

Lifeline Phone Service Assistance



An Overview



What is Lifeline?

Lifeline is a program that can help customers with less income reduce the cost of their telephone bill. This program makes basic telephone service more affordable for individuals with less income. Lifeline also supports free cell phones! But a qualifying individual can only receive either a landline or cell phone--not both.

Am I Eligible?

If you are under 135% of the Federal Poverty Level (FPL) or receive benefits from any program on this list:

- Wisconsin Homestead Credit
- Federal Public Housing
- Low Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families
- Wisconsin Works (W2)
- Supplemental Security Income (SSI)
- National School Lunch Program
- Medicaid/BadgerCare Plus
- FoodShare



How Much Can I Save?

Generally, Lifeline will reduce the cost of monthly telephone service for eligible households by \$10.00. If the cost of monthly traditional service is more than \$25.00, a credit will be issued so that the monthly charge is no more than \$15 for a basic residential line, 120 local calls, 911 costs and Federal Subscriber Line Charge (SLC).

Lifeline customers who choose a pre-paid wireless service will receive a set number of minutes each month (at no charge) equivalent to the \$10.00 credit on landline services. Additional charges will apply if you have higher usage.

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How to Apply

How Do I Apply?

Contact your telephone service provider and ask to apply for Lifeline assistance for Wisconsin residents. The service provider will need to verify you're eligible. If you have additional questions, reach out to:

Public Services Commission
P.O. Box 7854
Madison, WI 53707-7854

Voice: (608) 266-5481
Fax: (608) 266-3957

TTY: (608) 267-1479
TTY: (800) 251-8345



Tips for Choosing a Cell Phone Provider

National Company

- free cell phone when you sign up
- free "limited" minutes/texts at no cost to you
- access to national coverage areas

Local Company

- more familiar with your region

What Happens Next?

Once a filed application is approved, a free cell phone will arrive in the mail if you chose the cell phone option. The phone will be pre-loaded with minutes and reload the first of each month. You'll have to renew every year.

What's the Catch?

There isn't one! However, you can only have one Lifeline service per household, you can only use a government provided phone, and you must have a mailing address. If you're homeless, a shelter address or PO Box is okay. For more information, visit: bit.ly/lifelinewi