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.