LIFELINE FACT SHEET

What You Should Know About Lifeline
- Modernization passed in March 2016 and went into effect in December 2016: it allows the Lifeline subsidy to apply to broadband.
- Participants in SNAP, Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance, and Veterans Pension and Survivor Benefit can obtain one subsidy per household.
- The subsidy is $9.25 per month to cover broadband or phone service.
- Though established in 1985, the Lifeline program is colloquially known as the "Obamaphone program."

FAQ

Answers to questions that you may have:
- What does this mean for the people that I serve?
  - Your constituents who are eligible for Lifeline can now receive a subsidy that will keep their monthly home Internet costs at or below $10 a month out of pocket. This means that at-home Internet connectivity will become accessible and affordable to many who are currently on the wrong side of the digital divide.
- Will Lifeline providers be on EveryoneOn's Offer Locator tool?
  - Lifeline providers are not required to participate in EveryoneOn's platform. Therefore, we will continue to include USAC's comprehensive list here for consumers to review additional options. EveryoneOn is committed to working will all providers that meet our minimum specifications, and we are excited by the opportunity to continue broadening our platform with more offers for consumers. Beyond participating in the platform, we invite Lifeline Broadband Providers to join us as Corporate Partners.
- When does the Lifeline subsidy go into effect? When can my constituents get Lifeline service?
  - The modernization allowing Lifeline to pay for broadband went into effect on December 02, 2016. Constituents apply for Lifeline broadband through specific Lifeline Broadband Providers (LBPs). Your constituents can get Lifeline broadband as soon as there are LBPs serving your area. See this resource for a list of providers by state, but a consumer would need to check with the provider to see if Lifeline service is available in their specific zip code.

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Below are common questions and respective answers that your constituents may ask:

- Can I use Lifeline for my phone and for my home Internet?
  - No. The Lifeline program offers one subsidy per household. As the consumer, you can decide whether you'd like to apply the Lifeline subsidy to broadband OR to phone. Some providers may allow the Lifeline subsidy to apply to a bundled package that includes both Internet and phone service, but each household would still only receive one $9.25 per month subsidy to go towards this bundle.
- How do I apply for Lifeline?
  - First, follow these prompts to determine your eligibility.
  - Second, consult this map to see which providers are offering Lifeline broadband service in your state.
  - Third, reach out to providers, and determine which plan would be best for you. This Data Calculator is a good resource to help determine what data plan will best suit your needs.

How can Enrollment Partners work with EveryoneOn to help constituents get Lifeline?
- Share Lifeline with your constituents!
  - Post information in your constituent-facing locations
  - Include Lifeline information in newsletters and other communications
- Reach out to your state benefits office or Public Utility Commission
- If you live in NC, FL, NJ, or CA, reach out to your EveryoneOn regional manager.
  - Login to your Enrollment Partner page to meet your Regional Manager and learn more.

How can Digital Equity Champions work with EveryoneOn to help constituents get Lifeline?
- Include the question, "Do you have Internet at home?" in your eligibility, intake, and recertification workflow. If the constituent does not have Internet at home, ask them if they participate in any of programs that are Lifeline-eligible. Contact lifeline@everyoneon.org for a sample decision making chart that Digital Equity Champions can use when helping constituents navigate this process.

Questions? Contact lifeline@everyoneon.org.

Online Resources

http://www.lifelinesupport.org/ls/community-outreach.aspx#education
http://www.everyoneon.org/lifeline

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