

**Member & Provider Resource:**

**Telephone and Internet Connectivity**

**Updated September 2024**

**Lifeline Program**

Lifeline is a federal program that lowers the monthly cost of phone or internet service for eligible low-income households.

Lifeline subscribers have the choice of applying their benefit discount to one of the following:

* Home or wireless phone service; or
* Home internet or a wireless phone data plan

All MassHealth members are eligible to participate in the Lifeline program, which will provide a monthly discount off the cost of phone, internet, or bundled services from a Lifeline provider.

**Eligibility**

There are two ways to qualify for the Lifeline program:

1. Income-based eligibility (household income is at or below 135% of the federal poverty guidelines)
2. Program-based eligibility (Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income, Federal Public Housing Assistance, Certain Federally Recognized/State Tribal Assistance Programs, and Veteran's Pension or Survivor's Pension benefit)

**Qualifying to Get Lifeline**

You can apply for Lifeline online, by mail, or through a phone or internet company.

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| **Online** | Go to [lifelinesupport.org](https://massgov.sharepoint.com/sites/EHS-Teams-MH_OLTSS_PPD/Shared%20Documents/General/Project%20Folders/MH%20Member%20Telephone%20%26%20Internet%20Factsheet/lifelinesupport.org) to complete the Lifeline application online. |
| **Mail** | Print an application in English or Spanish from [lifelinesupport.org](https://massgov.sharepoint.com/sites/EHS-Teams-MH_OLTSS_PPD/Shared%20Documents/General/Project%20Folders/MH%20Member%20Telephone%20%26%20Internet%20Factsheet/lifelinesupport.org)**.** Fill out and mail it with proof of eligibility to:Lifeline Support CenterPO Box 1000Horseheads, NY 14845If you have a disability and need assistance with your Lifeline application, please contact the Lifeline Support Center at (800) 234-9473. |
| **Contact a phone or internet company** | Ask your selected phone or internet company for assistance submitting your application. You may be able to apply though the company’s website, if they make that option available.To find a Lifeline provider in your area, use the “Companies Near Me” tool at <https://cnm.universalservice.org/>.  |

**Signing Up to Get Lifeline**

After you qualify, choose a phone or internet company near you that offers the Lifeline benefit and sign up for service with them. You can also ask your current company to apply your Lifeline benefit to a service you are already getting, if it offers the Lifeline benefit.

**Additional Programs offered by Internet Service Providers**

In addition to the Lifeline program, there are several internet service providers in Massachusetts

voluntarily offering eligible low-income households a high-speed internet plan for $30 per month or less, with no fees and data caps until the end of 2024:

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| **Service Provider** | **Phone Number** | **Website** |
| Astound Broadband | 1-800-427-8686 | <https://www.internetfirst.com/> |
| AT&T | 866-861-6075 | <https://www.att.com/internet/access/> |
| Comcast | 800-934-6489 | <https://www.xfinity.com/learn/internet-service/acp> |
| Cox | 1-877-505-7815 | <https://www.cox.com/residential/internet/low-cost-internet-plans.html> |
| Optimum | 866-213-0308 | <https://www.optimum.com/advantageplus> |
| Verizon | 855-937-3631 | <https://www.verizon.com/discounts/verizon-forward/> |