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Overview of the Lifeline Program

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Lifeline is available to qualifying customers in every U.S. state. Qualifications do vary by state. States with their own programs have their own criteria. In states that rely solely on the federal program, the subscriber must participate in one of the following:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP) - Formerly Food Stamps
- Income below 135% of the Federal Poverty Guidelines
- Medicaid
- Supplemental Security Income (SSI)

Residents of American Indian and Alaskan Native tribal lands may qualify for up to an additional \$25 of enhanced Lifeline support monthly. They may also qualify for the Link-Up program, which helps consumers pay the initial installation costs of getting telephone service. Link-Up provides a credit of up to \$100 of the initial installation charges for tribal customers. An individual living on tribal lands may qualify for Lifeline and Link-Up discounts if he or she participates in one of the programs listed above, the Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance to Needy Families; or Head Start (only for those households meeting its income qualifying standard).

Please be aware that only one Lifeline discount may be received per household, even if the household has more than one telephone account, including landline or wireless phone service. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Documentation of eligibility is required to enroll. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

Lifeline Eligible Products

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Lifeline is now available on either voice or broadband services.

Lifeline discounts on voice services are available to participants of both state **and** federally recognized aid programs. Lifeline discounts on voice service include a transfer restriction (port freeze) for 60 days. This means that you are unable to obtain the Lifeline discount on service with another provider for 60 days from the date that your current voice service Lifeline discount began.

Lifeline discounts on broadband services are available to participants of federally-recognized aid programs and is limited to certain broadband services. Broadband speeds must be 15 Mbps

download and 2 Mbps upload or faster to qualify. Lifeline discounts on broadband include a transfer restriction (port freeze) for 12 months. This means that once Lifeline broadband discounts begin, you will be unable to obtain a Lifeline discount with another provider for 12 months if you switch your service.

If you purchase voice and qualifying broadband services, the federal Lifeline discount will apply to your qualifying broadband service, and the 12-month benefit transfer (Port Freeze) restriction will apply.

If you purchase voice service and a non-qualifying broadband service, you may receive both state and federal Lifeline discounts on your voice service, and the 60-day benefit transfer (Port Freeze) restriction will apply.

Certain exceptions to the transfer restrictions may apply.

See <http://www.lifelinesupport.org/ls/change-my-company.aspx> for more information.

How do I qualify for the Lifeline Discount

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Select your state from the drop-down box.

Please be aware that only one Lifeline discount is available per household, even if the household has more than one telephone or broadband account, including landline or wireless service. Under the Lifeline program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. The Lifeline discount is not transferable and only eligible customers may enroll in the program. Documentation of eligibility is required to enroll. Customers who willfully make false statements in order to obtain Lifeline service can be punished by fine or imprisonment and can be barred from the program.

FAQ

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Question: Who must complete the Lifeline application form?

Answer: The member of the household whose name the account is in should complete the Lifeline application.

Question: What is the definition of a household?

Answer: A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

Question: How can I get an application?

Answer: Applications can be found on this website at www.CenturyLink.com/Lifeline. If you do not have access to the internet an application can be mailed to you by calling the customer service number printed on your bill.

Question: How do I complete the Lifeline application?

Answer: Please use the table below to help you complete the Lifeline application.