

WK&T Lifeline for Tennessee

Lifeline is a federal program that provides a monthly discount on voice telephone service or broadband internet service to eligible, low-income families so they can have access to quality, affordable telecommunications and broadband services regardless of income level. Eligible households may apply the monthly Lifeline discount to either phone service (home or wireless) or broadband internet service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet.

To qualify for Regular Lifeline in Tennessee, a household must participate in one of the following:

- Medicaid / as provided under *TennCare*
- Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans or Survivors Pension Benefit
- Or if your household Income at or below 135% of the federal poverty guidelines.

The benefits of Regular Lifeline in Tennessee include the following:

- Monthly discount on basic service of at least \$9.25
- Optional toll restriction at no charge
- Optional blocking of 900/976 numbers
- Unlimited local calling

Lifeline does not assist with the long distance portion of your bill or with calling features such as Caller ID or Call Waiting. Long distance rates and calling feature rates can be found at <https://www.mywkt.net/>.

Please note the following:

1. Lifeline is a federal benefit;
2. To qualify, you must receive benefits from an approved program or your income must be at or below the guidelines;
3. You must provide certain eligibility documentation.
4. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program;
5. Only one Lifeline benefit is available per household;
6. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses;
7. A household is not permitted to receive Lifeline benefits from multiple providers;
8. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in the subscriber's de-enrollment from the program; and

9. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Who can I contact with questions?

You may contact WK&T's office with any questions at 1.877.954.8748. If WK&T does not answer your questions, then you can contact the Tennessee Public Utility Commission at (615) 770-6874 or you may visit their web site at <https://www.tn.gov/tpuc/tra-lifeline-eligibility.html>.