Lifeline

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

**HOW TO KEEP YOUR BENEFIT**

**USE IT OR LOSE IT**
If your mobile phone or Internet is free, use it at least once every 30 days to keep the benefit.

**RECERTIFICATION**
Each year, Lifeline will conduct a check to ensure you still qualify for the benefit. We will review databases that can verify your participation in qualifying programs.

We will send you a letter asking you to recertify your benefit ONLY if we are unable to confirm you are still eligible.

**What to do if asked to recertify:**
- Call (855) 359-4299 OR
- Complete the form online at CheckLifeline.org OR
- Complete the Renewal form and mail it to:
  Lifeline Support Center
  P.O. Box 7081
  London, KY  40742

You may check your Lifeline benefit status anytime by calling the Lifeline Support Center, (800) 234-9473.

**TRANSFER YOUR BENEFIT**
You may change the phone or Internet company registered with Lifeline at any time.

To do so:
- Talk to your new company to make the switch—some companies may have transfer costs.
- Reapply to Lifeline to confirm you are still eligible.
- Search for a phone or Internet company at www.LifelineSupport.org. Click Companies Near Me.

* If you live on federally recognized 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

If you are person with a disability and need assistance with your Lifeline application, please contact the Lifeline Support Center.

Contact your phone or internet company about your phone, Internet service, or bill.