

Lifeline Customer FAQs

- [What is the current benefit under the Lifeline Program?](#) 

The Lifeline discount for eligible subscribers is up to \$9.25 per month for monthly (wireline or wireless) telephone service, broadband, or bundled service.

- [What is the enhanced benefit amount for Tribal Lands?](#) 

Up to \$25 in enhanced support, in addition to up to \$9.25 for traditional Lifeline service, is available to eligible low-income subscribers living on Tribal lands.

- [How can I determine if I am eligible?](#) 

You can see if you are eligible for Lifeline service by reviewing the information available at lifelinesupport.org under "Do I Qualify?"

- [How do I apply?](#) 

There are several options to apply for Lifeline. You may apply directly through the Lifeline programs National Verifier online portal (<https://nationalverifier.servicenowservices.com/lifeline>) or by mailing a paper application form (available at the National Verifier online portal after entering your state). Please note that the application process is different in California, Oregon, and Texas. Consumers in these states generally must use the state's application process, or they may contact a service provider.

To find out more about how to apply on your own through the National Verifier, visit lifelinesupport.org (click "How to Use It" under "National Verifier").

You may also apply for the program by working with a Lifeline service provider either in-person at a store location or online via the service provider's website, if they support that option. To locate a Lifeline provider in your state, go to <https://data.usac.org/publicreports/CompaniesNearMe/Download/Report>.

For any questions regarding the Lifeline application process, call USAC's toll-free number for the Lifeline Support Center at 1 (800) 234-9473, or email LifelineSupport@usac.org.

- [What documentation do I need to provide when I apply for Lifeline service?](#) 

Consumers may need to provide documentation if their eligibility cannot be confirmed automatically by checking a program eligibility database (for example, SNAP, Medicaid, etc.).

Acceptable documentation to verify eligibility based on participation in a qualifying program includes a recent (dated within the past 12 months): statement of benefits from a qualifying program; notice letter of participation in qualifying program; program participation documents (or copy); or another official document of a qualifying program. More detailed information regarding acceptable documentation can be found at: <https://www.usac.org/lifeline/eligibility/national-verifier/acceptable-documentation-for-the-national-verifier>.

Acceptable documentation for income eligibility verification includes: The prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; Social Security statement of benefits; Veterans Administration statement of benefits; retirement or pension statement of benefits; Unemployment or Workers' Compensation statement of benefits; federal or Tribal notice letter of participation in General Assistance; or divorce decree, child support award, or other official document containing income information. The subscriber must present the same type of documentation covering 3 consecutive months within the previous 12 months, if the documentation does not cover a full year of income. More detailed information regarding acceptable documentation can be found at: <https://www.usac.org/lifeline/eligibility/national-verifier/acceptable-documentation-for-the-national-verifier>.

If your eligibility cannot be confirmed automatically or through any documentation you provide you will be de-enrolled from the Lifeline program.

Please note that, due to the pandemic, the FCC temporarily waived through November 30, 2020 the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. Additionally, the FCC streamlined Lifeline service enrollment for consumers living in rural Tribal areas.

- **[Can I get more than one discounted service? ↕](#)**

No. Federal rules prohibit eligible low-income subscribers from receiving more than one Lifeline discount per household. An eligible subscriber may receive a discount on either a wireline or wireless voice service (but not both), or on broadband or bundled service. If you, or any person in your household, are currently receiving more than one monthly Lifeline service, you must select one provider to provide your Lifeline service and you must contact the other provider to de-enroll from their program. You may also contact USAC's Lifeline Support Center for assistance at 1-800-234-9473 or lifelinesupport@usac.org. Please do not share any sensitive personal information via email. Subscribers found to be violating the one-discount-per-household rule may also be subject to criminal and/or civil penalties.

- **[How is "household" defined for purposes of the Lifeline Program? ↕](#)**

"Household" is defined as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" is defined as "all adult individuals contributing to and sharing in the income and expenses of a household." However, Lifeline support is available to eligible low-income subscribers living in group living facilities. Lifeline applicants may demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household by completing the one-per-household worksheet. The Lifeline Eligibility Pre-Screening tool available at <https://www.lifelinesupport.org> (select "Do I Qualify?") can help you determine who is a member of your household.

- **[How often do I need to verify my eligibility?](#)**

Once when you first enroll, and once every year that you have Lifeline-supported service.

You may become ineligible for Lifeline if your income has increased, you no longer participate in a qualifying federal benefit program, or someone else in your household gets Lifeline service. If you become ineligible, you must contact your provider immediately to de-enroll from the program. Otherwise, you may be subject to penalties. You may also contact USAC's Lifeline Support Center for assistance at 1-800-234-9473 or by email at lifelinesupport@usac.org. Please do not share any sensitive personal information via email.

Please note that, due to the pandemic, the FCC has temporarily waived reverification de-enrollment procedures and general de-enrollment procedures and has extended those waivers until November 30, 2020.

- **[What if I have free Lifeline?](#)**

If you receive Lifeline service for free, the Lifeline program rules require you to use your service every 30 days to keep your benefit, in addition to complying with all other rules for the Lifeline program.

- **[Who can I contact if I have an issue with a mobile phone or other hardware provided by my Lifeline service provider?](#)**

The FCC does not subsidize any hardware associated with the Lifeline program, which includes mobile phones provided by a service provider to a Lifeline customer. If you are having issues with your mobile phone or other hardware associated with your Lifeline service, please contact your service provider directly.

- **[Who do I contact if I have a disability and want help applying for Lifeline?](#)**

If you are a person with a disability and need assistance with your Lifeline application, contact the Lifeline Support Center at lifelinesupport.org or call 800-243-9473.

If you have a question about whether your Lifeline service and equipment is accessible, contact the FCC's Disability Rights office at 202-418-2517 for a voice phone call, at 844-432-2275 by videophone, or by email at DRO@fcc.gov.