

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 recertification 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 toward 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, contact the Lifeline Support Center.

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

