

WHAT DO I NEED TO KNOW ABOUT LIFELINE?

Lifeline is an assistance program that provides discounts to help low-income consumers save money on their phone bills. Key provisions of the program include:

Eligibility:

Lifeline is only available to low income customers with proof of eligibility.

One Discount:

Eligible customers may only receive one Lifeline discount service at a time; the discount can be applied to either landline or wireless service but not both.

In addition, the Lifeline discount is available for only one line per household. "Household" is defined as any individual or group of individuals who live together at the same address.

Recertification:

Lifeline subscribers must verify annually that they are eligible to participate in the program and that they and their household only receive one Lifeline discount. Subscribers are obligated to respond to the recertification attempts: customers who fail to recertify will be de-enrolled from the program.

CONNECT WITH SAVINGS.

Under the Lifeline program, many telephone companies (including some wireless) provide discounts to help income-eligible New Yorkers save money on their phone bills. Contact your telephone company to learn more about their Lifeline program and apply today.

For more information and a list of telephone companies participating in the Lifeline program, visit the NYS Public Service Commission's website, www.AskPSC.com.

You can also contact the Commission toll-free at **1-888-AskPSC1**.



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SAVE MONEY ON YOUR PHONE BILLS.

Lifeline Telephone Service



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www.AskPSC.com

A New York State Department of Public Service Guide
Lifeline Telephone Service

WHAT IS LIFELINE TELEPHONE SERVICE?

In today's highly interconnected world, telephones provide a vital link to government services, emergency help and community resources. For most of us, our work, families, doctors and friends are just a phone call away. Still, not everyone can afford the cost of having telephone service.

Lifeline Telephone Service is an assistance program designed to make basic telephone service more affordable for income-eligible customers. Offered by many telephone companies, Lifeline helps consumers stay connected and save money on their monthly telephone bills.



HOW DOES LIFELINE WORK?

Qualifying consumers can apply for Lifeline through participating telephone companies and receive a discount on either their home (landline) telephone service or their wireless service. Lifeline benefits include:

- Savings in the form of a credit and a waiver of the federal subscriber line charge.
- Free minutes, reduced rates and free phones for wireless customers.
- Additional discounts may also apply.

Total savings and benefits will vary depending on your telephone company.

DO I QUALIFY FOR LIFELINE?

You are eligible for Lifeline if your income is at or below 135% of the Federal Poverty Guidelines* or if you participate in any of the following assistance programs:

- Supplemental Security Income (SSI)
- Home Energy Assistance Program (HEAP)
- Supplemental Nutrition Assistance Program (formerly Food Stamps)
- Medicaid
- Federal Public Housing Assistance (Section 8)
- Family Assistance
- Safety Net Assistance
- Free School Lunch Program
- Non-Service Related Veteran's Disability Pension or Veteran's Surviving Spouse Pension

*For the latest income guidelines, visit www.AskPSC.com/lifeline or call 1-888-AskPSC1.

HOW DO I APPLY?

You can apply for Lifeline directly through participating telephone companies. Contact your telephone company and ask about the program.

You can also obtain a list of landline and wireless companies that offer Lifeline in New York State by visiting www.AskPSC.com or calling 1-888-AskPSC1.

Please be aware that on an annual basis your telephone company will confirm that your Lifeline service eligibility is still in effect and that no one else in your household has Lifeline service. If you are no longer eligible, you will be notified that your discount will be discontinued.

WHAT ARE THE TRIBAL LANDS PROGRAMS?

Residents of tribal lands may be eligible for additional Lifeline benefits, as well as a discount on initial activation of telephone service.

Enhanced Lifeline: This program provides additional discounts on the cost of landline or wireless telephone service for qualified low-income consumers living on Tribal lands. Eligibility includes all the criteria for non-Tribal consumers, as well as:

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Tribal Lands Head Start (if income eligibility criteria are met) or State assistance programs (if applicable).

Link Up: The Link Up Tribal Lands program provides a one-time discount of up to \$100 on the initial installation or activation of a landline or wireless telephone for the primary residence. Federal rules prohibit eligible low-income consumers from receiving more than ONE Link Up discount at a primary residence. Link Up support is only offered to carriers that are building out infrastructure on Tribal lands so not all carriers may discount their activation fee.

