

## **Lifeline Frequently Asked Questions**

### **How much can I save with the Lifeline program?**

The amount you save with Lifeline is determined by your telephone service provider. Discounts in West Virginia range from a few dollars to \$14-\$15 per month.

### **How do I know if I am eligible?**

If you qualify for any of the following programs, you also qualify for Lifeline:

- Federal Public Housing Assistance/Section 8
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Assistance for Needy Families (TANF)
- Other income-related state or federal programs

### **Are there any restrictions?**

Lifeline can only be used for the primary telephone line (cellular OR wire line) in a household. You must establish phone service prior to applying for the Lifeline discount. The name on the phone bill must match the name of the household member participating in the eligible program (with the exception of the National School Free Lunch Program). Being a Lifeline customer does not protect you from being disconnected if you fail to pay your telephone bill. Discounts cannot be applied to an outstanding balance owed to your phone company.

### **Do most telephone companies offer Lifeline?**

Yes. Companies serving the majority of West Virginia's wire line and cell phone customers offer the program. Call your telephone service provider and ask if they are a participant.

### **Is the Lifeline program just for senior citizens?**

No. Adults of all ages may qualify.

### **How do I get help?**

You can apply by contacting your local telephone service provider.