Fax - (435) 427-3200 UTAP Contact: <b>Blake Madsen</b> , 435-427-0652 <a href="mailto:b.madsen@cut.net">b.madsen@cut.net</a> Web - <a href="http://www.cut.net">www.cut.net</a>

Direct Communications, Eagle Mountain, Cedar Valley	17	3688 CAMPUS DR SUITE 150 EAGLE MOUNTAIN UT 84005-5277 150 S. Main; PO Box 269 Rockland, ID 83271	1 <sup>st</sup> address Kristy Ellers 2 <sup>nd</sup> address <b>Kip Wilson</b> 208-548-2345 801-789-2800; 801-789-8120 F. 208-548-9911 <a href="mailto:kip@starwest.dcdi.net">kip@starwest.dcdi.net</a>
Emery Telephone	12	455 E Hwy 29 PO BOX 629 Orangeville, UT 84537-0629	Tel - (435) 748-2223 <b>Krista Cunningham</b> , ext. 748-3163 Email: kcunningham@emerytelcom.com Fax - (435) 748-5222 Web - <a href="http://www.emerytelcom.net">www.emerytelcom.net</a>
Frontier (Citizens Telecommunications, Inc.)	03	3 TRIAD CENTER, STE. 160 Salt Lake City, UT 84180-1413 Frontier Communications Attention Dranna White 1398 S WOODLAND BLVD DELAND FL 32920  Sue Dudenhofer Moab Office 15 N 100 E Moab, UT 84532 435-259-5157 E. susan.dudenhofer@frontiercorp.com	801-924-6358 Tel - (801) 924-6360 (800) 373-5627 Fax - (801) 924-6363 UTAP Contact: <b>Charda Whipple</b> 1-888-281-7501, ext. 7060 F. 1-386-736-2632 Dranna White: 386-943-6032, ext. 8470 E: ccsgdeland@frontiercorp.com chardawhipple@frontiercorp.com Web - <a href="http://www.frontieronline.com">www.frontieronline.com</a> Curt Huttzell, Ph.D. Government and External Affairs Frontier Communications Solutions P.O. Box 708970 Sandy, UT 84070-8970 phone: 801-298-0757; fax: - 298-0758; mobile: 801-557-5614
Gunnison Telephone Company	08	29 S Main St PO BOX 850 Gunnison, UT 84634-0850	Tel - (435) 528-7236 Fax - (435) 528-5558 UTAP contact: <b>Natalie Gleave</b> natalieg@gtelco.net Web - <a href="http://www.gtelco.net">www.gtelco.net</a>
Hanksville Telcom*	15	455 E Hwy 29 P.O. BOX 629 Orangeville, UT 84537-0629	Tel - (435) 748-2223 Fax - (435) 748-5222 UTAP contact: Same as Emery Web - <a href="http://www.emerytelcom.net">www.emerytelcom.net</a>
Manti Telephone Company, Inc	13	34 WEST UNION STREET Manti, UT 84642	Tel - (435) 835-3391 (877) 835-3391 UTAP contact: <b>Kari Harmon</b> Email: karik@mail.manti.com Fax - (435) 835-7192 <a href="http://www.manticity.org">www.manticity.org</a>
Navajo Communications Company Inc. (Citizens	03	Frontier Communications Attention Cherie Hendrix P.O. Box 3609	801-924-6358 Tel - (801) 924-6360 (800) 373-5627

