# Lifeline

Receive up to \$9.25 off your Internet service, or \$5.25 off Phone Service Until December 1, 2023

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



104 W. Call St Algona, Iowa 50511 515-295-3584 www.netamu.com Effective January 1, 2023 Request an interpreter if you need help in another language



# How to Get Lifeline

#### **YOU QUALIFY IF:**

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)
  - OR -

. . . . . . . . . . .

• Your income is at or below 135% of the federal poverty guidelines

# ONE DISCOUNT PER HOUSEHOLD

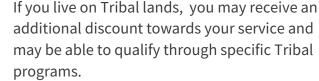
A household is a group of people that share income and expenses.

- You are only allowed to get **ONE** Lifeline discount per household.
- If you live with someone else who receives the Lifeline benefit, but is not a part of your household, complete the Household Worksheet at LifelineSupport.org. You can also ask your Lifeline service provider.

### HOW TO SHOW YOU QUALIFY

You may need to show proof that you qualify for Lifeline, such as:

- A copy of your SNAP or program letter
  OR –
- A copy of your pay stub or tax return to prove your income is at or below 135% of the federal poverty guidelines.



# Three Ways to Apply\*



APPLY ONLINE Find the online application at CheckLifeline.org.



MAIL YOUR APPLICATION

Print an application from **LifelineSupport.org**. Fill out and mail it with proof of eligibility to: Lifeline Support Center P.O. Box 7081 London, KY 40742



#### CONTACT A PHONE OR INTERNET COMPANY

Find a company that provides Lifeline at **LifelineSupport.org**. Click **Companies Near Me**.

\* 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 apply.



# After You Sign Up

USE IT OR LOSE IT If your phone or Internet is free, use it at least once every 30 days to keep the benefit.

## RECERTIFICATION

Each year, Lifeline Support will conduct a check to ensure you still qualify for the benefit.

Lifeline Support will review databases that can verify your participation in qualifying programs.

Lifeline Support will send you a letter asking you to recertify your benefit ONLY if we are unable to confirm you are still eligible.

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 your Lifeline phone or Internet company at any time.



### LIFELINE SUPPORT CENTER

The Lifeline Support Center can help you with questions about your benefit, including:

- Lifeline program rules
- The status of your application
- What documents you need to submit
- Assistance with the Household Worksheet
- What Lifeline companies are in your area
- Assistance with recertification
- Accessing your account on CheckLifeline.org
- Lifeline application assistance for people with disabilities



• • • • • • • • • • • • • • • • • •

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



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

Lifeline is a Federal Communications Commission (FCC) program to help make communications services more affordable for eligible consumers. The Universal Service Administrative Company (USAC) administers the Lifeline program. USAC is responsible for helping you apply for the program, understand eligibility requirements, and keep your benefit current through an annual recertification process.

Available for Public Use