For customers choosing the $25 Lifeline Plan, Anytime Minutes, Local Mobile to Mobile Calling Minutes, Domestic Long Distance and Per-Minute Rate are for calls from within the Lifeline Voice-Only Coverage Area.

**Additional plan information**

**Term:** A 2-year contract is required.

**Taxes, surcharges and fees:** The market you’re in determines taxes, surcharges and fees, such as E911 and gross receipt charges. As of October 1, 2019, they can add between 8% and 41% to the standard monthly access and other charges. (Excludes 5G Home.) Lifeline subscribers will not be assessed a Federal Universal Service Fund or Regulatory charge.

The Verizon Wireless Administrative Charge ($1.78 per line) is a Verizon Wireless charge, not a tax, and subject to change. For more details on this Verizon Wireless charge, call 888.684.1888.

The above Voice-Only Coverage Area map represents the area where calls may be placed to and from for customers choosing the $25 Lifeline Plan. However, the map above does NOT represent where Verizon Wireless is eligible to offer Lifeline Service. Lifeline service through Verizon Wireless is only available in parts of Iowa, New York, North Dakota and Wisconsin. To determine if you live in an area where Lifeline is available, call 800.417.3849.

In Iowa, Lifeline is available only in the following counties: Adair, Audubon, Cass, Crawford, Guthrie, Harrison, Madison, Monona and Shelby.

In New York, Lifeline is available only in the following counties: Clinton, Essex, Franklin, Fulton, Hamilton, Jefferson, Lewis and St. Lawrence.

In North Dakota, Lifeline is available in all counties except: Burleigh, Cass, Grand Forks and Morton.

In Wisconsin, Lifeline is available only in the following counties: Barron, Burnett, Polk and Washburn.

**Importantly:** This map does not guarantee coverage. This map depicts predicted and approximate wireless coverage and may contain areas with limited or no service. Even within a coverage area, many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, may affect availability and quality of service. The coverage area may include networks run by other carriers; some of the coverage depicted is based on their information and public sources, and we cannot guarantee its accuracy. See vzw.com/coveragelocator for additional information. The Lifeline program from Verizon Wireless is not available in all areas.

**Roaming information:** No roaming is available except for 911 calls.
If you provide documentation that does not cover a full year, you must provide copies of one of the documents below:

- Supplemental Nutrition Assistance Program (SNAP)
- Veterans and Survivors Pension Benefit
- Medicaid (not Medicare)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)

Additionally, if you reside on federally recognized Tribal lands, you can qualify by participating in any of the programs above or below:

- Bureau of Indian Affairs General Assistance
- Tribally administered TANF
- Head Start (for those meeting its income standards)
- Food Distribution Program on Indian Reservations (FDPIR)

How do I qualify for Lifeline?

If you qualify based on total household income, you must provide copies of one of the documents below:

- Paycheck Stubs
- Current Income Statements from Employer or Government
- Veterans Administration Benefits Statements
- Divorce Decree or Child Support Documents
- Social Security Benefits Statements
- Retirement/Pension Benefit Statements
- Prior year’s State, Federal or Tribal Tax Return

For more information, call 800.417.3849.

How much will I save with Link Up?

Link Up helps qualified residents of federally recognized Tribal lands pay the activation fee for LifeLine service. Lifeline is a federal benefit, and willfully making false statements to obtain Lifeline can result in fines, imprisonment, de-enrollment or being barred from the program.

Additionally, if you reside on federally recognized Tribal lands, you may qualify based on participation in one of the public assistance programs above or below:

- Head Start (for those meeting its income standards)
- Food Distribution Program on Tribal lands

One-time activation fee

For more information, call 800.417.3849.

If you qualify based on total household income, you must provide copies of one of the documents below:

- Prior year’s State, Federal or Tribal Tax Return
- Retirement/Pension Benefit Statements
- Social Security Benefits Statements
- Divorce Decree or Child Support Documents
- Veterans Administration Benefits Statements
- Unemployment/Workers’ Compensation Benefit Statements
- Current Income Statements from Employer or Paycheck Stubs
- Federal or Tribal notice letter of participation in Bureau of Indian Affairs General Assistance

If you provide documentation that does not cover a full year (such as current paycheck stubs), you must submit three (3) consecutive months’ worth of the same type of document from the previous 12 months.

How much can I save?

