These programs can help low-income customers reduce their phone bills:

**Lifeline**

Lifeline makes telephone service more affordable by reducing the basic monthly charge for one telephone line for income-eligible households.

**Link-Up**

Link-Up pays for most of the installation charges associated with one telephone line. Link-Up helps households without telephone service to get it and those with service to keep it when they move.

**How much can I save per month?**

Lifeline will reduce the cost of monthly telephone service for eligible households by $8.50 to $10.00. A larger credit will be issued if needed so that the monthly charge is no more than $15 for a basic residential line, 120 local calls, 911 costs and the Federal Subscriber Line Charge (SLC). Optional services, such as call-waiting and caller ID, are allowed, but no additional Lifeline monthly discount applies.

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**What if I can’t afford the installation charges?**

Link-Up is designed to pay for most of the charges normally associated with the installation of local telephone service.

**Charges are waived for:**
- New service installations
- Moves to another residence
- Reconnecting an existing line

Link-Up use is limited to once every 12 months if at the same address.

Link-Up does not cover any of the costs associated with wiring a new jack or rewiring an existing jack inside the home.

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**Who is eligible to participate in Lifeline & Link-Up?**

Eligible customers include households that receive benefits from:

- WI Homestead Tax Credit (Schedule H)
- Wisconsin Works (W2)
- Medical Assistance (MA)
- Supplemental Security Income (SSI)
- Badger Care
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

Residents of tribal lands may also qualify for Lifeline and Link-Up by participating in a federal tribal assistance program and may be eligible for additional credits. Please contact your Tribal Authority for additional information.

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1 Lifeline credits for qualified cellular service may be less.

2 The standard SLC charge is $6.50. If a provider's SLC is less than $6.50, the Lifeline credit is reduced by an equal amount.
Lifeline & Link-Up

Other Benefits & Facts

- A Lifeline customer’s local telephone service will not be disconnected for non-payment of long distance charges.

- Being a Lifeline customer does not protect you from disconnection if you do not pay your local telephone bill.

- 900 number blocking and other forms of toll blocking are available at no charge.

- If an applicant for telephone service has an outstanding debt with the service provider, payment arrangements must be negotiated before telephone service will be installed.

- Deposits may be waived or reduced under Link-Up at the option of each local provider.

How do I apply?

- First, contact your telephone service provider and ask to apply for Lifeline or Link-Up assistance for Wisconsin residents. The service provider may require you to fill out an application to verify that you are eligible.

- Contact your caseworker or county benefits specialist if your Lifeline or Link-Up application was denied and you are currently receiving benefits from one of the programs previously listed.

Questions?

Your local telephone service provider should be your first contact if you have questions regarding Lifeline.

If you have further questions or have a complaint about Lifeline or Link-Up, call the Public Service Commission.

Public Service Commission
P.O. Box 7854
Madison, WI 53707-7854
Phone: 1-800-225-7729
TTY: 1-800-251-8345 (in WI)
608-267-1479 (outside WI)
Fax: 608-266-3957
http://psc.wi.gov

The Public Service Commission of Wisconsin does not discriminate on the basis of disability in providing programs, services or employment. If you need assistance, call one of the numbers provided above. We will try to find another way to get the information to you in a usable form.

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