Telecommunications)		Kingman, AZ 86402 or alternatively, 3124 Stockton Hill Road Kingman, AZ 86401 tel. no.: 928-718-7402, ext. 3456 fax: 928-718-1246 e-mail: <a href="mailto:chendrix@czn.com">chendrix@czn.com</a>	Fax - (801) 924-6363 UTAP Contact: <b>Cherie Hendrix</b> , 928-718-7402, ext. 3456 F. 888-352-4408 chendrix@czn.com Web - <a href="http://www.frontieronline.com">www.frontieronline.com</a>
Qwest Corporation SPECIAL NEEDS DEPT. Services for the deaf and blind, directory assistance exemption, etc. <b>1-800-223-3131</b> e-mail TAP requests: omapclab@qwest.com	01	250 E. BELL PLAZA #1600 Salt Lake City, UT 84111	801-273-7634 Tel - (801) 237-7200 (888) 642-9996 <b>(800) 244-1111 Customer service</b> Fax - (801) 237-6542 Web - <a href="http://www.qwest.com">www.qwest.com</a>
Skyline Telephone Company (CentraCom Interactive)	11	PO BOX 16 Fairview, UT 84629	Tel - (435) 427-3331 (800) 427-8449 UTAP contact: Same as Central UT Fax - (435) 427-3200 Web - <a href="http://www.cut.net">www.cut.net</a>
South Central Communication	05	ATTN: CHERIE LYMAN PO BOX 555 Escalante, UT 84726	435-826-4211, <b>Cherie</b> , x 247 Fax: 435-826-4900 cheriel@socen.com Lifeline contact: Customer Service rep for the area you are in. Allen Torgerson 435-826- 1251; Email: alant@socen.com
Uintah Basin Telephone Association (UBTA & UBET)	06	PO BOX 398 Roosevelt, UT 84066	Tel - (435) 646-5007 (888) 546-8282 Fax - (435) 646-5011 Web - <a href="http://www.ubtanet.com">www.ubtanet.com</a> UTAP Contact: <b>Robin Lefler</b> 435-622-6432 Peggy Draper, 435-622-5303 E-pdraper@ubta-ubet.com
Union Telephone	16	850 N Hwy 414 P.O. Box 160 Mountain View, WY 82939	Tel - (307) 782-6131 (800) 646-2355 UTAP Contact: Marielle Brisko mbrisiko@unionwireless.com  <b>Tina Dellinger</b> , ext. 4156 <a href="mailto:tinad@mtview.union-tel.com">tinad@mtview.union-tel.com</a> Fax - (307) 782-6913 Web - <a href="http://www.union-tel.com">www.union-tel.com</a>
Public Service Commission Division of Public Utilities	NA	160 East 300 South, 4 <sup>th</sup> Floor Salt Lake City, UT 84111	<b>Shauna Springer</b> – (801)-530-6433 f. 801-530-6512 e. sbenvegn@utah.gov
Executive Director Utah Rural Telecom Assoc.	NA		

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### MAP of ETCs in the State of Utah



**Cities and Towns Service areas of ETCs**

<b>ALL WEST COMMUNICATIONS</b>			
Coalville	Kamas	Randolph	
Timberlakes, East of Heber, Prefixes are <b>785</b>			
<b>BEAR LAKE COMMUNICATIONS</b>			
Garden City	Laketown		
<b>BEEHIVE TELEPHONE COMPANY</b>			
Dangling Rope	Eskdale	Gainville	Garrison
Grouse Creek	Ibapah	Kolob	Park Valley
Partoun	Rush Valley	Trout Creek	
Ticaboo	Vernon	Wendover	
<b>CARBON (Carbon/Emery) TELCOM</b>			
East Carbon	Helper	Price	Wellington
<b>EMERY (Carbon/Emery) TELCOM</b>			
Castle Dale	Cleveland	Elmo	
Emery	Ferron	Green River	
Huntington	Orangeville	Spring Glen	
<b>HANKSVILLE (Carbon/Emery) TELCOM</b>			
Hanksville			
<b>CENTRAL UTAH TELEPHONE</b>			
Birdseye in Utah County	Clear Creek	Covered Bridge (Spanish Fork Canyon)	Fairview
Fountain Green	Mt. Pleasant	Scotfield	Spring City
Mammoth	Garden City		
<b>FRONTIER Communications of Utah (Citizens Communications)</b>			
Bear River City	Blanding	Bluff	Delta
Fielding	Fillmore	Holden	Howell
Kanosh	La Sal	Lake Powell	Lynndyl
Meadow	Moab	Monticello	Natural Bridges
Oak City	Portage	Scipio	Snowville
Thatcher	Thompson	Tremonton	Deweyville
Castle Valley	Hinkley	Garland	Leamington
<b>GUNNISON TELECOMMUNICATIONS</b>			
Axtell	Centerfield	Fayette	Gunnison
Mayfield			

