



## Lifeline Program Applicant Information Sheet

Lifeline is a government assistance program that provides a monthly discount on **ONE** home (wireline), mobile (cell) or broadband internet service to qualifying low-income customers. Lifeline is a federal benefit; willfully making false statements to obtain the benefit can result in criminal penalties, including fines, imprisonment, de-enrollment, or being barred from the program. **Lifeline service is limited to one benefit per household and is non-transferable.** New customers meeting the program criteria may also be eligible for connection assistance up to \$100.00 under the Link-Up program. Annual recertification of eligibility is required.

Thank you for your interest in the Lifeline program. You can apply for the Lifeline benefit by mail or online.

### A) To apply for Lifeline by mail with a paper application: Please keep a copy of your application

- Please be sure to read the instructions on your Lifeline Application, answer every required question, initial the Agreements (*first name & last name initials only*), and sign and date the form. Please complete the form in black ink, all caps. For your home address, please put the street number and name. If you do not have a street number or name, please put a descriptive address. Do not put your telephone NID/Demark number.
- All of Alaska is Tribal Lands, so you will **check the box asking if you live on Tribal Lands**. However, you should also include a map, marking your house location on your street, preferably with latitude and longitude. You can do this using any map, but a good online mapping tool for this is Google maps. *Please contact UUI Customer Service if you need assistance with this.*
- Household Worksheet: Required only if you share an address/household with another Lifeline subscriber.
- Copy of State ID or Tribal ID: Please include a copy of your current ID.
- Copy of Program/Income Documentation: This is proof to support the box you checked on your application. You can only qualify through your income if you do not qualify through a government program. Documents must be current- within the last 12 months. Visit [lifelinesupport.org](http://lifelinesupport.org) to see all acceptable document guidelines.

#### To Qualify through a government program: Acceptable documentation includes:

- ❖ Current or prior year’s statement of benefits for a qualifying program
- ❖ A notice or letter of participation in a qualifying program
- ❖ Program participation documents with dates (a Medicaid card or award letter is acceptable; a SNAP statement or award letter is acceptable (a SNAP card is NOT accepted)
- ❖ Another official document demonstrating that you or someone else in your household receives benefits from a qualifying assistance program.

**To Qualify through your income:** You can only qualify through your income if you do not qualify through a government program. Submit **ALL** current (most recent) tax returns for the household. Other documentation must cover at least 3 consecutive months within the last 12 months, for example, pay stubs for 3 consecutive months. Acceptable documentation includes:

- ❖ Last year’s state, federal or tribal tax return
- ❖ A current income statement from an employer or paycheck stubs covering at least 3 consecutive months
- ❖ A statement of benefits from the U.S. Social Security Administration
- ❖ A statement of benefits from the U.S. Dept. of Veterans Affairs
- ❖ A retirement or pension statement of benefits
- ❖ An Unemployment or Worker’s Compensation statement of benefits
- ❖ A federal or tribal notice letter of participation in General Assistance
- ❖ A divorce decree or child support award
- ❖ Other official document containing income information

**Submit all the following information to: Lifeline Support Center, PO Box 9100, Wilkes-Barre, PA 18773-9100**

(1) Lifeline Application (2) Lifeline Household Worksheet- *required only if you share an address with another Lifeline subscriber* (3) Program or Income Documents (4) Clear copy of your current State Photo ID and (5) Map showing the latitude and longitude of your physical address.



The Lifeline Support Center will process your Lifeline application and notify you of eligibility. If you have questions about the Lifeline program, the National Verifier, Eligibility Notifications, or Application status, please contact the Lifeline Support Center at 1-800-234-9473 or email them at [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

**B) To apply for Lifeline online using USAC’s National Verifier (Preferred Method):** For information on the Lifeline program and to apply, go to [lifelinesupport.org](http://lifelinesupport.org).

We encourage you to apply online whenever possible. It is quick and easy. Create an account, and if you are receiving Medicaid or SNAP benefits, you may be qualified immediately. If the National Verifier cannot prove your eligibility automatically, you will then need to upload more documents to the consumer portal. Since Alaska is all tribal lands, you will also need to pin drop your physical address location using the mapping tool.

No matter how you apply, once you get an approval notification from USAC, you have 90 days to contact your service provider to request Lifeline service. To initiate your Lifeline benefit with us, please contact UUI Customer Service at 1-800-478-2020. You will need to provide us with the exact information you entered on your Lifeline application for: Physical Address, Date of Birth, Last 4 digits of your Social Security Number and Benefit Qualifying Person if applicable. You will also need to provide your USAC Application Approval ID Number.

**You are required to notify your service provider within thirty (30) days if you are no longer eligible for Lifeline service for ANY reason, including the following examples: (1) you no longer receive benefits from one or more of the programs specified on the Lifeline application; (2) your household no longer meets the income criteria specified on the Lifeline application; (3) you receive more than one Lifeline benefit; and (4) a member of your household receives a Lifeline benefit.**

**Home Telephone Rate Information for United Utilities, United-KUC and Yukon Telephone:**

	Basic Rates	Lifeline Rate
Residential Line Charge:	\$17.87	\$ 1.00
Universal Access Surcharge	\$ .01	\$ .01
Federal Subscriber Line Charge	\$ 6.50	\$ 0.00
Network Access Fee	\$ 5.75	\$ 0.00
Toll Blocking	\$ 1.50-\$3.40	\$ 0.00
<i>Review your bill for more cost saving reductions. Residential Line Charge, Federal Subscriber Line Charge, Network Access Fee, and Toll Blocking are eligible for Lifeline discounts; calling features and other services are not. Taxes and surcharges are additional. Bills MUST be paid each month to prevent termination of services.</i>		

**UUI Broadband Internet Rate Information:**

	Basic Rate	Lifeline Rate
10M/2M with 100,000 MB data (100 GB) DSL or Wifi Rate - with local phone service	\$ 299.99	\$ 265.74
25M/3M with 500 GB data (available in Whittier)	\$ 95.00	\$ 60.75
<i>Lifeline on Broadband Internet is available on our highest speed/usage plan only and allows for a \$34.25 monthly discount. (Not available in all locations- please contact UUI for more information or visit our website). A Wi-Fi enabled device or router is required. Bill MUST be paid each month to prevent termination of services.</i>		