Phone and Internet Discounts Available to CenturyLink Customers

The Iowa Utilities Board designated CenturyLink as an Eligible Telecommunications Carrier within its service area for universal service purposes. CenturyLink’s basic local service rates for residential voice lines are $29.50 per month and business services are $42.00 per month. Specific rates will be provided upon request.

CenturyLink participates in a government benefit program (Lifeline) to make residential telephone or qualifying broadband service more affordable to eligible low-income individuals and families. Eligible customers are those that meet eligibility standards as defined by the FCC and state commissions. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain federal eligibility programs. The Lifeline discount is available for only one telephone or qualifying broadband service per household, and can be on either wireline or wireless service. Broadband speeds must be 25 Mbps download and 3 Mbps upload or faster to qualify.

A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain a Lifeline discount can be punished by fine or imprisonment and can be barred from the program.

If you live in a CenturyLink service area, please call 1-800-201-4099 or visit centurylink.com/lifeline with questions or to request an application for the Lifeline program.