



How do I apply for a phone discount?

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Program	<p>The Lifeline program was designed to preserve and promote telephone services to qualified low-income households. The program provides a monthly discount on local service, which can be either LANDLINE or WIRELESS service. <i>Most telephone companies lower the phone bill each month. Some companies provide free wireless minutes each month.</i></p> <p>Not all companies participate in the Lifeline program. Contact your provider to find out if they participate in Lifeline.</p> <p>Federal rules limit each household to one Lifeline discount. You may have home landline telephone service OR one wireless telephone. You may not get Lifeline discounts on two telephone lines.</p>
Eligibility	<p>The Lifeline program is available to eligible low-income consumers in every state. Consumers with proper proof of eligibility may be qualified to enroll.</p> <p>To participate in the program, consumers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs:</p> <ul style="list-style-type: none"> • Medicaid; • Supplemental Nutrition Assistance Program (Food Stamps or SNAP); • Supplemental Security Income (SSI); • Federal Public House Assistance (Section 8); • Low-Income Home Energy Assistance Program (LIHEAP); • Temporary Assistance to Needy Families (TANF); • National School Lunch Program's Free Lunch Program; • Bureau of Indian Affairs General Assistance; • Tribally-Administered Temporary Assistance for Needy Families (TTANF); • Food Distribution Program on Indian Reservations (FDPIR); • Head Start (if income eligibility criteria are met); or • State assistance programs (if applicable). <p>You are required to "recertify" annually.</p>
Steps	<p><i>There are too many companies that participate in the program to provide all steps here.</i></p> <ul style="list-style-type: none"> • Click this link to see the complete list of supporting companies in Kentucky. • Then click the link of the company you are interested in exploring the details.
Local Resources	<ul style="list-style-type: none"> • Many local stores that sell phones or phone plans can provide further information.
Other Resources	<ul style="list-style-type: none"> • Federal Communications Commission. • Universal Service Administrative Company (federal administrator). • If your local telephone company does not answer your questions, then contact the Kentucky Public Service Commission. You can call the Commission toll-free at 1-800-772-4636.

Other Information	<p>The available plans and costs can be confusing. For example, Safelink advertises free phones and minutes but here are the “details”:</p> <ul style="list-style-type: none">• <i>Instead of the single plan, qualified SafeLink users will now get to choose from three different plans. These include 250 monthly minutes that do not carry over, 125 rollover minutes, or 68 rollover minutes with international long distance to over 100 locations. With the first two plans text messages cost one minute, while three text messages cost one minute with the last plan.</i> <p>To apply at Cincinnati Bell:</p> <ul style="list-style-type: none">• Contact a Cincinnati Bell Telephone Lifeline representative at 513-565-LIFE (5433) - Monday through Friday, 7:30 AM to 7:00 PM and Saturday 7:30 AM to 5:00 PM EST or• Download application and mail it with needed documentation to:• Cincinnati Bell Assistance Programs P. O. Box 778, Cincinnati, OH 45201• or Fax to: 1-800-213-2193 <p>To apply at AT&T:</p> <ul style="list-style-type: none">• Contact AT&T at 1-855-301-0355 or• Download application and mail to AT&T Kentucky, P.O. Box 4600, Waterloo, IA 50704-4600 or• Fax to 1- 800-295-7495
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