

# Lifeline

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 **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.

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*.

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

## 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.

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



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.

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