

Lifeline 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 you apply for Lifeline telephone service and have an outstanding debt with a telecommunications provider, payment arrangements must be negotiated before the telephone service will be installed.

Questions?

Your local telephone service provider should be your first contact if you have questions regarding **Lifeline**. If you



have further questions or a complaint about **Lifeline**, then 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 telecommunications.



Public Service Commission of Wisconsin

P.O. Box 7854

Madison, WI 53707-7854

Telephone: 608-266-5481

Toll free: 888-816-3831

Consumer affairs: 608-266-2001 / 800-225-7729

TTY: 608-267-1479 / 800-251-8345

Fax: 608-266-3957

Website: <http://psc.wi.gov/lifeline>

The Public Service Commission of Wisconsin does not discriminate on the basis of disability in providing programs, services or employment. If you need assistance, call one of the numbers provided above. The PSCW will try to find another way to deliver the information to you in a usable form.

Telecom 21 (06/12)

Wisconsin Lifeline



May \$ave You Money
on Your Monthly
Phone Bill!



Lifeline

This program can help low-income customers reduce their telephone bills.

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

How Much Can I Save Per Month?

Lifeline will generally reduce the cost of monthly telephone service for eligible households by \$10.00. If the cost of monthly traditional telephone 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 the 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.



Lifeline Providers

Most wireline and wireless providers offer a Lifeline service. A list of Lifeline Providers can be found on the Public Service Commission website at:

<http://psc.wi.gov/Lifeline>

How Do I Apply?

First, contact your telephone service provider and ask to apply for **Lifeline** assistance for Wisconsin residents. The service provider will need to verify that you are eligible.

If you are currently receiving benefits from one of the programs listed in this brochure, but your **Lifeline** application was denied, contact your case worker or county benefits specialist.

NOTE: If you are getting a **Lifeline** service from one provider, you cannot also get Lifeline from another provider. For instance, if you have a **Lifeline** service in your home, you are not eligible to also get a **Lifeline** supported pre-paid wireless service.

Who is Eligible to Participate in Lifeline ?

Eligible customers include those that receive benefits from:

- Wisconsin 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)
- Federal Public Housing Assistance
- TANF
- National School Lunch Program

Residents of tribal lands may also qualify for **Lifeline** and **Link-Up** (*assistance with the cost of initially getting telephone service*) by participating in a federal tribal assistance program and may be eligible for additional credits. Please contact your Tribal Authority for additional information.

