



# Lifeline Assistance: A Consumer Guide

Changes Are Coming  
For Maryland Consumers  
July 1, 2017  
(Revised Date)

Maryland Office of People's Counsel  
[www.opc.maryland.gov](http://www.opc.maryland.gov)  
1-800-207-4055  
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## LIFELINE

### What is Lifeline?

Lifeline is a federal program that helps limited income consumers pay for telephone (both landline and wireless) service. The cost of the program is shared by all telephone customers. In Maryland the program is called Tel-Life.

### How does Lifeline work now?

The current Lifeline program provides discounts for phone service for eligible customers. Customers must apply to the program to get qualified. If you want to use the discount for your home phone, you can contact Verizon or Armstrong (in Cecil County). The discounts for Verizon can be found at the end of this Guide. The discount is \$9.25 per month. You only get the discount with a certified Lifeline service provider. The list of providers can be found at [www.usac.org](http://www.usac.org).

## WHAT IS GOING ON?

### Is Lifeline assistance going away?

No. The federal rules are changing. The state rules have also changed to match the federal changes. In fact, Lifeline assistance will be available for other services.

### When will the changes take place?

The minimum standards and addition of broadband changes took place on December 2, 2016, while, **for Maryland (and a few other states), the new eligibility rules will take effect on July 1, 2017.**

## WHAT WILL BE NEW?

### What changes are coming?

There will be two important changes for Maryland consumers. Beginning December 2, 2016, Lifeline assistance is now available for voice (home phone or cell phone), broadband (Internet) or a bundle of the two services. **The program changes the rules for automatic eligibility on July 1, 2017 for Maryland Lifeline customers. (The Maryland legislature revised this date in its 2017 session.)**

### What services will now be covered by Lifeline?

You can now apply Lifeline assistance to ONE of these options:

- Existing voice-fixed (home phone)
- Existing voice-mobile (cell phone)
- Standalone broadband (mobile or fixed)
- Existing or New bundles of voice (fixed or mobile) and broadband

## BROADBAND SERVICES

### When will the broadband changes take place?

The addition of broadband services took place on December 2, 2016,

### What do “fixed,” “mobile” and “broadband” mean?

The rules use the term “fixed” to refer to a phone or broadband service that is wired

into your home. The home phone is also called a "landline" or "wireline" phone, and the fixed broadband could include DSL Internet service over a telephone line. The term "mobile" is used to refer to voice or broadband service that moves with you – it is "mobile." Here, "broadband" refers to Internet service. A cell phone may have voice-only service. If it has mobile broadband, you can access the Internet on the phone.

### **What is the difference between a cell phone and a smart phone?**

Every mobile phone is a cell phone. A cell phone offers voice and text services, and sometimes picture and video messaging.

A smart phone is a cell phone plus an operating system, so the device can perform many functions of a computer. A smart phone has a touchscreen and an operating system that lets you download applications (apps). It also lets you access the Internet, store data, and use emails and social network accounts. Phone companies sell different types of data plans with their phones – the more data you can use, the more you pay – and it can add up really quickly.

### **I have a smart phone and get Lifeline assistance. Doesn't Lifeline already cover broadband service?**

No. Some Lifeline providers may offer smart phones in addition to regular cell phones, but it is not required. Plus, they usually charge you an extra fee. The smart phones

may also be older phones. Even if you have a smart phone, the Lifeline discount only applies to the voice service. You pay for the rest.

### **Under the new Lifeline rules, will I automatically get Internet as part of my Lifeline package?**

No. The new rules only mean that you will be able to apply your discount to broadband or bundled services – it will be your choice. You COULD sign up for a new Lifeline broadband service or bundled service IF your current Lifeline provider gets approval from the Federal Communications Commission (FCC), or if you want to sign up with a different service.

### **But I don't want Internet service. Will I lose my Lifeline phone service?**

Not necessarily. Under the new rules, your Lifeline telephone service provider (whether it's wireless or a landline) does not have to provide broadband Internet service, and you do not have to get it. A Lifeline provider does have to keep providing voice-only phone service unless it requests permission from the Maryland Public Service Commission to stop doing so.

