

Lifeline Program: How to Apply for Lifeline

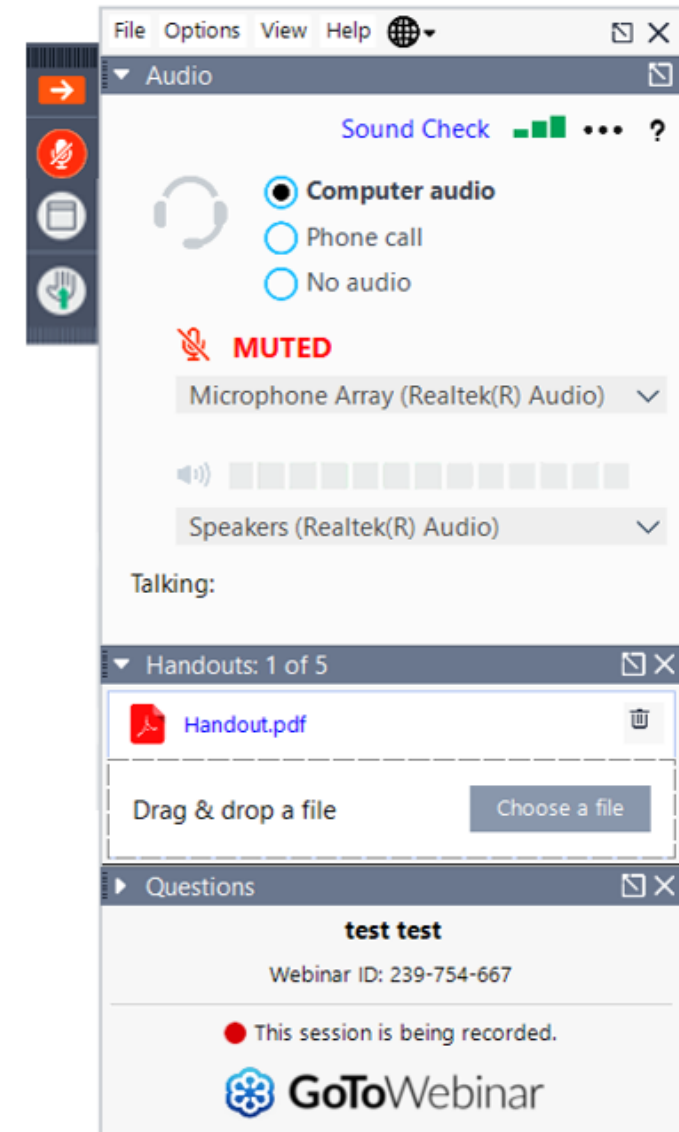
February 14, 2024



Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the “**Questions**” box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel.



Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

Meet Our Team



Winta Woldu

Communications Specialist | Lifeline

Winta creates website content and training for consumer advocates, consumers, and service providers.



Linnita Hosten

Senior Communications Specialist | Lifeline

Linnita develops external communications and creates content about Lifeline systems and program changes.

Agenda

- Announcements
- Lifeline Program
 - Overview
- How to Apply
 - Application Process
 - Proof of Documentation
- Resources

Objectives

At the end of the session, you will...



...be able to:

- apply for the Lifeline benefit.



...understand:

- the steps needed to resolve various types of application and eligibility errors.

Announcements

Announcements

Reverification Group One: De-Enrollment Window Closing

All final documentation was due between February 5 - 10, 2024.

- **Group One Includes:** All states/territories (except PR, CA broadband only, FL, IL, MN, OH, and WI).
- USAC is actively conducting outreach to subscribers who require additional documentation to complete reverification.
- Consumers who fail to successfully complete the reverification process will be de-enrolled and mailed a de-enrollment notice.
- De-enrollments will occur February 9 through February 17, following the submission window deadline notified for each subscriber.
- Service providers are encouraged to monitor the Failed Reverification De-Enroll Report in NLAD to see which subscribers failed the reverification process and have been de-enrolled.

Announcements

Reverification Group Two: Postponed

- **Group Two Includes:** PR, CA broadband only, FL, IL, MN, OH, and WI.
- Document submission for Group Two is postponed.
- Additional time is needed to begin this collection process with service providers.
- USAC will notify service providers when the submission window is expected to open and up-to-date reporting is available.

