

## DON'T LOSE YOUR LIFELINE PROGRAM DISCOUNT!

August 13, 2013

Lifeline is a federal program providing discounts to qualified low-income residents for basic local telephone service. If you are receiving the Lifeline discount currently, you need to be aware that there are new rules in place that require you to **recertify** for your discount **every year**.



- You should receive a notice from your telephone company with instructions on how to recertify your eligibility. (For FairPoint customers, this will come anytime from now to November in a *blue* envelope).
- You will have **30 days** to complete your recertification.
- If you are unsure how to fill out the form, please call the company for assistance.
- Once you return the completed recertification form to the telephone company, please contact them to assure your information was filled in correctly and you are going to continue to see your discount.
- If you are not contacted by your telephone company about recertifying your eligibility by late Fall, please contact them.
- You cannot continue to receive the Lifeline discount if you do not successfully recertify your eligibility when requested.

If you do not have the Lifeline discount and would like to apply, please contact your telephone provider and ask for an application. This discounted phone service makes it easier for New Hampshire customers to have access to emergency services and community resources. Some wireless companies participate in the Lifeline program, so customers may also request a Lifeline application from wireless carriers. Qualified residents are eligible for only one Lifeline Program discount in a household from a landline or wireless carrier participating in the Lifeline Program. The discount is not transferable.

For more information see <http://www.oca.nh.gov/Lifeline.htm>.

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**The OCA is an independent state agency representing the interests of residential utility ratepayers. To contact the OCA call 603-271-1172, email at [oca@oca.nh.gov](mailto:oca@oca.nh.gov), or visit the website at [www.oca.nh.gov](http://www.oca.nh.gov). The PUC is the state agency charged with regulating the rates and services of utilities operating in New Hampshire. To contact the PUC, call 1-800-852-3793 or 1-800-735-2964 (TDD Access-Relay NH), email at [puc@puc.nh.gov](mailto:puc@puc.nh.gov), or visit the website at [www.puc.nh.gov](http://www.puc.nh.gov).**