## **OTHER LIFELINE CHANGES**

### **Are there new minimum standards?**

Starting December 2, 2016, a Lifeline service provider must now meet certain minimum

standards. These standards apply to mobile voice, mobile broadband and fixed broadband. The minimum standard of 500

minutes for mobile voice will apply for all subscribers, current and new.

**MINIMUM SERVICE STANDARDS  
FOR LIFELINE VOICE AND BROADBAND  
(as of 12/2/16)**

DATE	MOBILE VOICE	MOBILE BROADBAND	FIXED BROADBAND
12/1/16	500 minutes	500 MB and 3G	Speed: 10/1 Mbps Usage Allowance: 150GB
12/1/17	750 minutes	1 GB and 3G (under review)	To be determined

**Did my current wireless Lifeline provider have to give me 500 minutes per month starting on December 2, 2016?**

Yes.

**Are there any other changes for customers who must reenroll in 2017?**

Yes. Every customer with a reenrollment date between December 31, 2016 and July 1, 2017 will recertify for Lifeline on July 1, 2017. If your reenrollment date comes after July 1, 2017, you will sign up a few months before your annual initiation date. Your service provider will send you a notice that reminds you to recertify your eligibility for the Lifeline Program and gives you instructions on how to do it.

**Will there be any changes in the amount or type of assistance?**

There will be no change in the amount of assistance. The discount will be \$9.25 per month. The change is that the discount will apply to voice only, broadband only or bundled voice/broadband services. The amount does not increase even if the cost of broadband or bundled services is higher than voice only.

**Will there be future changes to the discount level?**

Yes. In future years, the plan is to phase out assistance for voice-only services. However, the current discount will still apply for the next few years, until November 1, 2019.

**INCOME ELIGIBILITY**

**What are the current eligibility criteria for Lifeline?**

Until July 1, 2017, you will be eligible for Lifeline assistance if you apply as a new or recertified customer AND meet one of the following:

\*Household income at or below 135 percent of the federal poverty limit, **OR**

\*Participate in one of these programs:

- Food Supplement Program (SNAP)
- Medicaid
- Energy Assistance (MEAP, EUSP)
- Supplemental Security Income (SSI)
- Temporary Cash Assistance (TANF)
- Section 8 (housing)
- School Lunch Programs
- Temporary Disability Assistance Program (TDAP) (landline only)
- Public Assistance for Adults (PAA) (landline only)
- Veterans Pension Program (**new program as of December 2, 2016**)
- Veterans Survivors Benefit Program (**new program as of December 2, 2016**)

### What will be the new eligibility criteria on or after July 1, 2017?

For new Maryland Lifeline customers who enroll on or after July 1, 2017 or existing Lifeline customers who must recertify after that date, the program eligibility rules will have changed. You will be eligible if you:

\*Earn 135 percent or less of the federal poverty limit (the same), **OR**

\*Participate in one of these programs:

- Food Supplement Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Section 8 (housing)
- Veterans Pension Program
- Veterans Survivors Benefit Program
- Certain Tribal programs

### What happens if I qualified for Lifeline because I receive MEAP, EUSP, Section 8, School Lunch or a listed income benefit?

You stay in the Lifeline program until you have to recertify. After July 1, 2017, you will still be able to receive Lifeline assistance if you earn 135% or less than the federal poverty level, OR receive Food Supplement (SNAP), Medicaid, SSI, Section 8 or certain veterans' pension or survivor benefits (listed above). You will need to document participation in one of those programs.

### Do the new rules affect my Maryland Tel-Life Service from Verizon?

Yes. Tel-Life Service is the name of the Lifeline program in Maryland.

### Will other Lifeline rules stay the same (e.g., definition of household)?

Yes. These Lifeline rules will stay the same:

- Definition of household: any individual or group of individuals who live together at the same address and share income and expenses.
- A resident in a group home, nursing home, assisted living or similar facility can be certified as one household.
- A household is not permitted to receive Lifeline service from more than one provider. Violation of the

one-per-household rule will result in de-enrollment.