<b>MANTI TELEPHONE</b>			
Ephraim	Manti	Sterling	
<b>NAVAJO COMMUNICATIONS</b>			
Halchita-Mexican Hat	Montezuma Creek	Monument Valley	
<b>QWEST COMMUNICATIONS</b>			
Most all large urban areas in Utah including all of Salt Lake, Weber, Morgan, and Davis counties. Look at map for other areas served throughout the state.			
<b>SKYLINE TELECOM</b>			
Chester	Dugway	Eureka	
Goshen	Moroni	Wales & other small settlements	Wendover
<b>SOUTH CENTRAL UTAH TELEPHONE</b>			
Antimony	Apple Valley	Beryl	Bicknell
Boulder	Bryce Canyon	Burrville	Cane Beds
Cannonville	Capital Reef	Circleville	Colorado City
Duck Creek	Enterprise	Escalante	Fishlake
Fremont	Greenwich	Grover	Hatch
Henrieville	Hildale	Junction	Kanab
Kingston	Koosharem	Loa	Lyman
Marysvale	Milford	Minersville	Modena
New Castle	Panguitch	Teasdale	Torrey
Tropic			
<b>UINTAH BASIN Electronics &amp; Telecommunications (UBET)</b>			
Vernal	Roosevelt	Duchesne	Fort Duchesne
Altamont	Bridgeland, East of Duchesne	Flattop	Fruitland
La Point	Neola	Randlett	Tabiona
Tridell	Whiterocks	Talmage	
	Mountain Home		
<b>UNION</b>			
Christmas Meadows	Dutch John	Greendale	Manila
<b>VCI Company</b> - Basically serves same customers as Qwest			



