

Lifeline and Service Provider FAQ

Below you'll find a few frequently asked questions regarding the Lifeline program and the plans offered through its service providers.

Q: What is Lifeline?

A: Lifeline is a federal program that helps low-income individuals and households receive basic telecommunication services for free or at a discounted rate.

Q: How do I know if I qualify for the program?

A: You are qualified for Lifeline if you or someone in your household participates in one of following federal assistance programs: SNAP, Medicaid, SSI, FPHA, Veterans Pension and Survivors Benefit, or Tribal Programs. A prescreening tool is available at www.lifelinesupport.org. Each qualified household is entitled to one phone.

Q: Is Lifeline available in my state?

A: Lifeline is available in every state; however, provider options vary by state.

Q: How do I enroll?

A: You can apply through a Lifeline program provider. PeopleReady recommends Q Link or SafeLink. To locate a Lifeline provider in your area, visit www.lifelinesupport.org.

Q: What kind of phone will I get when I enroll?

A: The phone you receive depends on the plan you choose. Q Link offers the ZTE N817 smartphone to new customers. SafeLink offers a number of options, including a "Bring Your Own Phone" plan. You can decide which plan is best for you by visiting their websites.

Q: How much data will I receive through these providers?

A: Your data limit depends on the service and plan you choose. Q Link offers free data plans of 500MB per month, with the option to purchase more. You can learn more about each plan by visiting the providers' websites.

Q: What happens if I don't make calls or send SMS messages?

A: Lifeline customers are required to make at least one call or send one SMS message every month. Failure to do so will lead to disenrollment from the program.

You can learn more about Lifeline, Q Link, and SafeLink by visiting their websites.

Lifeline: www.lifelinesupport.org

Q link: www.qlinkwireless.com

SafeLink: www.safelinkwireless.com