

The Public Service Commission of Wisconsin ensures safe, reliable, affordable, and environmentally responsible utility services and equitable access to telecommunication and broadband services.

How can I get help?

Wisconsin Internet and Phone Helpline
(608) 267-3595 or (800) 225-7729

Open Monday through Friday,
from 7:45 a.m. and 4:30 p.m.

*Interpreters are available for
languages other than English.*

Federal Lifeline Support
(800) 234-9473

Open every day from 9 a.m. to 9 p.m. ET

Federal Affordable Connectivity Program
(877) 384-2575

Open every day from 9 a.m. to 9 p.m. ET

WISCONSIN Lifeline Program

***Lowering the monthly cost of
phone and internet service***



Public Service Commission of Wisconsin

North Tower, 6th Floor
Hill Farms State Office Building
4822 Madison Yards Way
Madison, WI 53705
(608) 266-5481
(800) 225-7729
psc.wi.gov

The Lifeline program is funded by the Wisconsin Universal Service Fund.



Receive up to
\$18.50 off
your phone or
internet service

What is Lifeline?

The **Lifeline program** provides qualified low-income Wisconsin residents affordable access to essential telecommunications services by discounting the cost of phone, cellular, and internet services.

What is the Lifeline benefit?

The discount could range from **\$5.25 to \$18.50 per month**, depending on the type of service you have. Your service provider can tell you the exact amount.

Tribal members living on Tribal land are eligible for **an additional discount of \$25**, and have additional qualifying programs.

Lifeline-supported services must meet Lifeline's Minimum Service Standards: **Mobile Voice:** 1000 minutes, **Mobile Broadband:** Speed of 3G or better, usage allowance of 4.5 GB and **Fixed Broadband:** Speed of 25/3 Mbps, usage allowance of 1229 GB.

To learn more about Lifeline Minimum Service Standards, visit usac.org/lifeline/rules-and-requirements/minimum-service-standards/.

Lifeline facts

- ✓ **One person per household** may receive a Lifeline discount.
- ✓ If you live with someone who receives the Lifeline benefit, but is not a part of your household, you may still qualify. Complete the **Household Worksheet** at LifelineSupport.org.
- ✓ Enrollment in Lifeline does not protect subscribers from **disconnection** due to unpaid phone bills.
- ✓ If you have **an outstanding debt** with your phone or internet provider, but you are eligible, you must make payment arrangements before starting service.
- ✓ Individuals eligible for Lifeline are also eligible for the **Affordable Connectivity Program (ACP)**. Learn more at fcc.gov/acp.

Steps to get Lifeline

1

2 WAYS TO QUALIFY:



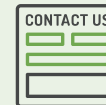
Apply online at checklifeline.org

OR



Mail in a paper application.

2



Choose an eligible phone or internet company and sign up for service. Apply your discount to your new or existing service.

Who is eligible for Lifeline?

You are eligible if you participate in one of the following qualifying programs, **or** if your income is **at or below 135%** of the **Federal Poverty Guidelines**:

- **Medicaid**
- **FoodShare**
- **Supplemental Security Income (SSI)**
- **Federal Public Housing Assistance (Section 8)**
- **Veterans and Survivors Pension Benefit**

How can I determine eligibility?

Check your eligibility online using the **National Verifier** at checklifeline.org.

The **National Verifier** can determine if you are enrolled in a qualifying program listed above. If you do not participate in a qualifying program, you must provide proof that you meet the income guidelines.

Individuals eligible for **Lifeline** are also **eligible for the Affordable Connectivity Program (ACP)**. Learn more at fcc.gov/acp.

ACP discount

ACP provides a discount of up to **\$30 per month** toward internet service for eligible households and up to **\$75 per month** for households on qualifying Tribal lands. Apply now at acpbenefit.org.