

Appendix B

How do I apply?

Other Useful Information



The Department of
Telecommunications & Cable

Contact your local telephone carrier to obtain information about **Link Up & Lifeline**.

Some Massachusetts carriers that offer **Link Up** and **Lifeline** service as of December 1, 2009 are:

Wireline:

- **Verizon**

<http://www22.verizon.com/>
or call 800-870-9999

- **RCN**

<http://www.rcn.com/>
or call 800-746-4726

- **Granby Telephone Company**

<http://www.gogtt.net/>
or call 413-467-9911

- **Richmond Telephone**

<http://www.richmondtelephone.com>
or call 413-698-2255

- **Taconic Telephone** (also known as
Fairpoint Communications)

<http://www.fairpoint.com>
or call 800-822-6642

Wireless:

- **Safe Link Wireless** (dba TracFone Wireless)

<http://www.tracfone.com>
or call 1-800-867-7183



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There are other options that can help you save money, including free toll blocking, waived deposit with toll blocking and voluntary limit on long distance calling.

Being a Link Up or Lifeline customer does not protect you from being disconnected if you fail to pay your telephone bill.

How do I continue to receive Lifeline benefits?

Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. In the event that your Lifeline discount is cancelled, your carrier will default your service to a non-discounted rate. Customers who are no longer eligible for Lifeline benefits should notify their service provider to inquire about the most beneficial rate program for them.

To download an application please log onto: <http://www.mass.gov/dtc> and click on 'Resources for customers of telephone or cable providers' tab.

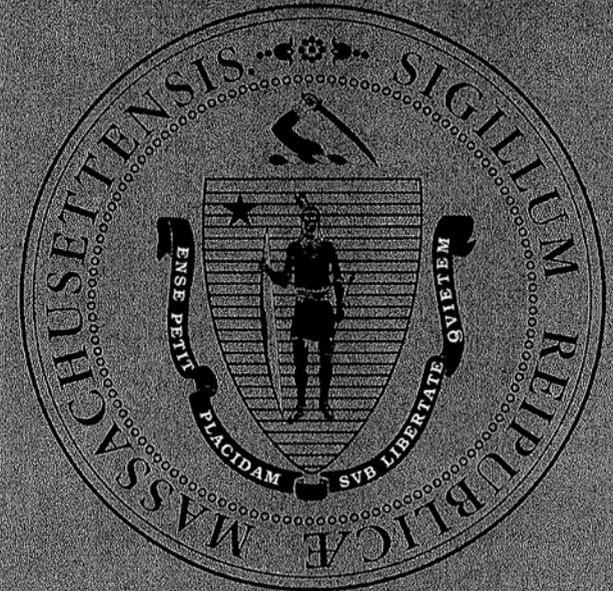


The Department of
Telecommunications and Cable

Phone: 1-800-392-6066

Fax: 617-478-2591

E-mail: consumer.inquiry@state.ma.us

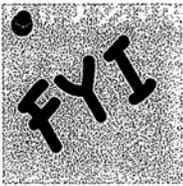


LINK UP

What are
Link Up
and **Lifeline**?



LIFELINE



What are Link Up & Lifeline?

Link Up is a federal program that helps eligible households reduce the cost of installing telephone service. This program pays some of the cost of connecting local telephone service to your home or activating service.

Lifeline is a federal program that offers eligible consumers a discount on their monthly local telephone bill. The Lifeline Assistance Program allows individuals and families a discount on monthly service charges for basic telephone services.

The Department of Telecommunications and Cable regulates the carriers that provide Link Up and Lifeline Services.



How much can I \$ave?

Link Up: This program provides a **50% discount or a maximum of \$30.00** for an eligible consumer's home telephone installation fees. An additional discount may apply to residents of federally recognized Tribal Lands.



Lifeline: A consumer can **save between \$16.00 and \$18.39** on their basic service monthly bill. These benefits apply to basic local telephone service charges that are purchased as measured service (including local usage), or as a flat rate service.



How do I know if I am Eligible?

Eligibility is based on participation in one or more of the following programs:

- Emergency Aid to the Elderly, Disabled and Children (EAEDC)
- Fuel Assistance (Low Income Home Energy Assistance Program "LIHEAP")
- MassHealth or Medicaid
- Supplemental Nutrition Assistance Program ("SNAP" formerly known as Food Stamps)
- Supplemental Security Income (SSI)
- Transitional Aid to Families with Dependent Children (TAFDC)

Also low income individuals or families living on Tribal Lands who participate in:

- Bureau of Indian Affairs (BIA) General Assistance
- Head Start Program (under income qualifying eligibility provision only)
- National School Lunch Program (free meals program only)
- Temporary Assistance for Needy Families (TANF)



What proof of Eligibility do I need to provide?

You will be asked for proof of your eligibility by submitting a form signed under penalties of perjury that you receive benefits from one of the qualifying program listed. Your Lifeline benefits will take effect when proof of eligibility is received.

Are there any Restrictions?

Link Up does not cover the cost of wiring inside your home.

Lifeline can only be applied to one wireline or wireless telephone per household and it can only be used for the primary telephone line. You must establish telephone service prior to applying for the Lifeline discount. The name on the telephone bill must match the name on the household member participating in the program. Unlimited toll and long-distance calling plans do not qualify for the Lifeline discount.