Announcements

Hawaii Waiver Ending

- On August 25, 2023, the Federal Communications Commission adopted Order ([DA-23-67A1](#)) that temporarily waived Lifeline eligibility requirements in section 54.409(a)-(b) to allow consumers participating in [FEMA's Individuals and Households Program \(IHP\)](#), as a result of the Hawaii wildfires, to apply for and enroll in the Lifeline program through **February 25, 2024**.
 - This waiver also confirmed that the Disaster Supplemental Nutrition Assistance Program (D-SNAP) can be treated the same as SNAP enrollment for Lifeline and the Affordable Connectivity Program (ACP).
 - **Consumers applying for Lifeline and relying exclusively on their FEMA-program participation are not permitted to enroll in the ACP.**

Program Overview

Lifeline Program

Overview

- Lifeline is a federal program dedicated to making phone and internet service more affordable for low-income households.
 - The Universal Service Administrative Company (USAC) manages the Lifeline program on behalf of the Federal Communications Commission (FCC).
 - USAC is responsible for helping consumers apply for the program, understand eligibility requirements, and keep their benefit current through an annual recertification process.



A monthly discount for phone or internet service for eligible low-income consumers

Lifeline Program

Lifeline Benefit

- Eligible consumers can receive a monthly discount on qualifying phone, internet, or bundled services.
 - **Standard Benefit:** Monthly discount up to **\$9.25** for internet and bundled service and up to **\$5.25** for phone service.
 - **Enhanced Tribal Benefit:** Monthly discount up to an additional **\$25** for consumers living on Tribal lands.
- **Tribal Link Up:** Consumers who live on Tribal lands can receive a one-time discount up to \$100 for the initial connection charges with certain Lifeline providers.

Lifeline Program

How to Qualify

There are **three ways** your household can qualify for the Lifeline program:

- Based on your [household income](#).
- If you or your child or dependent participate in [certain government assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income (SSI), federal housing assistance, or Veterans Pension and Survivors Benefit.
- If you live on Tribal lands and you or your child or dependent participate in certain [Tribal assistance programs](#) such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations.

Lifeline Program

How to Apply

Option 1:

Apply Online

- Visit LifelineSupport.org from any computer or mobile device to complete the electronic application and upload any required documentation.

Option 2:

Apply by Mail

- Fill out a [Lifeline Application Form](#) ([Spanish](#)).
- Mail the application and supporting documentation to the Lifeline Support Center.
 - P.O. Box 9100
Wilkes-Barre, PA 18773

Option 3:

Apply with a Participating Company

- Ask your phone or internet company if they participate in Lifeline or use our [online tool](#) to find a participating company near you.
 - You may also be able to apply through the company's website, if they make that option available.

