

## WHAT DO I NEED TO KNOW ABOUT LIFELINE?

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

### Eligibility:

Lifeline is only available to qualifying low income customers. See inside for information about eligibility requirements.

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

### Recertification:

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

## LEARN MORE ABOUT LIFELINE.

Contact your telephone company or visit the Universal Service Administrative Company website at [www.usac.org](http://www.usac.org) to learn more about the Lifeline program and apply today.



For a list of telephone companies participating in the Lifeline program, visit the NYS Public Service Commission's website:

[www.AskPSC.com](http://www.AskPSC.com)

You can also contact the Commission:

by email at:

[web.questions@dps.ny.gov](mailto:web.questions@dps.ny.gov)

by phone (toll-free) at:

**1-800-342-3377**



**Department of  
Public Service**

## SAVE MONEY ON YOUR PHONE BILLS.

**Lifeline Telephone  
Service**



## HOW DOES LIFELINE WORK?

Qualifying consumers can apply for Lifeline to receive a monthly discount on either their landline telephone service or their wireless service. Lifeline benefits include:

- A bill credit and a waiver of the federal subscriber line charge for landline customers.
- Mobile data usage and/or voice usage allowances and reduced rates for wireless customers.
- Additional discounts may also apply.

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

## WHAT IS TRIBAL LANDS LIFELINE?

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

**Enhanced Support:** This program provides additional discounts on telephone service for qualified income-eligible consumers living on rural Tribal lands. Consumers will only be able to use the enhanced Lifeline support with service providers that build and maintain their own networks.

**Link Up:** The Link Up program provides a reimbursement of up to \$100 on the initial installation or activation of telephone service at a customer's primary residence. Link Up is a one-time benefit per address: eligible consumers may request Link Up with any change to their primary residential address within rural tribal lands.

## DO I QUALIFY FOR LIFELINE?

In New York State, consumers can qualify for the Lifeline program based on the following eligibility criteria:

- **Income Based:** Your income is at or below 135% of the Federal Poverty Guidelines. Visit [www.lifelinesupport.org](http://www.lifelinesupport.org) or call 1-800-234-9473 for the latest income guidelines.
- **Federal Assistance Programs:** You participate in one of the federal assistance programs listed below:
  - Supplemental Security Income (SSI)
  - Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamps
  - Medicaid
  - Federal Public Housing Assistance
  - Veteran's Pension and Survivors Benefit
  - Tribal Programs including Bureau of Indian Affairs General Assistance, Tribal Temporary Assistance for Needy Families, Food Distribution Program on Indian Reservations, Tribal Lands Head Start (if income eligibility criteria are met).
- **State Assistance Programs:** You participate in one of the New York State recognized assistance programs listed below:
  - Home Energy Assistance Program (HEAP)
  - Family Assistance/Safety Net Assistance
  - National School Lunch Program

Please be aware that on an annual basis you will be asked to recertify your Lifeline eligibility and confirm that no one else in your household has Lifeline service.

## HOW DO I APPLY?

There are two ways to apply for Lifeline depending on your eligibility criteria:

**Eligibility based on Income level or participation in a qualifying federal program:**

Apply through the administrator of the federal Lifeline program - the Universal Service Administrative Company (USAC).

Visit the USAC website at [www.usac.org](http://www.usac.org) to verify eligibility and apply for the program.

**Eligibility based on participation in a qualifying New York State program:**

Contact your telephone carrier and ask about their Lifeline Program.

You can obtain a list of landline and wireless companies that offer Lifeline in New York State by contacting the New York State Department of Public Service:

[www.AskPSC.com](http://www.AskPSC.com)  
[web.questions@dps.ny.gov](mailto:web.questions@dps.ny.gov)  
1-800-342-3377

