

# **Lifeline Tutorial**

Lifeline offers “Affordable Telephone Service for Income-Eligible Consumers

## **Background:**

Telephone service is considered a necessity for daily modern life, yet the cost of starting and maintaining such service may be too high for some consumers. dPi is now providing “Lifeline Assistance”; this program provides discounts on basic monthly service and “initial installation/activation” fees for telephone service at the primary residence to income-eligible consumers.

## **Who Qualifies for the Lifeline Program?**

1. Any person who participates in one (1) of the following Government Assistance Programs.
  - a. Food Stamps
  - b. Food Distribution Program (United Tribes)
  - c. General Assistance
  - d. Medicaid
  - e. Supplemental Security Income (SSI)
  - f. Temporary assistance to Families
  - g. Income at or below 150% of federal poverty level.

Note: Proof of program participation is required to qualify for Lifeline & Lifeline Application must be completed and signed.

2. Lifeline applicant must also certify the following
  - a. The telephone service is listed in their name
  - b. Applicant is not listed as a dependent on another person’s tax return (unless over the age of 60)
  - c. The address listed is the primary residence, not a second home of business

## **Lifeline Cost:**

### **Activation Fee                      \$15.00**

This is a one time fee that is paid in Month One (1) when the Customer signs up for Lifeline Home Phone Service.

### **Monthly Recurring                      \$19.95**

Lifeline customer will be billed \$19.95 plus taxes and surcharges each month of active service.

## **Processing a “New Customer Sign Up” for Lifeline:**

Signing a customer up for the Lifeline Product is just like processing any other new Home Phone Service Transaction with one exception;

*Customer **MUST** complete the Lifeline Application (located in the Forms Section on Web Central)*

*Agent **MUST** fax the completed Lifeline Application to dPi Teleconnect @ 1-800-265-7673*

## **Converting existing dPi Teleconnect customers to Lifeline:**

Existing dPi customers who qualify under the guidelines listed above may convert to the Lifeline Product. The following procedures should be followed:

1. Customer **MUST** complete the Lifeline Application and fax to dPi Teleconnect @ 1-800-265-7673
2. Customer **MUST** call dPi Teleconnect Customer Service @ 1-800-350-4009 to convert their existing phone package to the Lifeline Product. There will be not cost to the customer for converting to the Lifeline Product.

**For more information on Lifeline or any other dPi Product please call dPi Agent Relations @ 1-800-383-8856.**

## Lifeline/Link-Up-America Application

When completed, mail or fax form to:

**dPi Teleconnect, LLC**  
**2997 LBJ Freeway, Suite 225**  
**Dallas, TX 75234**  
Fax 1-800-265-7673

Call today for more information: 1-800-646-2111

This signed authorization is required in order to enroll you in the Lifeline/Link-Up-America program in your state. This authorization is only for the purpose of verifying your participation in these programs and will not be used for any other purpose.

1. ☐ Sign me up for LifeLine

State service is provided in: \_\_\_\_\_

2. I hereby certify that I participate in at least one of the following programs (check all that apply):

- ☐ Food Stamps
- ☐ Food Distribution Program (United Tribes)
- ☐ General Assistance
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Temporary Assistance to Families
- ☐ Income at or below 150% of federal poverty level

Note: You must enclose proof of participation. This can be a photocopy of your card or authorization form. If you are qualifying via income level, you may self-certify that your income is at or below 150% of the federal poverty level by signing at the bottom of this form.

3. I also certify that:

- ☐ My telephone service is listed in my name.
- ☐ I am not listed as a dependent on another person's tax return (unless over the age of 60). My age \_\_\_\_\_
- ☐ The address listed is my primary residence, not a second home or business.

4. If in the future I no longer participate in at least one of the programs listed in item 2 above, or conditions in item 3 above change, I will promptly notify dPi Teleconnect by calling the appropriate number listed above.

5. I authorize dPi Teleconnect, or it's duly appointed representative, to access any records required to verify these statements in order to confirm my continued participation in the above program(s). I authorize representatives of the above programs to discuss with and /or provide copies to dPi Teleconnect, if requested by the company, to verify my participation in the above program and my eligibility for LifeLine service.

6. I affirm, under penalty of perjury, that the information I have provided is correct.

Applicant's Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Applicant's Home Address \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Applicant's Home Telephone Number: \_\_\_\_\_ Or Applicant can be reached at: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_