



Telephone Lifeline Program

2014 LIFE Statewide Conference
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Telephone Lifeline Program Basics

- ❑ Offers discount on telephone bill
- ❑ New York's program in effect since 1985
- ❑ Offered by incumbent local companies, some competitive companies, and wireless companies



Lifeline Program Elements

- ❑ Offers reduced basic service rate
- ❑ Message rate of \$1.00 per month, plus a per call charge
- ❑ Flat rate of \$2.00 per month, plus a monthly usage charge for unlimited local calling
- ❑ Waiver of the Federal subscriber line charge
- ❑ Various affordable wireless Lifeline packages
- ❑ Approximately 150,000 wireline lifeline customers enrolled Statewide



Lifeline Eligibility Criteria

- Customers are eligible if enrolled in these programs:
 - Family Assistance
 - Supplemental Nutrition Assistance Program (SNAP)
formerly Food Stamps
 - HEAP
 - Medicaid
 - Safety Net Assistance
 - Supplemental Security Income (SSI)
 - Veteran's Disability & Surviving Spouse Pension
 - National School Lunch Program
 - Federal Public Housing Assistance



Income Eligibility

- ❑ Can qualify to receive Lifeline based on annual gross income.
- ❑ Income must be at or below 135% of Federal Poverty Guidelines
- ❑ Customer needs to provide documentation of income eligibility
- ❑ Documentation includes state or federal tax returns, social security statement of benefits, unemployment statements, child support awards, among others.



FCC Order 12-11 Lifeline and Link Up Reform and Modernization (2/6/12)

- ❑ Lifeline limited to a single discount per household.
- ❑ All Lifeline customers need to be recertified annually.
- ❑ Lifeline customers required to provide last 4 digits of social security number and birthdate.
- ❑ Companies conduct a database match to help eliminate duplication.



Lifeline Customer Certifications

- ❑ Whether address is temporary or permanent.
- ❑ Only one Lifeline discount per household.
- ❑ Agree not to transfer Lifeline benefit to another person.
- ❑ Agree to notify phone company if moving to another address.
- ❑ Agree to notify phone company if no longer receiving federal or state benefits.



Lifeline Customer Certifications

- Agree to participate in annual certification of eligibility.
- Acknowledge that providing false or fraudulent information is punishable by law.