Poll

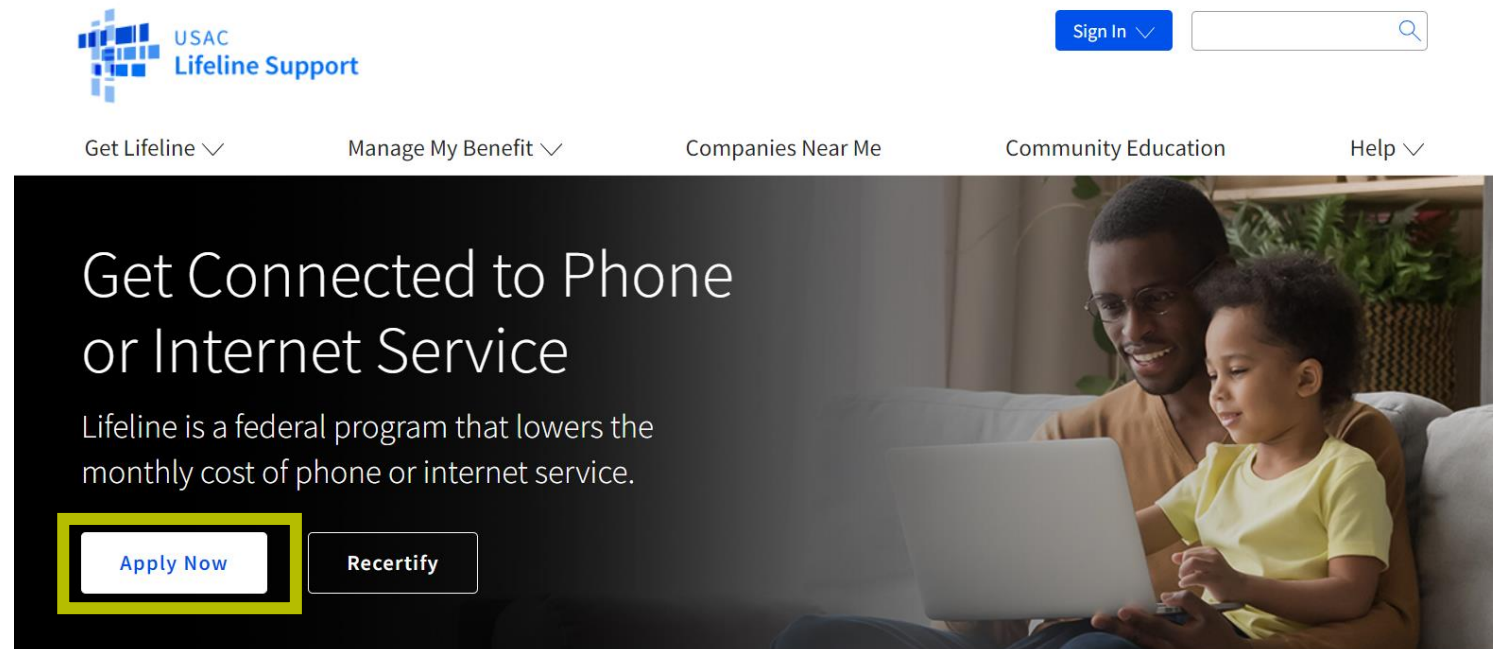
Questions?

How to Apply for Lifeline

How to Apply

Access to Lifeline Application

- The Lifeline application is available online at LifelineSupport.org.
- Select “**Apply Now**,” to begin your application.



How to Apply

Landing Page

- This will redirect you to the application landing page.
- On the landing page, select the state or territory where you live from the drop-down menu.
- Then select “**Get Started**” to begin the application.

FCC English Sign in

ⓘ The Affordable Connectivity Program will stop accepting new applications and enrollments on February 7, 2024. Consumers must be approved and enrolled with a service provider by 11:59 p.m. ET on February 7th to receive the ACP benefit.

Qualify for Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose ▾

Get Started If you do not want to qualify online, you can use a paper form. [Link](#)

Do you need to recertify?

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

[Recertify to keep Lifeline](#)

Are you a service provider?

If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

[Sign in as a Service Provider >](#)

How to Apply

Personal Information

- Type in your full first and last name as it appears on your official documentation.
- Enter your date of birth.
- Select if you wish to be identified through your SSN4 or Tribal ID number, then type in that number.
- Fill in your home address then press next.

Your Information

We will use this information to find out if you qualify for the Lifeline Program and/or the [Affordable Connectivity Program](#) (ACP). We are committed to protecting your information. This information will only be used to find out if you qualify and send you important reminders about your application.

What is your full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name(s)

If you have multiple last names put them all into the box below.

What is your date of birth?

Month

Day

Year

How do you want us to check their identity?

We'll use this information to see if they're eligible. It won't affect their credit status.

☒ **Social Security Number (SSN)**

This is the fastest option if they know the last 4 digits of their SSN.

Enter last 4 digits of their SSN

XXX - XX -

This is required if they're applying for Lifeline.

☐ **Other government identification**

A photo of their Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

☐ **Number on Tribal ID**

Look for this number on their card or documentation.

What is their home address?

The address where they will get service. Do not use a P.O. Box.

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

Next

How to Apply

Consumer Information

- Tell us if you **qualify** for the benefit through yourself or through a child or dependent.
 - Select no, if you qualify by yourself.
 - Select yes, if you qualify through your child or a dependent.

Do you qualify for Lifeline or the [Affordable Connectivity Benefit](#) through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline or the [Affordable Connectivity Benefit](#) through your child or dependent if they participate in any of the qualifying programs.



No, I qualify by myself.



Yes, I qualify through my child or dependent.

