



New Mexico Commission for Deaf & Hard of Hearing

Toll-Free: 1.800.489.8536 | Albuquerque 505.383.6530

Website: www.cdhh.nm.gov

Lifeline: Low-Income Telephone or Internet Service

For more information contact:

nmcdhh.info@cdhh.nm.gov

505.383.6530 Voice/TTY

505.435.9319 Videophone for Sign Language Users

What is Lifeline?

Lifeline is a program through the Federal Communications Commission (FCC) and administered by the Universal Service Administration Company (USAC) to help low-income consumers obtain discounts on their monthly communications service. Since 1985, Lifeline has provided this discount on phone service, yet many people still are not aware of the program. Under the 2016 Lifeline Modernization Order, broadband was also included in the program. Qualified consumers can get a discount on one service per household including landline telephone service, wireless service, broadband, or broadband-voice bundles. Keep in mind that the discount is only on the service, not on the actual phones, modems, tablets, etc.

Lifeline Qualifications

If the applicant is at 135% of the federal poverty guidelines, they would qualify for Lifeline (see www.lifelinesupport.org/do-i-qualify.) If the applicant receives Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), or Federal Public Housing Assistance, they would also qualify for Lifeline. If they applicant lives on Tribal land, some of the programs that would qualify them for Lifeline are Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families, or Food Distribution Program on Indian Reservations.

How to apply for Lifeline

First, decide which company you would like to use for phone service (or determine which company is your service provider). A list of companies in New Mexico are listed on the website below. Ask them for an application for Lifeline. You will need to provide them you're your name, address, date of birth, Social Security number, and documents to prove your identity such as an ID card or Social Security card. You will also need to provide proof that you qualify for the program, such as verification that you are on Medicaid, are enrolled in the SNAP program, or a tax return that will show your income is less than 135% of the federal poverty guidelines.

What companies in New Mexico offer Lifeline?

Companies that provide Lifeline within New Mexico are listed on the website below:

data.usac.org/publicreports/CompaniesNearMe/State/StateOption/NM.

Some companies that offer low-income discounts may not appear on this list. Please call your local provider and ask if they have a low-income discount.

Xfinity (formerly Comcast) offers a discounted service not listed under Lifeline. For more information about Xfinity's Internet Essentials program, see www.xfinity.com/learn/internet-service/internet-essentials.