



Lifeline: Low-Income Telephone or Internet Service

Contact: nmcdhh.info@state.nm.us
505.383.6530

What is Lifeline?

Lifeline is a program through the Federal Communications Commission (FCC) and administered by the Universal Service Administration Company (USAC) to help low-income consumers obtain discounts on their monthly communications service. Since 1985, Lifeline has provided this discount on phone service, yet many people still are not aware of the program. Under the 2016 Lifeline Modernization Order, broadband was also included in the program. Qualified consumers can get a discount on one service per household. The consumer can choose to get a discount on landline telephone service, wireless service, broadband, or broadband-voice bundles. Keep in mind that the discount is only on the service, not on the actual phones, modems, tablets, etc.

Lifeline Qualifications

If the applicant is at 135% of the federal poverty guidelines, they would qualify for Lifeline (see www.usac.org/ls/do-i-qualify/federal-poverty-guidelines.aspx.) If the applicant receives Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), or Federal Public Housing Assistance, they would also qualify for Lifeline. If they applicant lives on Tribal land, some of the programs that would qualify them for Lifeline are Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families, or Food Distribution Program on Indian Reservations.

How to apply for Lifeline

First, decide which company you would like to use to service your phone (or which company already is your service provider). A list of companies in New Mexico are listed on page two of this fact sheet. Ask them for an application for Lifeline. You will need to provide them with name, address, date of birth, Social Security number, and documents to prove your identity such as an ID card or Social Security card. You will also need to provide proof that you qualify for the program, such as a verification that you are on Medicaid or the SNAP program, or a tax return that will show your income is less than 135% of the federal poverty guidelines.

What companies in New Mexico offer Lifeline?

Companies that provide Lifeline within New Mexico are listed on the following page. If you know someone who lives outside of New Mexico, they can find a list of companies in their state or territory at www.usac.org/ls/companies/companies.aspx.

<https://data.usac.org/publicreports/CompaniesNearMe/State/StateOption/NM>

Company Name	Phone	Type of Service
Baca Valley Telephone Company	575-278-2101	Home Phone
CenturyLink	800-407-5411	Home Phone
Dell Telephone Cooperative	800-964-2352	Home Phone
Frontier Communications	888-237-0588	Home Phone
La Jicarita Rural Telephone Cooperative	800-742-7232	Home Phone
Leaco Rural Telephone Cooperative	800-851-0554	Home Phone
Mescalero Apache Telecom	866-283-7654	Home Phone
Penasco Valley Telecommunications	800-505-4844	Home Phone
Roosevelt County Rural Telephone Cooperative	575-226-2255	Home Phone
Sacred Wind Communications	877-722-3393	Home Phone
Tularosa Basin Telephone Company	800-972-8282	Home Phone
Valley Telephone Cooperative	800-421-5713	Home Phone
Assurance Wireless	888-898-4888	Mobile
CellularOne	800-730-2351	Mobile
Choice Wireless	800-246-4239	Mobile
Ntua Wireless, Inc.	800-246-4234	Mobile
Safelink Wireless	800-723-3546	Mobile

Some companies that offer low-income discounts may not appear on this list. Please call your local provider and ask if they have a low-income discount.

[Comcast](#) offers a discounted service not listed under Lifeline. For more information about Comcast's Internet Essentials program, see <https://internetessentials.com/>