



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.

Online	Go to lifelinesupport.org to complete the Lifeline application online.
Mail	Print an application in English or Spanish from lifelinesupport.org . Fill out and mail it with proof of eligibility to: Lifeline Support Center PO Box 1000 Horseheads, NY 14845 If 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	<p>Ask your selected phone or internet company for assistance submitting your application. You may be able to apply through the company's website, if they make that option available.</p> <p>To find a Lifeline provider in your area, use the "Companies Near Me" tool at https://cnm.universalservice.org/.</p>
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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:

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/