

Lifeline

Receive up to \$9.25 off your phone or Internet service



Lifeline is a federal program that helps lower the monthly cost of your phone or Internet service.

Request an interpreter if you need help in another language



How to Get Lifeline

YOU QUALIFY IF:

- You participate in any **ONE** of these government benefit programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors Benefit
 - Supplemental Security Income (SSI)
- OR —
- Your income is at or below 135% of the federal poverty guidelines



If you live on Tribal lands, you may receive an additional discount towards your service and may be able to qualify through specific Tribal programs.

ONE DISCOUNT PER HOUSEHOLD

A household is a group of people that share income and expenses.

- You are only allowed to get **ONE** Lifeline discount per household.
- If you live with someone else who receives the Lifeline benefit, but is not a part of your household, complete the **Household Worksheet** at [LifelineSupport.org](https://www.LifelineSupport.org). You can also ask your Lifeline service provider.

HOW TO SHOW YOU QUALIFY

You may need to show proof that you qualify for Lifeline, such as:

- **A copy of your SNAP or program letter**
- OR —
- **A copy of your pay stub or tax return** to prove your income is at or below 135% of the federal poverty guidelines.

Three Ways to Apply*



APPLY ONLINE

Find the online application at [LifelineSupport.org](https://www.LifelineSupport.org).



MAIL YOUR APPLICATION

Print an application from [LifelineSupport.org](https://www.LifelineSupport.org). Fill out and mail it with proof of eligibility to:
Lifeline Support Center
PO Box 1000
Horseheads, NY 14845



CONTACT A PHONE OR INTERNET COMPANY

Find a company that provides Lifeline at [LifelineSupport.org](https://www.LifelineSupport.org). Click *Companies Near Me*.

* If you live in **CA** ([CaliforniaLifeline.com](https://www.CaliforniaLifeline.com)), **OR** ([Lifeline.Oregon.gov](https://www.Lifeline.Oregon.gov)), or **TX** ([TexasLifeline.org](https://www.TexasLifeline.org)), visit the website for your state to find out how to apply.



LIFELINE SUPPORT CENTER

The Lifeline Support Center can help you with questions about your benefit, including:

- Lifeline program rules
- The status of your application
- What documents you need to submit
- Assistance with the Household Worksheet
- What Lifeline companies are in your area
- Assistance with recertification
- Accessing your account on **LifelineSupport.org**
- Lifeline application assistance for people with disabilities

After You Sign Up

USE IT OR LOSE IT

If your phone or Internet is free, use it at least once every 30 days to keep the benefit.



RECERTIFICATION

Each year, Lifeline Support will conduct a check to ensure you still qualify for the benefit.

Lifeline Support will review databases that can verify your participation in qualifying programs.

Lifeline Support will send you a letter asking you to recertify your benefit **ONLY** if we are unable to confirm you are still eligible.

If you live in **CA (CaliforniaLifeline.com)**, **OR (Lifeline.Oregon.gov)**, or **TX (TexasLifeline.org)**, visit the website for your state to find out how to recertify.

TRANSFER YOUR BENEFIT

You may change your Lifeline phone or Internet company at any time.





If you have a disability and need assistance with your application, contact the Lifeline Support Center.



**Universal Service
Administrative Co.**

LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK

LifelineSupport@usac.org | LifelineSupport.org

Lifeline is a Federal Communications Commission (FCC) program to help make communications services more affordable for eligible consumers. The Universal Service Administrative Company (USAC) administers the Lifeline program. USAC is responsible for helping you apply for the program, understand eligibility requirements, and keep your benefit current through an annual recertification process.

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