Lifeline (Discounted Phone Service) for Grande TX-8637

Introduction

Lifeline is a program designed to **assist qualified low-income individuals** pay the monthly cost of basic telephone service:

- **Reduces basic** monthly rate by **$5.25** (does not include cost of additional features or unlimited long distance)
- **Waives** the **federal subscriber line charge**
- Only **one** discount **per household**

To apply for the Lifeline discount, customers must call **866-454-8387** or **apply online**

    - If a customer is moving to a new address and transferring service, they will need to re-apply for the program

- Each month we receive a list of customers who qualify for the program
- **Agents do not add or remove Lifeline credit.** When approved, credit is added internally on the day of the next bill cycle
- If the customer is on a delete list, credit is simply not applied to the account

Resolution Steps

Qualifications: programs that may quality for Lifeline; the PUC determines eligibility:

- Medicaid
- Low-income home energy assistance program support
- Food stamps (SNAP)
- Federal public housing assistance
- Supplemental security income (SSI)
- Health benefit coverage under child health plan under chapter 62 (CHIP)

To remove the Lifeline credit, customer **must call** the Public Utility Commission - **1-888-782-8477**

- When customer is no longer eligible or disconnects service, credit is no longer applied

Lifeline **does not affect** other discounts (other promos and discounts stay the same)

- i.e. If a customer has three services, discount may apply on cable and data; Lifeline discounts phone service

Direct questions regarding qualifications, eligibility, etc. to:

- **www.puc.state.tx.us**
- **www.lifelinesupport.org**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=234