- There is an annual re-certification requirement.
- A Lifeline customer cannot transfer the benefit to any other person.

## **OTHER QUESTIONS**

### **Will Lifeline service providers have to offer devices (landline, wireless, or smart phones) at no cost?**

No. The Lifeline Program has never paid for the cost of phones, and will not pay for them under the new rules. A customer must pay for the devices, unless the provider offers you a free phone at its expense. Wireless providers often provide free cell phones.

### **Will Lifeline service providers have to offer a WiFi-enabled phone?**

Yes. Each provider will have to offer at least one WiFi-Enabled Phone. Wi-Fi enabled means that a device can receive and transmit wireless signals through the use of a Wi-Fi network. Personal computers, mobile phones, tablets, digital cameras and video-game console systems are often Wi-Fi enabled. This allows you to access the Internet.

### **Once I enroll, can I transfer my Lifeline benefit from one Lifeline provider to another?**

Yes, but there will be transfer limits under the new rules. This is called a “port freeze.”

A customer must remain with a new voice provider for at least 60 days. For broadband or bundled services, a customer must remain with a new provider for 12 months.

There are certain exceptions. The transfer limit does not apply if the customer moves, or the provider ceases operations, fails to provide services, imposes late fees not in compliance with the rules, or otherwise violates Federal Communications Commission (FCC) rules.

### **What happens if I sign up for Lifeline service with a new company?**

If you switch providers, you would be considered a **new** Lifeline customer. The new eligibility and port freeze rules will apply to you. The new minimum standards and charges will also apply.

### **How do I sign up for new Lifeline services?**

For the near future, you should contact an authorized provider for information about prices, terms and conditions of service, and eligibility requirements. You will sign up through the company directly.

## **DISPUTES**

### **What if I have problems with a Lifeline provider? Where do I make a complaint?**

First, you should contact the Provider to try to resolve the problem. If you are not satisfied, you can contact the

Office of the Attorney General of Maryland

Consumer Protection Division  
 200 St. Paul Place  
 Baltimore, MD 21202  
 410-576-6550  
 410-528-8662 Consumer Mediation Unit  
 hotline  
 1-888-743-0023 Attorney General's main  
 switchboard (toll-free)  
 E-mail: [consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)

You can also contact the Maryland Public  
 Service Commission:  
 PSC Office of External Relations  
 6 St. Paul Street, 16<sup>th</sup> Floor  
 Baltimore, MD 21202  
 410-767-8028  
 1-800-492-0474 (Press "0" and ask for  
 "OER")

[www.psc.state.md.us](http://www.psc.state.md.us) (online complaint)

The Maryland Public Service Commission  
 certifies Lifeline providers and has  
 regulatory authority over landline voice  
 providers. It does not have regulatory  
 authority over wireless or broadband  
 providers.

If you have a complaint about deceptive or  
 misleading advertising or contracts, contact

the Office of Attorney General of Maryland,  
 as listed above.

For more general information on changes to  
 the Lifeline program, contact the Universal  
 Service Administrative Company (USAC)  
[http://www.lifelinesupport.org/ls/changes-  
 to-lifeline.aspx](http://www.lifelinesupport.org/ls/changes-to-lifeline.aspx)

For questions about the Lifeline program or this  
 guide, contact OPC at [www.opc.gov](http://www.opc.gov) or  
[DLInfo\\_OPC@Maryland.gov](mailto:DLInfo_OPC@Maryland.gov).

## CHARGES FOR VERIZON LANDLINE (VOICE ONLY)

Remains the same before and after December 2, 2016

### Landline (Wired) Services: Verizon

<b>Basic:</b>	Single telephone line with a maximum of 30 un-timed local calls per month. Charge: \$0.66 per month You cannot have any premium services and must pay all applicable federal, state and local taxes. <b>You will be charged for additional calls.</b>
<b>Enhanced:</b>	Single telephone line with unlimited local calls. Customer may purchase two value-added services. Customers must pay all applicable federal, state, and local taxes. Charge: \$10.00 per month