

## September 11-15 Lifeline Awareness Week

The purpose of this Lifeline Awareness Week is to ensure that eligible low-income families and individuals are aware of the Lifeline program, eligibility criteria, and to encourage enrollment. In 2016, the FCC expanded the Lifeline program to include the provision of broadband internet access services. Consumers can now apply the Lifeline discount to wireless or fixed broadband services meeting the FCC's minimum standards. Additionally, the FCC implemented benefit port freezes for Lifeline voice and broadband services. This means that your Lifeline voice and/or broadband service cannot be transferred to another provider for up to 12 months with very limited exceptions.

### **Lifeline Benefit Port Freeze:**

- Any Lifeline plan meeting the FCC minimum service standard for broadband (500MB at 3G for wireless, and 150GB at 10/1Mbps for wireline) will have a 12 month port freeze.
- Any Lifeline plan meeting ONLY the FCC minimum service standard for voice (500 minutes for wireless) will have a 60 day port freeze.

Customers are encouraged to make sure that the Lifeline plan and provider meet the needs of the Lifeline consumer, as switching providers may not be possible for an extended period of time.

**Income and eligibility requirements:** The Lifeline program is available to qualifying consumers in every state.

- In order to qualify for Lifeline service, subscribers must either have an income that is at or below 135 percent of the federal Poverty Guidelines, or participate in one of the following assistance programs:
  - Medicaid;
  - Supplemental Nutrition Assistance Program (Food Stamps or SNAP);
  - Supplemental Security Income (SSI);
  - Federal Public Housing Assistance (Section 8);
  - Veterans Pension and Survivors Benefit

### **Tribal Programs**

In addition to the assistance programs above, those subscribers residing on Tribal lands can qualify for Lifeline through participation in one of the following:

- 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

To find out how to apply, visit [www.lifelinesupport.org/ls](http://www.lifelinesupport.org/ls), or call the Oklahoma Corporation Commission's Public Utilities Division or local telephone company.

Customers may also contact their local telephone company or the Oklahoma Corporation Commission's Public Utility Division for more information about these programs and how to determine if they qualify for discounts.