Next

How to Apply

Create Account

- Choose a **username** and **password** in order to create an account and sign in.
 - Your username can be an email address or a unique ID.
 - Establish a password that is a mix of letters, numbers, and symbols.
 - Repeat the same password again to confirm it.
- **Note:** Don't let your browser store your username and password. Enter your username and password each time you log in.

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.

Choose something you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.

Username

Choose your password.

Make sure it is something you can remember. Save this information somewhere secure because you will need to use it again.

Password Requirements

- ① At least 8 characters long
- ① At least 1 capital letter
- ① At least 1 number (0-9)
- ① At least 1 special character (!@#\$%^&*)
- ① No restricted phrases ?

Password

☐ Show Password

Confirm Password

Type the same password again.

☐ Show Password

How to Apply

Create Account

- Begin filling out your contact information.
- Enter your email address. You can also provide an alternate email address.
 - Notifications about your application will go to the email address you provide.
- Type in your phone number. This step is optional.
- If your mailing address is different than your home address, you can enter that information here.
- You may also choose your preferred language, English or Spanish.

Your Contact Information

What is your email address?
We will use your email to send you important reminders and information about your application and enrollment.

☐ I want to provide an alternate email.

What is your phone number? (Optional)

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Lifeline or ACP benefit. For text messages, message and data rates may apply. Text STOP to end messages.

☐ I have a mailing address that is different than my home address.

What is your preferred language? (Optional)
We will send outreach to you about your Lifeline or ACP benefit in the language(s) you select. You may select more than one language.

☐ English ☐ Español

Terms & Conditions
☐ By checking this box, I accept the [terms and conditions](#) of the National Verifier system.

How to Apply

Consumer Portal Interface

- Next, select **Start Lifeline Application** on your account homepage to continue with your application.

Welcome to the National Verifier

The National Verifier is a tool to help you confirm your eligibility for the Lifeline Program and/or the Affordable Connectivity Program (ACP).

[Get Started](#) [Need Help?](#)

Start or return to your Lifeline application

If you are interested in starting a Lifeline application, select "Start Lifeline application" below. You can check the "My Applications" table to see if you already have a Lifeline application. To return to an incomplete application, select "Return to Application."

ACP application is now closed

If you had an active application, it is now closed. For information about your ACP application, visit the ACP frequently asked questions.

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

[Start Lifeline Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
Start an application to see if you qualify.				

Don't See an Application?

Enter the full Application ID using the following format: Q12345-67890

Application ID

[Search](#)

How to Apply

Qualifying Programs

- Tell us how you qualify. Select **all** the **programs** you participate in.
 - If you do not participate in any of the listed programs, you can also qualify based on income or through a child or dependent.

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you in any of these?

Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on Tribal lands)
- ☐ FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires [?](#)
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. [?](#)

You may be asked to submit documents about the program(s) you select.

[Back](#)[Next](#)

How to Apply


Review Information

- Review the information you have entered.
 - If you need to correct your information, select **Edit** to update.
- Review the consent statement to confirm the information you provided will be used to check if you are eligible.
 - Select **Submit**.

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name:	Test Test	 Edit
Date of Birth:	January 1, 1991	
Last 4 Numbers of SSN:	2222	
Address:	123 Street Rd Washington, DC 20000	

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

☐ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving Lifeline.

[Back](#)

[Submit](#)

How to Apply

Confirm Address

- You may be asked to confirm your address by locating where you live on the map.
 - To show us where you live, click on the map to move the pin to your address.

Find your address on the map below

We couldn't find your address, please show us where you live on the map.

Your address
123 STREET RD
WASHINGTON, DC 20000

How to find your address on the map

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.



To move the map, click on the map, hold down, and move it until you find your area.



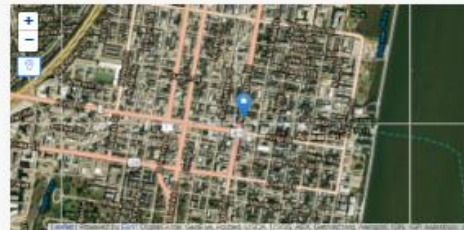
Click on the zoom buttons to zoom in and out.



When you find where you live on the map, click the spot on the map to place the pin.



To move the pin, click a new spot on the map.



Latitude

Longitude

Next

You have until **March 1, 2024** to complete this section. If you do not complete it by this date, you will need to submit a new application.

Having trouble with the map?

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.



