

2017 Application for the Lifeline Program

Lifeline is a federal program that provides a monthly discount on phone or internet service to eligible households.

One Benefit Per Household

Only one Lifeline benefit is allowed per household: either phone (*landline or wireless*) or internet (*home or mobile data*) service.

Your household includes everyone who lives with you and shares in the household income and expenses. This includes children, adults, relatives and people not related to you.

Eligibility for Lifeline

You are eligible if you:

1. Live in Vermont
2. Get your phone **or** internet service through a participating provider AND
3. Qualify in **one** of the following ways:
 - A. Based on Public Benefits:

Someone in your household gets at least one of these benefits:

 - ⇒ 3SquaresVT
 - ⇒ Federal Public Housing Assistance
 - ⇒ Fuel Assistance*
 - ⇒ Medicaid
 - ⇒ Reach Up*
 - ⇒ Supplemental Security Income (SSI)
 - ⇒ Veterans Pension/Survivors Pension
 - B. Based on Household Income:
 - i. You're 65 or older on *June 15, 2017* and your 2016 household income was less than \$28,035
 - ii. You're under 65 on *June 15, 2017* and your 2016 household income was less than \$24,030

* As of October 31, 2017, you'll no longer be able to use Fuel Assistance or Reach Up to prove your eligibility for Lifeline.

Participating Providers

Below is the list of participating providers available at the time of printing.

To get the most current list of providers:

- ⇒ Visit dcf.vermont.gov/benefits/lifeline
- ⇒ Call the Vermont Department of Public Service at 1-800-622-4496

Service Providers
Burlington Telecom
FairPoint Communications
Franklin Telephone Co.
Life Wireless (<i>Telrite</i>)
OTT Communications (<i>Shoreham Tel</i>)
Q Link Wireless
TDS Telecom (<i>Ludlow, Northfield, Perkinsville, & Proctorsville</i>)
Topsham Telephone
Vermont Telephone (<i>VTel</i>)
Waitsfield & Champlain Valley Telecom

To learn about the discounts available to you, call the providers or visit their websites.



The Application Process

1. Complete the form on pages 3 & 4.
2. Sign and date the application at the bottom of page 4.
3. If you're already getting the service you are applying to get the discount on, include a copy of your most recent bill. *Make sure the information you provide on the application matches what's on the bill.*
4. Enclose copies of any required supporting documents (*as listed on the application form*).
5. Mail your application to:
The Lifeline Program - ADPC
280 State Drive
Waterbury, VT 05671-1500
6. If we determine you're eligible, we'll notify your service provider.
7. The provider will apply the Lifeline discount to your bill. If it's your first time applying, it may take up to three months for the discount to begin.

Don't send originals. They won't be returned.

Lifeline benefits may be denied or delayed if you don't fully complete & sign the application.

You will be required to re-certify your continued eligibility every year.

Can I change service providers?

Once you start getting Lifeline, you may *only* transfer the benefit to a new provider:

- ⇒ Once every 60 days for phone service
- ⇒ Once every 12 months for internet service

You *may* be allowed to change providers sooner if:

- ➔ You move
- ➔ Your provider no longer offers Lifeline or is in violation of the program rules
- ➔ The provider charges late fees greater than your monthly out-of-pocket costs

Where can I get help applying?

- ➔ Call the Economic Services Division at 1-800-775-0507
- ➔ If you're age 60 or older, you can also call the Senior Helpline at 1-800-642-5119

What other help is available?

Go to dcf.vermont.gov/benefits to learn about other help available from the Department for Children and Families.

You can also dial 2-1-1 toll free to find out about hundreds of community resources, including emergency food shelves, services for seniors and much more.

If you need interpretation services...

(Arabic) 1-855-247-3092 إذا أنت ترغب خدمات الترجمة الفورية اتصل برقم

Ako su Vam potrebne usluge tumačenja, pozovite 1-855-247-3092. (Bosnian)

စကားပြန် ဝန်ဆောင်မှုလိုအပ်နေကိအလိုရှိပါက 1-855-247-3092 သို့ဖုန်းဆက်ခေါ်ပါ။ (Burmese)

Si vous avez besoin de services d'interprétation, appelez le 1-855-247-3092. (French)

Mugihe woba ushaka impfashanyo yo gusigurirwa, hamagara uyu murongo 1-855-247-3092. (Kirundi)

यदि तपाईंलाई दोभाषे सेवाको जरुरत परेमा 1-855-247-3092 मा कल गर्नुहोस्। (Nepali)

Haddii aad u baahan tahay adeegyo turjumaan, wac 1-855-247-3092. (Somali)

Si usted necesita servicios de interpretación, llame al 1-855-247-3092. (Spanish)

Ikiwa unahitaji huduma za ukalimani, piga simu 1-855-247-3092. (Swahili)

Nếu quý vị cần dịch vụ thông ngôn, hãy gọi 1-855-247-3092. (Vietnamese)