

## LIFELINE FAQs

Because telecommunications service is so important in today's world, WOW! believes everyone should have access to it. We offer Lifeline service to make phone or broadband service even more affordable for qualified customers.

Lifeline Assistance is a government assistance program that provides a monthly credit for **residential customers in applicable service areas of Alabama, Florida and Georgia**. If you qualify for Lifeline Assistance, WOW! will discount your home phone \$5.25 or qualifying broadband 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.

### 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. Which programs qualify me for Lifeline?

A. If you feel you qualify for one of the following programs, please visit <https://www.lifelinesupport.org> or complete a paper application and mail in.

Supplemental Nutrition Assistance Program (SNAP)  
Medicaid  
Supplemental Security Income (SSI)  
Federal Public Housing Assistance (FPHA)  
Veterans and Survivors Pension Benefit  
Tribal eligibility programs

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

A. No.

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

A. Lifeline will be applied to your account after you have provided the one- page document showing proof of your National Verification certification to the local office.

**Q. What is the recertification process?**

A. Subscribers whose eligibility cannot be verified via the initial automated check will be required to self-certify their eligibility for the Lifeline benefit. USAC will conduct outreach to subscribers that did not pass the automated data source check and require self-certification. Subscribers who fail the automated checks will be able to self-certify using a paper recertification form from USAC via mail to complete, Interactive Voice Response (IVR) or recertify online.

**Q. What type of recertification reminders will I receive?**

During the recertification time period, subscribers may receive up to three (3) robo-calls and a reminder postcard. Subscribers will receive scheduled reminders until they successfully recertify.

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

A. You may have failed to complete re-certification. If you have a question please contact Lifeline Support Center at 1.877.524.1325.

**Q. What if I lose my eligibility due to no longer meeting government eligibility requirements?**

A. If you become ineligible for the Federal Lifeline discount in Florida because you no longer qualify for Medicaid, SSI, SNAP, Federal Public Housing Assistance, Veterans and Survivors benefit or your income is no longer at or below 135% of the Federal Poverty Guidelines, please call 877-871-3411. You may qualify for a transitional Lifeline benefit for up to a year.

**Q. How can I find out more about the Lifeline program?**

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