To move the map, click on the map, hold down, and move it until you find your area.



Your coordinates will automatically be filled in once the pin is placed. You can also find your latitude and longitude coordinates using [Google Maps](#). If you need help please reference the [instructions](#) for using Google Maps.

How can I edit my information or add a child or dependent?



Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org

How to Apply

Proof of Date of Birth

- You may be asked to upload documents that confirm your date of birth.
- Documents must include:
 - Your first and last name, and
 - Date of birth.

Share proof of your date of birth

Your document must include:

- Your first and last name:
Test Test
- Your date of birth:
1/1/1991

Here are common examples:

- A Driver's license that is not expired
- A Passport that is not expired
- A birth certificate
- A U.S. government, military, state or Tribal issued ID that includes your date of birth and is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular Matricular ID

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

[Choose a file](#)

[Back](#)

[Next](#)

How to Apply

Proof of SSN

- You may be asked to upload documents that confirm your Social Security number (last 4 digits).
- Documents must include:
 - Your first and last name, and
 - The last 4 digits of SSN.

Share proof of your Social Security number (SSN)

Your document must include:

- Your first and last name:

Ahrdef Tester

Your document must include:

- Your first and last name:

Test Test

Here are common examples:

- A Social Security Card
- A Social Security Benefit Statement (SSA-1099)
- A W-2 from the last 2 years
- A prior year's state, federal, or Tribal tax return

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

How to Apply

Proof of Life

- You may be asked to upload documents that confirm you are alive.
- Documentation must include:
 - Your first and last name, and
 - An issue date within the last three months.

Share proof of life

Your document must include:

- Your first and last name:
Abcdef Tester
- An issue date within the last three months

Here are common examples:

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement or pension statement of benefits
- A notarized letter that confirms your identity and that you are alive

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

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How to Apply

Proof of Eligibility

- If your eligibility cannot be confirmed, you'll need to select which program you qualify through or if you qualify through income.
- Documents must include:
 - Your name or your child or dependent's name,
 - The name of the program,
 - The name of issuing agency, and
 - An issue date within the last 12 months or expiration date in the future.

We Could Not Confirm Your Eligibility

Are you or someone in your household in any of these?

Choose one.

☒ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ?

☐ Medicaid

☐ Supplemental Security Income (SSI)

☐ Federal Housing Assistance

☐ Veterans Pension and Survivors Benefit Programs

☐ Federal Pell Grant in the current award year

☐ Free and Reduced-Price School Lunch or Breakfast Program

☐ USDA Community Eligibility Provision (CEP) School ?

☐ Special Nutrition Program for Women, Infants, and Children (WIC)

☐ Tribal Specific Program (only choose if you live on Tribal lands)

☐ I don't participate in one of these programs, I want to qualify through my income.

Back Save Next

Share proof that you're enrolled in Supplemental Nutrition Assistance Program (SNAP)

Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, or program administrator that issued the document
4. An issue date within the last 12 months or expiration date in the future

Here are common document examples:

- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

What if I don't have proof that I'm enrolled in SNAP?



How can I edit my information or add a child or dependent?



How to Apply

Proof of Income

- You may be asked to upload documents that confirm your income.
- Documentation **must** include:
 - Your name or your child or dependent's name,
 - Your annual income, and
 - An issue date within the last 12 months.

Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

Do you have a document that shows your income?

- ☒ Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- ☐ No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

Back

Next

Share proof of your income

Your document must include:

1. Your name, or your child or dependent's name
2. Your annual income is at or below \$29,160
3. An issue date within the last 12 months

Here are common examples:

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months that shows your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that have dates within the last 12 months.

How to Apply Signature Page

- You must initial each box and consent to the information in each statement. Then, electronically sign with your first and last name.
- Once you have pressed submit you have finished your application!

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial I agree that **if I move I will give my service provider my new address** within 30 days.

Initial I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit. [?](#)

Initial I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial My service provider may have to check whether I still qualify at any time. If I need to recertify my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. [?](#)

Your Signature

Type your full legal name below

audio webee

☐ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Submit

How to Apply

Application Status

- If you were required to submit documentation, you will receive a message that says we are checking your documents.
- After we review your documents, you will receive an email about the status of your application. You can also sign into your account to check the status of your application.
 - If we cannot confirm your information, you will receive instructions on how to submit additional documentation.
 - If your application is approved, you will receive a message that says you're approved and instructions for how to start receiving your benefit.

