

TRIBAL LIFELINE PROGRAM

Consumers living on Tribal lands can receive up to \$34.25
off phone or Internet service.

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

ELIGIBILITY

You may qualify for a discount if you live on 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 or a child 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

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.

Visit LifelineSupport.org to find participating phone and internet companies and see if you are eligible.

THREE WAYS TO APPLY



APPLY ONLINE Find the online application at LifelineSupport.org.



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

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.

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.

* Lifeline's Tribal Lands is defined in 47 CFR §54.400 (e). Go to LifelineSupport.org and select "Tribal Lands" for more information.



Universal Service
Administrative Co.



MANAGE YOUR TRIBAL 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/>

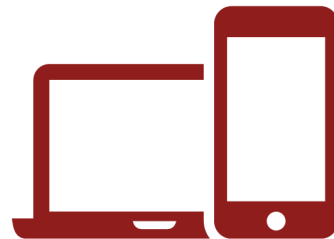


Complete the form and mail it to Lifeline Support at PO Box 1000, Horseheads, NY 14845



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

If you live in **CA** (CaliforniaLifeline.com), **OR** (Lifeline.Oregon.gov), or **TX** (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.
- 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 | www.LifelineSupport.org

WISPER INTERNET

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



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.