

One Lifeline Phone Per Household

Only one Lifeline phone is available per household. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. If you are homeless, you may provide a temporary home address. The home address cannot be a PO box (although you may provide a separate mailing address). Every 90 days, the phone company will attempt to verify that you continue to live at the temporary address, and you must notify them within 30 days of any change of address. Households may not receive Lifeline benefits from multiple companies. If your household already receives Lifeline assistance for another phone (e.g., a Lifeline home phone discount), you can't receive a Lifeline cell phone without cancelling the other phone. Violation of this rule may result in your Lifeline service being cut off, and you could be prosecuted.

Do I Qualify?

You may qualify for the program if you meet either of the criteria below:

1) You participate in any of these programs:

- Aged, Blind & Disabled (ABD)
- Community Options Program Entry System
- DSHS Chore Services
- Federal Public Housing Assistance (Section 8)
- Food Stamps (SNAP)
- Housing & Essential Needs (HEN)
- Low-Income Home Energy Assistance (LIHEAP)
- Medicaid/Medical Assistance/Medicare cost-share
- National School Lunch Program (free lunch)
- Refugee Assistance
- State Family Assistance (SFA)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)



2) OR Your household income is at or below 135% of Federal Poverty Guidelines (FPG):

Number of people in household	Gross monthly income
1	\$1,324
2	\$1,792
3	\$2,260
4	\$2,728
5	\$3,196
6	\$3,664
Each additional person	+ \$468

How Do I Apply?

Access Wireless:

Phone: 1.800.464.6010

Website: accesswireless.com.

Assurance Wireless:

Phone: 1.888.898.4888

Website: assurancewireless.com.

Budget Mobile:

Phone: 206-258-1441

Website: budgetmobile.com

EnTouch Wireless:

Phone: 1.866.488.8719

Website: entouchwireless.com

Life Wireless:

Phone: 1.888.543.3620

Website: lifewireless.com

SafeLink Wireless:

Phone: 1.800.977.3768 or apply online:

Website: safelinkwireless.com.

Total Call Mobile:

Phone: 1.800.661.7391

Website: totalcallmobile.com/lifeline.

YourTel Wireless:

Phone: 1.855.299.9991

Website: www.yourtelwireless.com



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Complaints

Complaints regarding Lifeline service may be directed to the Washington State Attorney General, Consumer Protection Division, at 1.800.551.4636.

This brochure provided by...



a program of Solid Ground

ConnectUp connects people to free and/or subsidized cell phone, home phone and internet programs; education and outreach on low-income telecommunications programs; and free Community Voice Mail numbers. ConnectUp also distributes the Resource Wire with information on jobs, housing, healthcare and social services.



Building community to end poverty

Contact Information:

MAILING ADDRESS

1501 North 45th Street, Seattle, WA 98103-6708

PHONE TTY FAX

206.694.6771 7.1.1 206.694.6777

EMAIL

connectup@solid-ground.org

WEB

solid-ground.org/connectup

Reasonable accommodations for disabilities made on request.



Lifeline Free Cell Phones



What is Lifeline?

Lifeline is a government benefit program that provides monthly phone discounts for eligible low income consumers living on, helping create access to the opportunities and security that phone service affords – including being able to connect to jobs, housing, family and 9-1-1. Lifeline is supported by the Universal Service Fund.

Free Cell Phones

8 companies in Washington offer a free cell phone and 250 free minutes every month, plus free voice mail, caller ID and call waiting. Low-cost additional minute packs can be purchased online, by phone and at stores. The phones come with one month’s free minutes, and new free minutes are added each month.

Required Documentation

You are eligible for Lifeline if you receive DSHS benefits or are low income (see other side for details). Proof of eligibility is required. This could include an eligibility letter or statement of benefits from DSHS, OR proof of income, such as tax return, current income statement or W2 from an employer, three consecutive months of current pay stubs, Social Security statement of benefits, retirement statement of benefits, unemployment/workers compensation statement of benefits, or any other legal document that would show income such as divorce decree or child support documents.

Annual Recertification

You will be required to recertify every year that you are still qualified to continue to participate in the Lifeline program. Lifeline is a nontransferable benefit – you may not give your Lifeline phone away to any other person.

Lifeline Free Cell Phone Programs Comparison Chart

	Access	Assurance	Budget	EnTouch	Life Wireless	SafeLink	Total Call	YourTel
FREE	250 minutes (1 text = 1 minute)	<ul style="list-style-type: none">• 250 minutes• unlimited texts	<ul style="list-style-type: none">• 250 minutes• 250 texts	A) 250 minutes B) 125 min w/ carryover C) 1000 minutes for residents of tribal lands only	A) 250 minutes (3 texts=1 minute) B) 125 min w/ carryover (3 texts=1 minute)	A) 250 min/1000 text (5 texts = 1 min) B) 125 min/1000 text w/ carryover (10 texts = 1 min) C) 68 international mins/1000 texts w/ carryover (15 texts = 1 min)	250 minutes (1 text = 1 minute)	250 minutes (1 text = 1 minute)
Bonus Minutes	Not available	250 free bonus minutes for 4 months	Not available	Not available	Not available	250 free bonus minutes for 3 months	Not available	Not available
\$5	Not available	<ul style="list-style-type: none">• 500 minutes• unlimited texts	<ul style="list-style-type: none">• 350 minutes• unlimited texts• 50 MB data	100 MB data	60 minutes (3 texts=1 minute)	Not available	Not available	310 minutes
\$10	<ul style="list-style-type: none">• 400 minutes• unlimited texts• 100 MB data	Not available	<ul style="list-style-type: none">• 500 minutes• unlimited texts• 250 MB data	500 MB data	Not available	Not available	Not available	450 minutes
\$20	Not available	Not available	<ul style="list-style-type: none">• 1,000 minutes• unlimited texts• 400 MB data	1500 minutes/texts	2-weeks unlimited talk & text	450 mins: Plan A	1000 minutes (1 text = 1 minute)	650 minutes
\$25	<ul style="list-style-type: none">• 550 minutes• unlimited texts• 500 MB data	Not available	Not available	Not available	Not available	Not available	Not available	750 minutes
\$30	Not available	<ul style="list-style-type: none">• unlimited mins• unlimited texts• unlimited web	<ul style="list-style-type: none">• unlimited mins• unlimited texts• 500 MB data	<ul style="list-style-type: none">• unlimited mins• unlimited texts	<ul style="list-style-type: none">• unlimited mins• unlimited texts	550 mins: Plan A	<ul style="list-style-type: none">• unlimited mins• unlimited texts	850 minutes
Cost/Month 500 Minutes	\$25: includes unlimited texts & 100 MB data	\$5: includes unlimited texts	\$10: includes unlimited texts & 250 MB data	\$20	\$30	\$25: Plan A	\$20	\$15
Cost/Month 1,000 Minutes	\$50: unlimited minutes, unlimited texts, 1 GB data	Not available	\$20: includes unlimited texts & 400 MB data	\$20	\$30	\$75: Plan A	\$20	\$40
Cost/Month Unlimited Minutes	\$35	\$30	\$30	\$30	\$30	Not available	\$30	Not available