## ETCs SERVICE AREAS BY CITIES AND TOWNS

<b>ALTAMONT</b> , UBET	<b>ESKDALE</b> , Beehive Telephone Company
<b>ANTIMONY</b> , South Central	<b>EUREKA</b> , Skyline
<b>APPLE VALLEY</b> , South Central	<b>FAIRVIEW</b> , Central Utah Telephone
<b>AXTELL</b> , Gunnison	<b>FAYETTE</b> , Gunnison
<b>BEAR RIVER CITY</b> , Frontier	<b>FERRON</b> , Emery Telcom
<b>BERYL</b> , South Central	<b>FIELDING</b> , Frontier
<b>BICKNELL</b> , South Central	<b>FILLMORE</b> , Frontier
<b>BIRDSEYE</b> in Utah County, Central Utah Telephone	<b>FISHLAKE</b> , South Central
<b>BLANDING</b> , Frontier	<b>FLATTOP BRIDGELAND</b> , East of Duchesne) UBET
<b>BLUFF</b> , Frontier	<b>FORT DUCHESNE</b> , UBET
<b>BOULDER</b> , South Central	<b>FOUNTAIN GREEN</b> , Central Utah
<b>BRYCE CANYON</b> , South Central	<b>FREMONT</b> , South Central
<b>BURRVILLE</b> , South Central	<b>FRUITLAND</b> , UBET
<b>CANE BEDS</b> , South Central	<b>GAINVILLE</b> , Beehive Telephone Co.
<b>CANNONVILLE</b> , South Central	<b>GARDEN CITY</b> , Bear Lake
<b>CAPITAL REEF</b> , South Central	<b>GARLAND</b> , Frontier
<b>CASTLE DALE</b> , Emery Telcom	<b>GARRISON</b> , Beehive Telephone Co.
<b>CASTLE VALLEY</b> , Frontier	<b>GOSHEN</b> , Skyline
<b>CENTERFIELD</b> , Gunnison Telecommunications	<b>GREEN RIVER</b> , Emery Telcom
<b>CHESTER</b> , Skyline	<b>GREENDALE</b> , Union
<b>CHRISTMAS MEADOWS</b> , Union	<b>GREENWICH</b> , South Central
<b>CIRCLEVILLE</b> , South Central	<b>GROUSE CREEK</b> , Beehive Telephone Co.
<b>CLEAR CREEK</b> , Central Utah	<b>GROVER</b> , South Central
<b>CLEVELAND</b> , Emery Telcom	<b>GUNNISON</b> , Gunnison
<b>COALVILLE</b> , All West	<b>HALCHITA-MEXICAN HAT</b> , Navajo
<b>COLORADO CITY</b> , South Central	<b>HANKSVILLE</b> , Hanksville
<b>COVERED BRIDGE</b> (Spanish Fork Canyon), Central Utah Telephone	<b>HATCH</b> , South Central
<b>DANGLING ROPE</b> , Beehive Telephone	<b>HELPER</b> , Carbon Telcom
<b>DELTA</b> , Frontier	<b>HENRIEVILLE</b> , South Central
<b>DEWEYVILLE</b> , Frontier	<b>HILDALE</b> , South Central
<b>DUCHESNE</b> , UBET	<b>HINCKLEY</b> , Frontier
<b>DUCK CREEK</b> , South Central	<b>HOLDEN</b> , Frontier
<b>DUGWAY</b> , Skyline	<b>HOWELL</b> , Frontier
<b>DUTCH JOHN</b> , Union	<b>HUNTINGTON</b> , Emery Telcom
<b>EAST CARBON</b> , Carbon Telcom	<b>IBAPAH</b> , Beehive Telephone Co.
<b>ELMO</b> , Emery Telcom	<b>JUNCTION</b> , South Central
<b>EMERY</b> , Emery Telcom	<b>KAMAS</b> , All West Communications
<b>ENTERPRISE</b> , South Central	<b>KANAB</b> , South Central
<b>EPHRAIM</b> , Manti Telephone	<b>KANOSH</b> , Frontier
<b>ESCALANTE</b> , South Central	<b>KINGSTON</b> , South Central
	<b>KOLOB</b> , Beehive Telephone Company
	<b>KOOSHAREM</b> , South Central

**LA POINT**, UBET  
**LA SAL**, Frontier  
**LAKE POWELL**, Frontier  
**LAKETOWN**, Bear Lake Communications  
**LEAMINGTON**, Frontier  
**LOA**, South Central  
**LYMAN**, South Central  
**LYNNDYL**, Frontier  
**MAMMOTH**, Central Utah Telephone  
**MANILA**, Union  
**MANTI**, Manti Telephone  
**MARYSVALE**, South Central  
**MAYFIELD**, Gunnison  
**MEADOW**, Frontier  
**MILFORD**, South Central  
**MINERSVILLE**, South Central  
**MOAB**, Frontier  
**MODENA**, South Central  
**MONTEZUMA CREEK**, Navajo  
**MONTICELLO**, Frontier  
**MONUMENT VALLEY**, Navajo  
**MORONI**, Skyline  
**MOUNTAIN HOME**, UBET  
**MT. PLEASANT**, Central Utah Telephone  
**NATURAL BRIDGES**, Frontier  
**NEOLA**, UBET  
**NEW CASTLE**, South Central  
**OAK CITY**, Frontier  
**ORANGEVILLE**, Emery Telcom  
**PANGUITCH**, South Central  
**PARK VALLEY**, Beehive Telephone Co.  
**PARTOUN**, Beehive Telephone Co.  
**PORTAGE**, Frontier

