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.

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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 renew your benefit ONLY if we are unable to confirm you are still eligible.

What to do if asked to renew:
• Call (855) 359-4299 OR
• Complete the form online at www.Checklifeline.org/lifeline 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.

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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.

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* 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

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

Universal Service Administrative Co.

USAC is an independent not-for-profit designated by the FCC.