

# Manage Your Lifeline Benefit

RELATED RESOURCES:



[Lifeline Program Overview](#)

[How To Apply](#)

[Manage Your Benefit](#)

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

## Keep Your Benefit

If you are enrolled in Lifeline, there are a few things you must do to keep your benefit. You may need to show proof that you qualify if your eligibility, identity, or address cannot be confirmed. Review the [acceptable documentation guide](#) to learn more.

### Keep Your Company Up To Date

If you change your address, no longer qualify, or if more than one person in your household receives Lifeline, notify your company **within 30 days**.

### Use It Or Lose It

If your Lifeline service is free, you must use it at least once every 30 days. If you don't, you will receive a 15-day notice to use it or it will be turned off.

### Recertify Every Year

Every year, USAC or your state (if you live in California, Oregon, or Texas) will check to confirm you still qualify for the benefit. If you are asked to provide additional information in order to recertify, you must do so within 60 days, or you will lose your Lifeline benefit.

### If Asked to Recertify, You Have Three Options:



#### Online

Complete recertification [online](#).



#### Mail

Complete the Recertification Form. [English](#) | [Spanish](#)



#### Phone

Call (855) 359-4299, provide your application ID number, and follow the prompts (available for certain consumers).

If you live in **California** ([CaliforniaLifeline.com](#)), **Oregon** ([Lifeline.Oregon.gov](#)), or **Texas** ([TexasLifeline.org](#)), visit the website for your state to find out how to recertify.

## Switch Providers



You may change phone or internet companies at any time.

**1** Search for a phone or internet company using the [Companies Near Me](#) tool at [LifelineSupport.org](#).

**2** Talk to your new company to make the switch.

**3** Reapply to Lifeline to confirm you are still eligible.



Universal Service  
Administrative Co.

**NEED HELP?**

Call **(800) 234-9473** or Email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).