

# Oregon Telephone Assistance Programs

**TELECOMMUNICATION DEVICES ACCESS PROGRAM (TDAP)** loans specialized telecommunications equipment to qualifying Oregon residents with a disability in hearing, vision, speech, mobility or cognition.

**THE OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)** allows Oregonians who are deaf, hard of hearing, deaf-blind, or have a speech disability to place and receive calls through specially trained operators. Visit [hamiltonrelay.com/oregon](http://hamiltonrelay.com/oregon) or call 844-855-6722 for more information.

## **OREGON LIFELINE**

Pioneer Connect is a participating service provider of the Oregon Lifeline program, a federal and state government assistance program that provides a monthly discount on phone or high-speed internet service for qualifying low-income households.

Eligible customers can get one Oregon Lifeline discount (phone or high-speed internet, but not both) per household. The Oregon/Lifeline discount is non-transferable. Qualifying customers may be required to meet minimum federal service standards.

**HOW TO QUALIFY:** You may qualify if you receive benefits from one of the following:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Veterans Pension and Survivors Benefits
- Federal Public Housing Assistance (Section 8)
- Tribal Specific Programs
- Your total household income is at or below 135% of federal poverty guidelines

Oregon Lifeline subscribers are free to choose their own toll usage plans through long distance providers that service the Pioneer Connect serving area. Toll Blocking and/or toll control is available for free to Oregon Lifeline subscribers.

Proof of eligibility may be necessary for enrollment. Qualifying customers may be required to recertify every year to maintain their Oregon Lifeline discount. All information is treated as confidential.

**QUESTIONS OR TO APPLY FOR ASSISTANCE:** For questions or to apply for Oregon Lifeline or TDAP equipment, please visit [rspf.oregon.gov](http://rspf.oregon.gov), call 1-800-848-4442 (M–F, 9AM–4PM) or email: [puc.rspf@puc.oregon.gov](mailto:puc.rspf@puc.oregon.gov)



*Information and eligibility may change at any time. Visit the Oregon Public Utility Commission website for the most up-to-date information: [rspf.oregon.gov](http://rspf.oregon.gov)*

[www.pioneer.net](http://www.pioneer.net)  
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