



at  
Metropolitan Boston  
Housing Partnership

# Assistance with Telephone Bills for Verizon Customers

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Lifeline is a government program that offers qualified people a discount on their monthly local telephone bill.

## How much can I save on my phone bill?

You will save up to \$15.50 for your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as a flat rate service and measured service (including usage). These benefits include your subscriber line charge.

You're eligible for Lifeline if you participate in any of the following programs:

- Food Stamps
- Temporary Assistance for Needy Families (TAFDC)
- Fuel Assistance
- Mass Health
- Supplemental Security Income (SSI)
- Emergency Aid to the Elderly
- Disabled and Children (EAEDC)

## Program restrictions

Lifeline can only be used for the main telephone line in a household. The name on your phone bill must match the name of the participant who is eligible in the program.

To apply for Lifeline, call 1-800-870-9999. You will be asked to provide proof of your eligibility by returning a signed self-certification form. Your Lifeline benefits will take effect when proof of eligibility is received. Eligibility is reviewed periodically. Your benefits will be discontinued if proof of eligibility is not received or when you no longer meet eligibility requirements.

Link-Up helps households pay the installation charge for telephone service. This program pays some of the cost of installing local service in your home, but Link-Up does not cover the cost of wiring inside your home.

## Link-Up: help with phone installation costs

Link-Up will pay 50 percent of your installation charges, up to a maximum of \$30. The current maximum benefit is \$6.75. If you qualify for Lifeline, you also qualify for Link-Up. You must provide proof of eligibility before the service can be activated.

To apply for Link-Up you will follow the same application process as Lifeline and provide the same proof of eligibility as Lifeline.

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