

Lifeline

North State is pleased to offer Lifeline which provides discounted telephone service to eligible customers.

Program Description

Lifeline is a government program and customers must be eligible to receive the program's benefits. Customers are allowed one Lifeline discount per household. Customers cannot transfer their Lifeline benefit to anyone else, even if he or she is eligible for the program.

Eligibility

The Lifeline program is available to customers that have an income that is at or below 135% of federal Poverty guidelines, or participate in one of the following assistance programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans Pension or Survivors Benefit Programs

Documentation of one of these programs is required for enrollment in Lifeline.*

Qualifying Broadband Service

The Federal Government now allows reimbursement for broadband services to qualifying customers. Below are internet speeds and equipment requirements for this Lifeline offering.

- Speed must be 10 Mbps or above
- Equipment for broadband service must be wi-fi capable

Voice Service Phase Out

The Federal Government is phasing out Lifeline for voice service. Below are the revised reimbursement fees.

Until 12/1/2019 - \$9.25 per month

12/1/2019 to 11/30/2020 - \$7.25 per month

12/1/2020 to 11/30/2021 - \$5.25 per month

12/1/2021 – Stand-alone voice service, or voice service bundled with broadband that does not meet the minimum standards, will not be eligible for Lifeline Support.

Please visit us at one of our retail locations or call us at 886-3600 to learn more about this benefit.

Additional information can also be found at www.lifelinesupport.org.

Terms and conditions for all North State services can be found at <http://www.northstate.net/TermsAndConditions/>

*Lifeline is a government program and anyone that knowingly provides false or untrue information to receive the Lifeline benefit can be punished by fine, imprisonment, or can be barred from the program.