

These programs can help low-income customers reduce their telephone bills:

### Lifeline

Lifeline makes telephone service more affordable by reducing the basic monthly charge for one telephone line for income-eligible households.

### Link-Up

Link-Up pays for most of the installation charges associated with one telephone line. Link-Up helps households without telephone service to get it and those with service to keep it when they move.

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### How much can I save per month?

**Lifeline** will reduce the cost of monthly telephone service for eligible households by \$8.50 to \$10.00<sup>1</sup>. A larger credit will be issued if needed so that the monthly charge is no more than \$15 for a basic residential line,

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<sup>1</sup> Lifeline credits for qualified cellular service may be less.

120 local calls, 911 costs and the Federal Subscriber Line Charge (SLC).<sup>2</sup>

Optional services, such as call-waiting and caller ID, are allowed, but no additional **Lifeline** monthly discount applies.

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### What if I can't afford the installation charges?

**Link-Up** is designed to pay for most of the charges normally associated with the installation of local telephone service.

#### Charges are waived for:

- ▶ New service installations
- ▶ Moves to another residence
- ▶ Reconnecting an existing line.

**Link-Up** use **is limited** to once every 12 months if at the same address.

**Link-Up does not cover** any of the costs associated with wiring a new jack or re-wiring an existing jack inside the home.

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<sup>2</sup> The standard SLC charge is \$6.50. If a provider's SLC is less than \$6.50, the Lifeline credit is reduced by an equal amount.

### Who is eligible to participate in Lifeline & Link-Up?

Eligible customers include households that receive benefits from:

- ▶ WI Homestead Tax Credit (Schedule H)
- ▶ Wisconsin Works (W2)
- ▶ Medical Assistance (MA)
- ▶ Badger Care
- ▶ Supplemental Security Income (SSI)
- ▶ Food Stamps
- ▶ Low Income Home Energy Assistance Program (LIHEAP)

Residents of tribal lands may also qualify for **Lifeline** and **Link-Up** by participating in a federal tribal assistance program and may be eligible for additional credits. Please contact your Tribal Authority for additional information.

## Lifeline & Link-Up - Other Benefits and Facts

- ▶ A **Lifeline** customer's local telephone service will not be disconnected for non-payment of long distance charges.
- ▶ Being a **Lifeline** customer **does not** protect you from disconnection if you do not pay your local telephone bill.
- ▶ 900 number blocking and other forms of toll blocking are available at no charge.
- ▶ If an applicant for telephone service has an outstanding debt with their provider, payment arrangements must be negotiated before telephone service will be installed.
- ▶ Deposits may be waived or reduced under **Link-Up** at the option of each local provider.

## How do I apply?

- ☎ First, contact your telephone service provider and ask to apply for **Lifeline or Link-Up** assistance for Wisconsin residents. The service provider will need to verify that you are eligible.

- ☎ Contact your case worker or county benefits specialist if your **Lifeline or Link-Up** application was denied and you are currently receiving benefits from one of the programs previously listed.

## Questions?

- ☎ Your local telephone service provider should be your **first contact** if you have questions regarding **Lifeline**.
- ☎ If you have further questions or have a complaint about **Lifeline or Link-Up**, call the Public Service Commission.

**Public Service Commission**  
**P.O. Box 7854**  
**Madison, WI 53707-7854**  
**Phone: 1-800-225-7729**  
**TTY: 1-800-251-8345 (in Wis.)**  
**608-267-1479 (outside Wis.)**  
**Fax: 608-266-3957**  
**<http://psc.wi.gov>**

The Public Service Commission does not discriminate on the basis of disability in providing programs, services or employment. If you need assistance call one of the numbers provided above. We will try to find another way to get the information to you in a useable form.

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# Wisconsin

# LIFELINE & LINK-UP



**MAY \$AVE YOU  
MONEY ON YOUR  
PHONE BILL!**