Qualifying customers will save $9.25 per month off the monthly access fee for LifeLine service. Qualified residents of federally recognized Tribal lands may receive up to $25 in additional Lifeline discounts per month.

How do I qualify for Lifeline?

You may qualify for Lifeline assistance if your total household income is at or below 135% of the Federal Poverty Guidelines or if you, your dependents or a member of your household is currently eligible to receive benefits from any of the following public assistance programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Veterans and Survivors Pension Benefit
- Medicaid (not Medicare)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)

Are there any restrictions?

Yes, the Lifeline discount is limited to a single line of service and limited to one per household. You may not apply for multiple Lifeline discounts and must choose to apply your Lifeline discount to either a landline or wireless number, but not both. Please note that other service providers may use terms other than “Lifeline” to describe the Lifeline program. You will be required to certify, under penalty of perjury, that you will comply with this requirement.

Lifeline is only available to a subscriber whose residential address is located within Verizon Wireless’ LifeLine service area. Lifeline may not be applied retroactively.

To apply for Lifeline, go to the Lifeline National Verifier online at checklifeline.org or call the Lifeline Support Center at 800.234.9473. You may also print the online application form at lifeline.org/lifeline.pdf.

Mail the completed application and documentation to:

Lifeline Support Center
P.O. Box 7081
London, KY 40742

Once the National Verifier approves your Lifeline discount eligibility, please call us at 800.417.3849 to determine if Verizon Wireless can provide the Lifeline discount at your location.

Service deposit

You will not be charged a service deposit to initiate Lifeline service. However, you may be required to bring your account current if you incur charges materially in excess of your monthly access. Failure to bring your account current may result in a suspension or termination of your service.

Long Distance Calling

You will not be charged a separate toll charge for outgoing Domestic Long Distance calls made from your wireless phone while you are within your Coverage Area (airtime charges apply). Domestic Long Distance includes calls made from within your Coverage Area to anywhere within the United States or Puerto Rico. International Long Distance is not a part of the Lifeline Plans. Your Lifeline device may not be used to make International Long Distance calls. Access to “900” numbers is prohibited. Use of the service to make prohibited calls can result in the suspension or termination of service.

Link Up

Link Up helps qualified residents of federally recognized Tribal lands pay the activation fee for LifeLine service. If you qualify based on participation in one of the public assistance programs above or below:

- Head Start (only those meeting its income standard)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Medicaid (not Medicare)
- Veterans and Survivors Pension Benefit
- Supplemental Nutrition Assistance Program (SNAP)

You may qualify for Lifeline assistance if your total household income is at or below 135% of the Federal Poverty Guidelines or if you, your dependents or a member of your household is currently eligible to receive benefits from any of the following public assistance programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Veterans and Survivors Pension Benefit
- Medicaid (not Medicare)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)

Additionally, if you reside on federally recognized Tribal lands, you may qualify by participating in one of the programs above or below:

- Bureau of Indian Affairs General Assistance
- Tribally administered TANF
- Head Start (for those meeting its income standards)
- Food Distribution Program on Indian Reservations (FDPIR)

One-time activation fee

$35 Tribal residents may be eligible for a credit—see Link Up section.

$35 Tribal residents may be eligible for a credit—see Link Up section.

The Wireless Home Phone Plan requires both a Wireless Home Phone device and a connection to an existing cordless or corded handset.

Calling features included:

- $25 Lifeline Plan

- Basic Vocemal with Message Waiting Indicator, Caller ID, Call Waiting, 3-Way Calling, Call Forwarding and No Answer/Busy Transfer are included as part of Lifeline service at no additional charge

- Unlimited Texting and Unlimited Night & Weekend Minutes are included as part of LifeLine service at no additional charge (night hours: Mon – Fri, 9:01 PM – 5:59 AM; weekend hours: Sat – Sun, 12:00 AM – 11:59 PM)

- $19.99 Unlimited Wireless Home Phone Plan

- Basic Vocemal, Caller ID, Call Waiting, 3-Way Calling, Call Forwarding and Last Number Callback are included as part of LifeLine service at no additional charge

411 Search (available for an additional charge)

- Talk to a real person and get the information you need

- $1.49 per call, plus airtime charges

* Restrictions and features vary when in Extended Network or Roaming. If you receive incorrect information from 411 Search, call 411 immediately to request credit.