

G Telephone Expense

REVISION 49
(01/01/21 - 12/31/21)

Telephone expenses billed separate from or itemized with rent or mortgage are allowable for NA only. (See [Utility Expenses](#))

When the telephone expense amount is itemized with the rent or mortgage payment, deduct the telephone expense amount from the shelter expense. Budget the expenses separately on EXNS.

Allow a telephone expense when the participant is responsible for the charges (even when it is billed to another person).

NOTE When the participant uses a cell phone document the name of the cell phone service carrier.

Some acceptable forms of verification are as follows:

- The telephone bill or proof of payment for minutes attached to a specific device
- A receipt from the cell phone service carrier
- A screenshot from the cell phone (when the customer only makes payments through the device)
- An email from the cellular phone service provider verifying the expense
- A participant statement

When the budgetary unit participates in the Lifeline Assistance Program, determine whether a telephone expense obligation remains. Allow a telephone expense when the discount program does not pay the telephone expense in full.

Key the telephone expense on EXPC or EXNS using the TL Expense Code.