

# LIFELINE PROGRAM

## 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 or a child participate in a government program like:

- 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

### ONE PER HOUSEHOLD

Only one Lifeline discount is allowed per household.

A **household** is a group of people who live together and share money.

If you share housing but don't share your money, you and your housemates are considered separate households.

### LIFELINE SUPPORT CENTER

Need Help? Call (800) 234-9473 or email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

Visit [LifelineSupport.org](http://LifelineSupport.org) to find participating phone<sup>\*</sup> and internet companies and see if you are eligible.

*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.*

### THREE WAYS TO APPLY



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



**MAIL YOUR APPLICATION** Print and fill out an application from **LifelineSupport.org**, then 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, like Wisper Internet, that provides Lifeline at **LifelineSupport.org**. Click *Companies Near Me*.

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If you live in CA ([CaliforniaLifeline.com](http://CaliforniaLifeline.com)), OR ([Lifeline.Oregon.gov](http://Lifeline.Oregon.gov)), or TX ([TexasLifeline.org](http://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.



Universal Service  
Administrative Co.



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.

# MANAGE YOUR LIFELINE PROGRAM

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## HOW TO KEEP YOUR BENEFIT

If you are enrolled in Lifeline, there are a few things you must do to keep your benefit. You may need to show proof that you qualify if your eligibility, identity, or address cannot be confirmed. Review the acceptable documentation guide to learn more.

### KEEP YOUR COMPANY UP TO DATE

If you change your address, no longer qualify, or if more than one person in your household receives Lifeline, notify your company within 30 days.

### USE IT OR LOSE IT

If your Lifeline service is free, you must use it at least once every 30 days. If you don't, you will receive a 15-day notice to use it or it will be turned off.

### RECERTIFY EVERY YEAR

Every year, USAC or your state (if you live in California, Oregon, or Texas) will check to confirm you still qualify for the benefit. If you are asked to provide additional information in order to recertify, you must do so within 60 days, or you will lose your Lifeline benefit.

### If Asked to Recertify, You Have Three Options:



Complete recertification online at <https://www.lifelinesupport.org/recertify/>



Complete the form and mail it to Lifeline Support at PO Box 1000, Horseheads, NY 14845



Call (855) 359-4299, provide your application ID number, and follow the prompts (available for certain consumers).

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 recertify.



## SWITCHING PROVIDERS

You may change phone or internet companies at any time.

To do so:

- Search for a phone or internet company using the Companies Near Me tool at [LifelineSupport.org](https://www.LifelineSupport.org).
- Talk to your new company to make the switch.
- Reapply to Lifeline to confirm you are still eligible.

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

## LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 am-9 pm ET | 7 DAYS PER WEEK  
[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](https://www.LifelineSupport.org)

## WISPER INTERNET

(800) 765-7772 | [support@wisperisp.com](mailto:support@wisperisp.com) | [www.WisperISP.com](https://www.WisperISP.com)  
Mon-Fri: 24 Hours a Day | Sat: 9am-6:30pm | Sun: 10am-6:30pm



Universal Service  
Administrative Co.

