Lifeline

Receive up to $9.25 off your phone or Internet service

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

INDIVIDUAL ELIGIBILITY

You qualify for a discount 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

HOUSEHOLD ELIGIBILITY

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 share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, **www.LifelineSupport.org**. You can also ask your Lifeline service provider.

THREE WAYS TO APPLY

APPLY ONLINE Find the online application at **CheckLifeline.org**.

OR

MAIL YOUR APPLICATION Print an application from **www.LifelineSupport.org/National-Verifier**. Fill out and mail it with proof of eligibility to:

Lifeline Support Center
P.O. Box 7081
London, KY 40742

OR

CONTACT A PHONE OR INTERNET COMPANY
Find a company that provides Lifeline at **www.LifelineSupport.org**.
Click *Companies Near Me*.

HOW TO SHOW YOU ARE ELIGIBLE

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

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

*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

Universal Service Administrative Co.

LIFELINE SUPPORT CENTER

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

LifelineSupport@usac.org | www.LifelineSupport.org

FCC USAC is an independent not-for-profit designated by the FCC.

Available for Public Use

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HOW TO KEEP YOUR BENEFIT

USE IT OR LOSE IT

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

RECERTIFICATION

Each year, Lifeline will conduct a check to ensure you still qualify for the benefit. We will review databases that can verify your participation in qualifying programs.

We will send you a letter asking you to renew your benefit ONLY if we are unable to confirm you are still eligible.

What to do if asked to renew:

- Call (855) 359-4299 **OR**
- Complete the form online at **CheckLifeline.org** **OR**
- Complete the Renewal form and mail it to:

  Lifeline Support Center
  P.O. Box 7081
  London, KY 40742

You may check your Lifeline Benefit status anytime by calling the Lifeline Support Center, (800) 234-9473.

TRANSFER YOUR BENEFIT

You may change the phone or internet company registered with Lifeline at any time.

To do so:

- Talk to your new company to make the switch—some companies may have transfer costs.
- Reapply to Lifeline to confirm you are still eligible.
- Search for a phone or internet company at **www.LifelineSupport.org**. Click *Companies Near Me*.

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Contact your phone or internet company about your phone, internet service, or bill.

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Tribal Lifeline

Customers living on federally recognized Tribal Lands* can receive up to $34.25 off phone or Internet service.

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

ELIGIBILITY

You may qualify for a discount if you live on federally recognized Tribal lands* **AND** can provide proof for any **ONE** of the following:

- Your income is at or below 135% of the federal poverty guidelines, **OR**
- 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)
  - Bureau of Indian Affairs General Assistance
  - Tribal Head Start (income based)
  - Tribal Temporary Assistance for Needy Families (Tribal TANF)
  - Food Distribution Program on Indian Reservations Assistance

WHAT IS A HOUSEHOLD?

You can have multiple households at one address, for example:

- Four adult family members that live at the same address, but do not share income and expenses, may each have their own Lifeline benefit.
- If you share housing with someone who already receives Lifeline, complete the **Household Worksheet** that is available on our website, or through your phone or internet company.

*Lifeline's Tribal Lands is defined in 47 CFR §54.400 (e).

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CONTACT A PHONE OR INTERNET COMPANY
Find a company that provides Lifeline at **www.LifelineSupport.org**.
Click *Companies Near Me*.

HOW TO SHOW YOU ARE ELIGIBLE

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

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

TIPS FOR APPLICANTS ON TRIBAL LANDS

- Check the "Tribal Lands" Box.
- Provide a Tribal ID Number if a SSN is unavailable.
- Your Lifeline company can help determine whether your address is on Tribal lands.
- Ask your service provider about *Tribal Link-Up*. You may be able to get up to $100 toward your connection to home service.

NOTE: An applicant living at a residence without an identifiable address will be asked to provide Geo-coordinates for the physical location. If you don't have this information, you can provide USAC a map that identifies the location of the residence, landmarks, and distances.

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