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

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 LifelineSupport.org OR
- Complete the recertification form and mail it to:
  Lifeline Support Center
  PO Box 1000
  Horseheads, NY 14845

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

If you live in **CA (CaliforniaLifeline.com)**, **OR (Lifeline.Oregon.gov)**, or **TX (TexasLifeline.org)**, visit the website for your state to find out how to recertify.

**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 LifelineSupport.org. Click Companies Near Me.

*Lifeline Support Center*

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK
LifelineSupport@usac.org | LifelineSupport.org

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

*If you live on Tribal Lands, you may receive an additional discount towards your service.