



The Lifeline Program is to help our local customers who may fall below a certain income limit, or receive other benefits, with a discount on voice telephone service and access to broadband internet. Lifeline is a federal assistance program designed to help lower income residents stay connected.

The Lifeline program is designed to help qualified low-income individuals pay the monthly cost of basic telephone service. The Federal Lifeline discount reduces basic monthly telephone rate by \$9.25 for those who qualify in Texas and up to \$23.50 for qualifying customers living in Oklahoma. Effective December 2, 2016, the Federal Lifeline discount can be applied to qualifying voice or broadband (Internet) services. Additional services such as caller ID or voice messaging are not included. To apply for Lifeline call (580)529-5000

Lifeline Eligibility

To be eligible for Lifeline a household's annual income must be at or below 135% of the federal poverty guidelines or someone in the household must receive benefits from at least one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Tribal-specific programs: Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families (TTANF), Food Distribution Program on Indian Reservations (FDPIR), Head Start
- Veterans Pension and Survivors Benefit Programs

Federal rules prohibit eligible low-income consumers from receiving more than one Lifeline discount per household. An eligible consumer may receive a discount on either a wireline or wireless service, but not both. A consumer whose household currently is receiving more than one Lifeline service must select a single Lifeline provider and contact the other provider to de-enroll from their program. Consumers violating this rule may also be subject to criminal and/or civil penalties.

Link-Up (Texas customers only)

The Link-Up program is designed to reduce the cost of initiating new telephone service to qualifying low-income residents. Link-Up offers a 50% discount (up to \$30) for telephone installation charges for one phone line in the home. To apply for Link-Up please follow this link: <https://www.liteuptexas.org/NewForm/>

Federal Lifeline is now available for broadband services. Please contact our office at (580) 529-5000 or go to <https://www.liteuptexas.org> to see if you qualify.