

Lifeline & Link-Up — Facts and Benefits

- A **Lifeline** customer's local telephone service will not be disconnected for non-payment of long distance charges.
- Being a **Lifeline** customer does not protect you from disconnection if you do not pay your local telephone bill.
- 900 number blocking and other forms of toll blocking are available at no charge.
- If an applicant for telephone service has an outstanding debt with their provider, payment arrangements must be negotiated before telephone service will be installed.
- Deposits may be waived or reduced under **Link-Up** at the option of each local provider.

Questions?

Your local telephone service provider should be your first contact if you have questions regarding **Lifeline**. If you have further questions or have a complaint about **Lifeline** or **Link-Up**, call the Public Service Commission.

The Public Service Commission of Wisconsin is an independent state agency that oversees more than 1,100 Wisconsin public utilities that provide natural gas, electricity, heat, steam, water and telecommunication services.



Public Service Commission of Wisconsin

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Wisconsin Lifeline & Link-Up



Lifeline & Link-Up

These programs can help low income customers reduce their telephone bills:

Lifeline makes telephone service more affordable by reducing the basic monthly charge for one telephone line for income-eligible households.

Link-Up pays for most of the installation charges associated with one telephone line. Link-Up helps households without telephone service to get it and those with service to keep it when they move.

How Much Can I Save Per Month?

Lifeline will reduce the cost of monthly telephone service for eligible households by \$8.50 to \$10.00¹. A larger credit will be issued if needed so that the monthly charge is no more than \$15 for a basic residential line, 120 local calls, 911 costs and the Federal Subscriber Line Charge (SLC)². but no additional **Lifeline** monthly discount applies.

1. Lifeline credits for qualified cellular service may be less.
2. The standard SLC charge is \$6.50. If a provider's SLC is less than \$6.50, the Lifeline credit is reduced by an equal amount.

Installation Charges

Link-Up is designed to pay for most of the charges normally associated with the installation of local telephone service. Charges are waived for:

- New service installations
- Moves to another residence
- Reconnecting an existing line.

Link-Up use is limited to once every 12 months if at the same address.

Link-Up does not cover any of the costs associated with wiring a new jack or re-wiring an existing jack inside the home.

Who is Eligible to Participate in Lifeline & Link-Up?

Eligible customers include households that receive benefits from:

- WI Homestead Tax Credit (Schedule H)
- Wisconsin Works (W2)
- Medical Assistance (MA)
- Badger Care
- Supplemental Security Income (SSI)
- Food Stamps
- Low Income Home Energy
- Assistance Program (LIHEAP)

Residents of tribal lands may also qualify for **Lifeline** and **Link-Up** by participating in a federal tribal assistance program and may be eligible for additional credits. Please contact your Tribal Authority for additional information.

How Do I Apply?

First, contact your telephone service provider and ask to apply for **Lifeline or Link-Up** assistance for Wisconsin residents. The service provider will need to verify that you are eligible. Contact your case worker or county benefits specialist if your **Lifeline or Link-Up** application was denied and you are currently receiving benefits from one of the programs previously listed.