

Program Name: Lifeline Program

Agency: Federal Communications Commission (FCC)

Description: Lifeline is a federal program that provides free or low-cost phone or internet service to low-income households through a monthly service discount of up to \$9.25. Lifeline subscribers have the choice of applying their benefit discount to either (1) home phone service; (2) home internet service, where available, or (3) a wireless phone plan with data. The Lifeline Program subsidy does not cover the cost of a wireless device, but some Lifeline Providers may choose to offer an initial wireless device upon completing enrollment. If you have a mobile device you would like to use with your Lifeline service, please contact the Lifeline wireless service provider prior to completing enrollment to see if your device is compatible with the provider's network.

Eligibility: Eligibility is based on income at or below 135% of the Federal Poverty Guidelines or participation in certain federal assistance programs such as Medicaid, SNAP, SSI, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefit.

Availability: Provides a discount on monthly charges for phone or internet services; only one Lifeline discount per household is allowed, which can be applied to either a landline or wireless service.

Amount: Discounts up to \$9.25 per month for eligible services. Additional discounts may be available for residents on Tribal lands.

Application: Can be completed online, by mail, or through an approved Lifeline service provider.

Linked Services: Recipients may also be eligible for other benefits depending on their participation in federal assistance programs.

Appeals: Consumers can appeal decisions regarding eligibility or benefit amounts through the Lifeline Support Center.

Retroactive: No retroactive discounts are provided. Benefits apply from the date of approval onwards.

How to Apply: We can assist with the application process by completing this form:
http://internal_link.com/form/digital