

Discounted Telephone Service for Eligible Missourians

Keeping Missourians connected through Lifeline and Disabled Programs

Telephone service is an important part of staying connected with family and friends, seeking emergency and government services as well as community resources. The Lifeline and Disabled Programs can help make telephone service more affordable to eligible low-income and disabled customers in Missouri.

What discounts are available to Missouri customers?

The Lifeline Program offers a discount up to \$15.75 a month for eligible low-income customers while the Disabled Program offers a monthly discount of \$6.50 for eligible disabled customers.

Do all providers offer these discounts?

Several landline and wireless providers participate in the Lifeline Program while only certain landline providers participate in the Disabled Program.

Contact your telephone provider to see if it participates in the Lifeline or Disabled Programs or visit www.lifelinesupport.org for more information and a current list of participating providers.

How do I find out if I am eligible for Lifeline or Disabled Program discounts?

Customers who may be eligible for discounted service should contact their telephone provider for further details and to sign up for the Lifeline or Disabled Programs. Different eligibility criteria exist for each program.

Can I get the discount on multiple phones?

No. If a customer has more than one phone, the discount can only apply to one phone per household.

If my provider offers the service, and I qualify for both the Lifeline and Disabled Program discounts, can I get both?

No. If a customer happens to qualify for both the Lifeline and Disabled Program discounts, the customer cannot combine the discounts. The Disabled Program discount is only available to qualifying landline customers. The Lifeline discount is available to qualifying landline or wireless customers.

Do I have to annually verify my eligibility to continue in the Lifeline Program?

Yes. Verification of continued eligibility must be provided annually and will depend on your anniversary date for initiating Lifeline service. Failure to respond to a request to verify continued eligibility will trigger Lifeline Program de-enrollment and stop your Lifeline discount.

Where can I go to get more information?

Call:

Your local telephone provider.

Online:

www.lifelinesupport.org

Email:

customersupport@usac.org

Eligibility Requirements

Customers may be eligible for Lifeline assistance if a household member meets any of the following criteria:

- Food Stamps
- MOHealthnet (or Medicaid)
- Supplemental Security Income (SSI)
- Veterans and Survivors Pension Benefit
- Federal Public Housing Assistance
- or
- Annual household income level is at or below 135 percent of the federal poverty level.

Customers may be eligible for disabled assistance under any of these five qualifying criteria:

- Veterans Administration Disability Benefits
- State Blind Pension
- State Aid to Blind Persons
- State Supplemental Disability Assistance Payments Administered by the Family Support Division
- Social Security Disability



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