



An important message from your community-based telecom provider



FOUNDATION FOR
RURAL SERVICE

4121 Wilson Boulevard, Suite 1000
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www.frs.org

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YES, YOU CAN
afford telephone or
internet service!

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Your community-based telecom provider is pleased to offer Lifeline service – providing discounted telephone or internet service for eligible consumers.

The Lifeline Universal Service Program is a government supported program available to qualified, low-income consumers and offers a discount for eligible services. Eligible services include telephone and internet service (the latter as of December 2, 2016). If you are an existing telephone service subscriber receiving the monthly Lifeline discount, you can continue to apply that discount to your home or cell phone voice service. But you can only receive a discount on ONE option — telephone or internet.

How to Qualify for a Lifeline Discount

You must participate in at least one of the following programs to be eligible for a Lifeline Program discount:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Program
- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- HEAD Start
- Income below the Federal Poverty Guideline

If you signed up for a Lifeline discount through the National School Lunch Program, Temporary Assistance for Needy Families, Low-Income Home Energy Assistance Program, or any other state-run program, your phone or internet provider may ask you to confirm your enrollment in one of the above, eligible programs when they do your next eligibility confirmation.

Services Eligible for the Lifeline Discount

Lifeline telephone and internet services will have to provide certain minimum features. Lifeline-discounted services must offer at least:

- 500 minutes per month for cell phone voice plans
- 500 MB per month at 3G speeds for cell phone data plans
- 150 GB per month at 10/1 download/upload speeds for home internet plans

Exception: In those areas where the provider does not offer speeds at or above 10/1 download/upload, they must provide the highest performing, generally available home internet plans, which must be at least 4/1 download/upload.

Changing Companies

If you decide to apply your monthly Lifeline discount to either home internet service or a data plan for your cell phone, you must remain with the company that provides your service for at least 12 months. After that, you are free to switch to a different company. If you move to a different state or to an area where your company does not offer service, let your company know. They will guide you through the process of changing companies.

If you sign up for new home or cell phone voice service, you need to stay with your company for at least 2 months. If you choose to apply your discount to a bundle, ask the company which change policy applies.



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