

## **LIFELINE ASSISTANCE**

Lifeline Assistance is a government assistance program that provides a monthly credit for **residential customers in Alabama, Florida and Georgia**. If you qualify for Lifeline Assistance, WOW! will discount your home phone or broadband charge by \$9.25 each month. Lifeline customers may subscribe to any local telephone or broadband service plans offered by WOW! WOW! offers free Toll Limitation Service to Lifeline customers for any local service plan that charges a fee for toll calls that is in addition to the monthly price of your Lifeline service.

### **Lifeline Program Restrictions**

- Only one Lifeline service credit is available per household.
- If applying for the Lifeline credit under a Broadband service the minimum speed must be 18/2 Mbps.
- A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.
- A household is not permitted to receive Lifeline benefits from multiple providers (i.e., if you receive a Lifeline discount on your wireless service, you would not also qualify to receive that discount on your home phone or broadband service).

Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's (or "FCC") rules and will result in the subscriber's de-enrollment from the program.

Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

### **General Lifeline Information - For Phone or Broadband Service**

Because telecommunications service is so important in today's world, WOW! believes everyone should have access to it. We offer a discounted service plan to make phone or broadband service even more affordable for qualified customers. Lifeline provides qualified customers with a discounted home phone service or broadband service and the ability to add additional services and features or the eligible customer can choose to apply the discount to their broadband service.

### **FAQs: FCC Lifeline Rules for Phone or Broadband Service**

#### **Q. What do I need to fill in on the application?**

A. It is important that you fill out the application completely and accurately to ensure there are no delays in being approved for the Lifeline program. Please review the instructions on the application carefully. Required:

- Customer Name
- Customer Account number
- Customer Service Address
- City, State, Zip
- Must note if your address is permanent or temporary
- Customer Telephone Number

- Social Security Number (last 4 digits only)
- Date of Birth (mm/dd/yyyy)
- Must check qualifying program or income; if income, must provide # of persons in household
- Must provide proof of program participation or income level
- Must check that you have read and agree to the list of certifications
- Signature
- Date

**Q. What proof do I need to bring?**

A. If you qualify by program assistance, please bring in a copy of your benefits card or award letter. If you qualify by income, please bring in copies of any of the following qualifying documents — **Note: The FCC’s rules require WOW! to keep a copy of any of the supporting documentation you provide in support of your eligibility to receive lifeline benefits.**

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for most recent 3 months
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits
- Child Support document
- Divorce decree
- Other official document containing income information

**Q. How do I get proof of Social Security (Social Security Statement of Benefits) if qualifying by income?**

A. Social Security Statement of Benefits is mailed to all recipients annually. If you need a copy, please contact your local Social Security office.

**Q. Can I send a copy of my paycheck as proof?**

A. We will need a copy of your paycheck stubs for three consecutive months within the previous twelve months, as proof. A copy of your paycheck is not accepted.

**Q. Is Supplemental Social Security (SSI) the same as Social Security?**

A. No. Supplemental Security Income (SSI) is a Federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind and disabled people who have little or no income.

**Q. I'm a senior citizen, do I qualify?**

A. Lifeline is not based on age. You must participate in one of the qualifying programs or meet the income guidelines to be eligible for Lifeline.

**Q. I receive Medicare, do I qualify?**

A. No. Medicare is not a qualifier for the Lifeline program.

**Q. I babysit or am self-employed, what is acceptable for proof?**

A. Please provide a photocopy of your most recent tax return.

**Q. Do I have to wait until I'm approved for Lifeline to get service?**

A. No. You must have working service to be approved for Lifeline.

**Q. Will the Lifeline discount be on my next bill?**

A. Lifeline will be applied to your account within 2 bill cycles and is retroactive back to your approval date.

**Q. Why isn't Lifeline showing on my bill anymore?**

A. You may have failed to complete a Re-certification within the required 30 days. You must re-apply by using the Application for Lifeline to have the discount added back to your account.

**Q. Why did I receive a Re-certification form in the mail?**

A. Lifeline eligible customers are required to recertify annually.

**Q. How do I re-certify my eligibility?**

A. USAC provides the subscriber three ways to complete their recertification:

1. Phone: Call a toll-free number and complete the prompts from an automated voice response system.
2. Online: Complete an online form using the USAC-maintained recertification website.
3. Mail: Complete, sign, and return a hard-copy recertification form via U.S. Mail.

**Q. How can I find out more about these changes?**

A. Visit [www.usac.org](http://www.usac.org)