

Low-Income Telephone or Broadband Internet Assistance Program

Lifeline

Lifeline is a federal program that provides a monthly discount of \$5.25 for phone or \$9.25 for broadband Internet to eligible low-income households.

Lifeline is limited to One benefit per household. *
Lifeline assistance is non-transferrable.

***NOTE:**

A "Household" is defined as any individual or group of individuals who are living together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household.

Eligibility Requirements

To be eligible for Lifeline assistance, you must meet income-based criterion currently defined as at or below 135% of the Federal Poverty Guidelines (see table) **OR** participate in at least one (1) of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program (NSL)

In addition, you must not currently be receiving Lifeline assistance, and no other person in your household can be subscribed to the Lifeline program.

To Apply for Lifeline:

There are two ways to apply for Lifeline. Select one below:

1. Apply Online

Find the online application at <https://nationalverifier.servicenowservices.com/lifeline>.

2. Mail in Your Application

Print an application in [English](#) or [Spanish](#).

Complete the application and send with proof of eligibility to:

Lifeline Support Center
P.O. Box 7081
London, KY 40742

EMPOWER
Teleco/Broadband

100 Nellie Jones Rd
PO Box 129
Bracey, VA 23919
Phone: (833) 787-2522
Phone: 434.636.2274
Fax: 434.636.1211
empower@meckele.com

24 Hour Telephone
And Internet Support
(833) 787-2522

Federal Government
Lifeline Program for
Low-Income
Telephone or Broadband
Assistance

EMPOWER
TELECOM

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BROADBAND

Revised March 3, 2022

135 percent of federal poverty guidelines

(As of February 2020)

Number of people living in home	Household Income (at or below)
1	\$13,500
2	\$18,310
3	\$23,030
4	\$27,750
5	\$32,470
6	\$37,190
7	\$41,910
8	\$46,630
* For each additional person	Add \$4,720

EMPOWER Telecom is an equal opportunity provider and employer.

Application Checklist

Please provide the following information:

1. A signed and completed Lifeline assistance certification form.
2. A copy of one of the following if applying on the size and income level of a customer's household:
 - Last year's Federal or State income tax return.
 - Current annual income statement from employer
 - Paycheck stubs for most recent three consecutive months
 - Social Security statement of benefits
 - Veteran's Administration statement of benefits
 - Retirement or pension statement of benefits
 - Unemployment or worker's compensation benefits
 - Letter of participation in general assistance
 - Divorce decree or child support documentation.

3. Supporting documentation of program-based eligibility if applying based on participation in any programs listed on the back of this brochure, if requested by your local telecommunications provider.

Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, a notice, letter or documents of participation in a qualifying assistance program, or another official document demonstrating that you, or one of your household receives benefits from a qualifying assistance program. **These documents will be scanned and kept on file by the local telecommunications provider.**

For questions, please call your local telecommunications provider.