**PRICE**, Carbon Telcom  
**RANDLETT**, UBET  
**RANDOLPH**, All West Communications  
**ROOSEVELT**, UBET  
**RUSH VALLEY**, Beehive Telephone  
**SCIPIO**, Frontier  
**SCOFIELD**, Central Utah Telephone  
**SNOWVILLE**, Frontier  
**SPRING CITY**, Central Utah Telephone  
**SPRING GLEN**, Emery  
**STERLING**, Manti Telephone  
**TABIONA**, UBET  
**TALMAGE**, UBET  
**TEASDALE**, South Central  
**THATCHER**, Frontier  
**THOMPSON**, Frontier  
**TICABOO**, Beehive Telephone Company  
**TIMBERLAKES, East of Heber**, Allwest  
**TORREY**, South Central  
**TREMONTON**, Frontier  
**TRIDELL**, UBET  
**TROPIC**, South Central  
**TROUT CREEK**, Beehive  
**VERNAL**, UBET  
**VERNON**, Beehive Telephone Company  
**WALES & other small settlements**,  
Skyline  
**WELLINGTON**, Carbon Telcom  
**WENDOVER**, Beehive Telephone Co.  
**WENDOVER**, Skyline  
**WHITEROCKS**, UBET



## **APPENDIX**

### **TABLE OF CONTENTS**

UTAP Application

UTAP/LINK-UP Application Process Flow Chart.

Recertification Process Flow Chart

Notification Letters

## UTAP NOTIFICATION LETTERS

Notice/ Code #	Message	How generated
<b>Approvals</b>		
<b>1</b>	UTAP Lifeline credit will begin to apply to your current telephone number	
<b>2</b>	UTAP LINK-up will be credited to the new telephone number and then your Lifeline credit will begin	
<b>Denials</b>		
<b>1</b>	Income Exceeds Guidelines	
<b>2</b>	Not under a qualifying Program	
<b>3</b>	Telephone Carrier is not a Qualifying Telephone Service Carrier	
<b>4</b>	Failed to Provide Verification	
<b>5</b>	Other	

**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP) – APPROVAL NOTICE**



Effective \_\_\_\_\_ your application for the UTAP Lifeline telephone discount has been approved. Your Lifeline discount will be applied to \_\_\_\_\_ telephone number using service from \_\_\_\_\_ telephone company.

The discount is \$13.38 per month and should appear on your next month’s billing cycle. Please note that telephone companies’ billing cycles may differ. Also, note that the discount may be hard to see on your telephone bill because it is often broken down in different areas. If you have questions regarding the bill, contact your telephone carrier directly.

If your household’s income should change or a household member is no longer receiving one of the qualifying programs, you must inform your telephone carrier that you are no longer eligible for the discount. If you are not sure if you still qualify, contact the State Office.

Clients are responsible to notify UTAP if they are no longer eligible and may have to repay the difference between the discounted and regular price.

As a UTAP recipient you should recertify your eligibility each year. You may recertify at the same time you apply for HEAT.

DCC UTAP Program  
Approval Notice (2)

**UTAH TELEPHONE ASSISTANCE PROGRAM (LINK-UP and Lifeline)  
– APPROVAL NOTICE**

Effective \_\_\_\_\_ your application for the LIFELINE/LINK-Up telephone discount has been approved. Your telephone discount will be applied to \_\_\_\_\_ telephone number using service from \_\_\_\_\_ telephone company. In addition you will receive a discount off your initial telephone connection fee.

The discount is \$13.38 per month and should appear on your next month's billing cycle. Please note that telephone companies' billing cycles may differ. Also, note that the discount may be difficult to see on your telephone bill because it is often broken down in different areas. If you have questions regarding the bill, contact your telephone carrier directly.

If your household's income should change or a household member is no longer receiving one of the qualifying programs, you must inform your telephone carrier that you are no longer eligible for the discount. If you are not sure if you still qualify, contact the State Office.

