

What is the Lifeline Program?

The Lifeline Program is a federal program that provides a monthly benefit on home or wireless phone and broadband service to eligible households.

The Lifeline benefit can lower or eliminate the cost of your monthly phone or internet bill. Only one benefit is available per household; either phone service (home or wireless) or internet (home or mobile), but not both. Discounts through BTC apply to either phone, or high speed bundles.

Lifeline voice service also includes toll blocking to qualifying customers without charge. The current discount provided under the Brantley Telephone Company's Lifeline service is \$9.25 per month for each month that the customer qualifies.

- A household is eligible for the Lifeline discount if the customer's annual household income is at or below 135% of the federal poverty guidelines.

You may also qualify for the Lifeline program if a dependent or another member of the household participates in one or more of the following programs:

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

Other terms and conditions apply. For example, customers enrolling in Lifeline service must prove their eligibility before receiving the discount. Benefits may not be transferred to another person.

Each year, Lifeline recipients will be sent a recertification letter that requires proof of their eligibility. Benefits will be discontinued for failure to respond to the recertification letter, or failure to meet eligibility requirements.

BTC encourages you to call us at 912-462-5111, or visit our business office at 13807 Cleveland St E, Nahunta GA if you qualify for this program.

Customers who enroll in Lifeline are also screened through The National Lifeline Accountability for eligibility. If you are not satisfied with their findings, you may address any unresolved complaints concerning Lifeline service to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813.

For additional information on Lifeline eligibility, please visit lifelinesupport.org