

Low-Income Telephone or Broadband Internet Assistance Program

Lifeline

Lifeline is a federal program that provides a monthly discount of \$5.25 for phone or \$9.25 for broadband Internet to eligible low-income households.

Lifeline is limited to One benefit per household. *
Lifeline assistance is non-transferrable.

***NOTE:**

A "Household" is defined as any individual or group of individuals who are living together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household.

Eligibility Requirements

To be eligible for Lifeline assistance, you must meet income-based criterion currently defined as at or below 135% of the Federal Poverty Guidelines (see table) **OR** participate in at least one (1) of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program (NSL)

In addition, you must not currently be receiving Lifeline assistance, and no other person in your household can be subscribed to the Lifeline program.

To Apply for Lifeline:

1. Complete the certification form attached to this brochure, (please include any supporting documents) and submit it to your local telecommunications provider's business office. This address can be found in your local telephone directory.
2. Apply when becoming certified for LIHEAP Assistance.
3. Re-certification letters are mailed to the subscribers 80 – 88 days before their certification date is due. You may re-certify by mailing in the form to the address that is provided, web portal or voice response when you are contacted by Lifeline.

EMPOWER Telecom

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**24 Hour Telephone
And Internet Support
(833) 787-2522**

Federal Government Lifeline Program for Low-Income Telephone or Broadband Assistance



Revised December 18, 2020

135 percent of federal poverty guidelines

(As of February 2020)

Number of people living in home	Household Income (at or below)
1	\$17,226
2	\$23,274
3	\$29,322
4	\$35,370
5	\$41,418
6	\$47,466
7	\$53,514
8	\$59,562
* For each additional person	Add \$6,048

EMPOWER Telecom is an equal opportunity provider and employer.

Application Checklist

Please provide the following information:

1. A signed and completed Lifeline assistance certification form.
2. A copy of one of the following if applying on the size and income level of a customer's household:
 - Last year's Federal or State income tax return.
 - Current annual income statement from employer
 - Paycheck stubs for most recent three consecutive months
 - Social Security statement of benefits
 - Veteran's Administration statement of benefits
 - Retirement or pension statement of benefits
 - Unemployment or worker's compensation benefits
 - Letter of participation in general assistance
 - Divorce decree or child support documentation.

3. Supporting documentation of program-based eligibility if applying based on participation in any programs listed on the back of this brochure, if requested by your local telecommunications provider.

Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, a notice, letter or documents of participation in a qualifying assistance program, or another official document demonstrating that you, or one of your household receives benefits from a qualifying assistance program. **These documents will be scanned and kept on file by the local telecommunications provider.**

For questions, please call your local telecommunications provider.

