



Wisconsin Lifeline Fact Sheet

What is Lifeline?

The Lifeline program provides low-income Wisconsin residents affordable access to essential telecommunications by discounting the cost of phone, cell and internet services.

How much money can I save with Lifeline?

This depends on which type of service(s) you have, but your discount could range from \$7.25 - \$18.50 per month. Your service provider can tell you the exact amount.

Who is eligible?

You are eligible if you participate in one of the following qualifying programs:

- Medicaid
- FoodShare
- Federal public housing assistance (Section 8)
- Veterans and Survivors Pension Benefit
- Supplemental Security Income (SSI)

Or, if your income is at or below 135% of the [federal poverty guidelines](#). Only one person per household may receive a Lifeline discount.

How can I find out if I am eligible?

You can check your eligibility online using the National Verifier at www.checklifeline.org or with a paper form which can be downloaded and mailed in.

The National Verifier is connected to federal databases and can determine if you are enrolled in a qualifying program listed above. If you do not participate in a qualifying program, you must provide proof that you meet the income guidelines. Your provider can help you with this, or you can contact one of the numbers listed below.

There are new rules for people who are income-eligible because of recent unemployment due to the pandemic. Applicants may submit: a notice of unemployment benefits payment, or a notice of a successfully submitted application for unemployment benefits. These documents must be dated in the last three months.

How can I enroll?

You must contact an eligible telecommunications carrier (ETC) to enroll. You can find a list of ETCs at psc.wi.gov on the [Lifeline Program webpage](#) under the Programs tab. You can determine your eligibility before you contact the ETC, or ask them to help you find out if you are eligible.

How can I get help?

Wisconsin Internet & Phone Helpline:
(608) 267-3595.

- Open Monday through Friday, from 7:45 a.m. and 4:30 p.m.
- Request an interpreter if you need assistance in a different language.

Federal (USAC) Lifeline Support number:
(800) 234-9473.

- Open Monday through Friday, from 10 a.m. to 10 p.m.
- Email lifelinesupport@usac.org.