Clients are responsible to notify UTAP if they are no longer eligible and may have to repay the difference between the discounted and regular price.

As a UTAP recipient you should recertify your eligibility each year. You may recertify at the same time you apply for HEAT.

**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP)  
DENIAL NOTICE – INCOME EXCEEDS GUIDELINES**

Effective \_\_\_\_\_ your application for the UTAP Lifeline telephone discount has been denied because the income you reported exceed program guidelines.

You may re-apply at any time if your circumstances change.



**HEARING RIGHTS**

If your application is denied, you have the right to a Fair Hearing.  
You must send a written notice to:

Division of Public Utilities  
160 East 300 South, 4<sup>th</sup> Floor;  
Salt Lake City, UT 84111

within 10 days of notification.

**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP)  
DENIAL NOTICE – NOT RECEIVING A QUALIFYING PROGRAM**

Effective \_\_\_\_\_ your application for the UTAP Lifeline telephone discount has been denied because no one in your household receives one of the qualifying programs.

You may re-apply at any time if your circumstances change.



**HEARING RIGHTS**

If your application is denied, you have the right to a Fair Hearing.  
You must send a written notice to:

Division of Public Utilities  
160 East 300 South, 4<sup>th</sup> Floor;  
Salt Lake City, UT 84111

within 10 days of notification.

If you are denied after your appeal, you have up to 60 days to appeal that decision.

Or combine Notice 1 and 2

DCC UTAP Program  
Denial Notice (1)

**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP)  
DENIAL NOTICE – INCOME EXCEEDS GUIDELINES  
And/or NOT RECEIVING A QUALIFYING PROGRAM**

Effective \_\_\_\_\_ your application for the UTAP Lifeline telephone discount has been denied because the income you reported exceed program guidelines OR no one in your household receives one of the qualifying public assistance programs.

You may re-apply at any time if your circumstances change.



**HEARING RIGHTS**

If your application is denied, you have the right to a Fair Hearing.  
You must send a written notice to:

Division of Public Utilities  
160 East 300 South, 4<sup>th</sup> Floor;  
Salt Lake City, UT 84111

within 10 days of notification.

**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP)  
DENIAL NOTICE – TELEPHONE PROVIDER DOES NOT PARTICIPATE IN UTAP**

Effective \_\_\_\_\_ your application for the UTAP Lifeline telephone discount has been denied because your telephone carrier does not participate in UTAP.

You may re-apply at any time if your circumstances change.



**HEARING RIGHTS**

If your application is denied, you have the right to a Fair Hearing.  
You must send a written notice to:

Division of Public Utilities  
160 East 300 South, 4<sup>th</sup> Floor;  
Salt Lake City, UT 84111

within 10 days of notification.



**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP)  
DENIAL NOTICE – FAILED TO PROVIDE NECESSARY DOCUMENTATION**

Effective \_\_\_\_\_ your application for the UTAP Lifeline telephone discount has been denied because you did not provide us with the documentation required to determine your eligibility.

You may re-open your UTAP application upon our receipt of the necessary verifications.



**HEARING RIGHTS**

If your application is denied, you have the right to a Fair Hearing.  
You must send a written notice to:

Division of Public Utilities  
160 East 300 South, 4<sup>th</sup> Floor;  
Salt Lake City, UT 84111

within 10 days of notification.

DCC UTAP Program  
Denial Notice (5)

**UTAH TELEPHONE ASSISTANCE PROGRAM (UTAP)  
DENIAL NOTICE – NO LONGER ELIGIBLE**

It has come to our attention that you are no longer eligible for UTAP Lifeline. If you disagree with this, please provide us with the necessary documentation that certifies your continued eligibility. You have 60 days to do so before your Lifeline discount is terminated.

Please address any questions, concerns or appeals to:

Dept. of Community & Culture  
Division of Housing & Community Development  
**UTAP**  
324 South State Street, 5<sup>th</sup> Floor  
Salt Lake City, UT 84111