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

This may take some time.

You will receive an email when your documents have been reviewed.

Your status will also be updated in the system when your documents have been reviewed. Please check back later to see if you qualify for Lifeline.

This page will be available to be refreshed until 3/1/2024. If you need to leave and sign back in later, you can see your application status on your home page.

If you qualify...

You will have 90 days to [find a company](#) and sign up for service.

If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until 3/1/2024** (Based on US Eastern Time) to send us the information or complete the next steps.

Full Legal Name:	Test Test
Address:	123 STREET ROAD, WASHINGTON, DC 20000
Application ID:	Q94810-17399

How to Apply Qualified Page

- You have officially qualified for Lifeline!
- Once your application is **approved**, you need to sign up with a participating phone or internet company by the deadline provided on your application.

You Qualify for Lifeline

Sign up for Lifeline by 5/2/2024 (Based on US Eastern Time)

How to sign up

1 Choose a company

Find one using the [list of service providers near you](#).

Full Legal Name:	Test Test
Address:	123 STREET ROAD, WASHINGTON, DC 20000
Application ID:	Q59804-88383

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

[Confirm Tribal Qualification](#)

Need help? Call the Lifeline Support Center at [1-800-734-8473](#)

2 After they sign you up, you will start getting your phone or internet service.

ⓘ If you do not sign up by 5/2/2024 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

[How to Find a Company Near You](#)

- **Note:** If you do not sign up by your designated deadline you will need to fill out the application again. The application deadline will vary based on how long their app has been open, the deadline is available on the qualified page.

How to Apply

Choose a Company

- Use USAC's [Companies Near Me](#) tool to find a provider to apply with.
 - Enter your zip code or city and state.
 - Select Lifeline and search to receive a list of your local providers.



Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#) and the [Affordable Connectivity Program \(ACP\)](#) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

ACP service providers may have their own application process, so consumers should contact their preferred service provider for more information. Consumers may also be eligible for a one-time discount on a laptop, desktop computer, or tablet through ACP. Ask your service provider if they offer devices or use this tool to see a list of providers who offer discounted devices.

Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Select a Program:

☐ Affordable Connectivity Program (ACP)

☐ Lifeline

Search

Clear Results

Poll

Questions?

Resources

Resources

Lifeline Support

- USAC has various ways you can receive support.
 - Lifeline's consumer website: LifelineSupport.org
- Contact LifelineSupport@usac.org for questions, assistance, and general application inquiries.
- The Lifeline Support Center:
 - Available via telephone 7 days a week, from 9:00 a.m. to 9:00 p.m. ET at **(800) 234-9473**.

Resources

Consumer Educational Materials

- For more information on the application process:
 - [How to Apply Flyer](#)
 - [How to Apply \[Spanish\] Flyer](#)
- Video demonstration of [how to apply online](#).

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.*

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, [LifelineSupport.org](#). You can also ask your Lifeline service provider.

THREE WAYS TO APPLY



APPLY ONLINE Find the online application at [lifelinesupport.org](#).

OR



MAIL YOUR APPLICATION Print an application from [LifelineSupport.org](#). Fill out and mail it with proof of eligibility to:
Lifeline Support Center
PO Box 9100
Wilkes-Barre, PA 18773

OR



CONTACT A PHONE OR INTERNET COMPANY Find a company that provides Lifeline at [LifelineSupport.org](#). Click [Companies Near Me](#).

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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 apply.

HOW TO SHOW YOU ARE ELIGIBLE

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.

*If you live on Tribal Lands, you may receive an additional discount toward your service. If you have a disability and need assistance with your application, contact the Lifeline Support Center.



Universal Service Administrative Co.

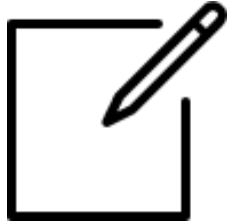
LIFELINE SUPPORT CENTER
 (800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK
[LifelineSupport@usac.org](#) | [www.LifelineSupport.org](#)

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.

Thank You!



Take Our Survey



- We want to hear about your webinar experience!
- The survey will automatically after the populate following the completion of the webinar.
- We appreciate your feedback.



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