How do I Apply?

To apply for Assurance Wireless:
Call 1-888-898-4888 or print an application from http://assurancewireless.com and mail to Assurance Wireless, PO Box 7600, Mattoon, IL 61938-9953 or Fax application to 1-877-732-3018.

To apply for YourTel Wireless:
Apply online at , www.yourtelwireless.com or mail application to 401 E. Memorial Rd., Suite 500, Oklahoma City, OK 73114. For questions, contact YourTel at 1-877-388-1082.

To apply for SafeLink Wireless:
Apply online at www.safelinkwireless.com, or Fax application to 1-866-902-5756, or mail to P.O. Box 220009, Milwaukie, OR 97269-0009. For questions, contact SafeLink at 1-800-977-3768.

To apply for T-Mobile Lifeline:
Call 1-800-937-8997to be sent an application
Or visit http://www.t-mobile.com
Mail applications to: T-Mobile-Lifeline Support, P.O. Box 37380, Albuquerque, NM 87176

To apply for AT&T Lifeline:
Call 1-800-377-9450 to be sent an application
Or visit http://www.wireless.att.com/about/community-support/lifeline-link-up.jsp
Mail Applications to: AT&T Lifeline-Link Up, 1215 W. Cherry St., Vermillion, SD 57069

Notes:
Proof of income documentation is required in order to apply for Lifeline based on the Federal Poverty Guidelines (e.g. Federal or state tax return, Current income statement or W2 from an employer, 3 consecutive months of current pay stubs, Social Security statement of benefits, Retirement/Pension statement of benefits, Unemployment/Workers Compensation statement of benefits, Any other legal document that would show income such as Divorce Decree or Child support document).

Proof of program participation is required in order to apply for Assurance Wireless based on DSHS participation. This could include a copy of your benefit ID card, a copy of an eligibility letter from an authorized agency or current or prior year's statement of benefits.

What are the Restrictions?

One Lifeline phone per household rule:
Only one Lifeline phone is available per household, and a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. If you are homeless, you may provide a temporary home address. The home address cannot be a PO box (although you may provide a separate mailing address). The phone company will attempt to verify every 90 days that you continue to reside at the temporary address, and you must notify them within 30 days of any change of address. If you do not respond to the company's address verification attempts within 30 days, you may be de-enrolled from the service. Also, if a person already receives Lifeline telephone assistance for another phone, such as landline phone service through Washington Telephone Assistance Program, they can't receive a Lifeline cell phone without cancelling the other phone. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household rule will result in de-enrollment from Lifeline and potential prosecution.

Lifeline plans (AT&T/T-Mobile) restrictions

1. All outstanding phone bills with AT&T or T-Mobile must be paid before enrolling in their Lifeline Plan.
2. Benefits can only be used towards new services, not on services paid prior to enrollment.
3. The plans do not include extra features like text messaging, ring tones, internet, or international calls. *Adding any extra features to the AT&T plan will automatically remove you from the Lifeline program and put you on a regular (more expensive) monthly plan.* While you may add extra features to the T-Mobile Lifeline Plan, they will be billed at full price.
4. If you terminate service before the end of your contract (1 year for AT&T or 2 years for T-Mobile) you may be charged a disconnection fee ($175 for AT&T, $200 for T-Mobile)

Complaints regarding Lifeline service may be directed to the Washington State Attorney General, Consumer Protection Division at 1-800-551-4636.

What about other options?

Washington State Telephone Assistance Program (WTAP): A reduced cost land-line phone program. Costs $8 a month plus taxes/fees (about $12 per month). WTAP will also waive your local deposit and take 50% off your connection fee. You are eligible if you are an adult receiving any of the following DSHS services: Food stamps, TANF, SSI, Medicaid, GAU/GAX, refugee assistance, specific medical programs, chore services, COPES, and former clients of Community Voice Mail. Community voice mail clients who are not receiving DSHS services must sign an eligibility form available at the agency where they received their voice mail number to apply. To sign up contact your local phone company and tell them you want to sign up for the WTAP program. You will be asked for your DSHS client ID number, so have it ready. For more information call 1-888-700-8880.

Community Voice Mail (CVM)
A free personal voice mail number where people can call and leave a message that you can then check from any telephone line, 24 hours a day, 7 days a week. A voice mail number does not allow you to make outgoing calls. No eligibility restrictions. Free CVM numbers are available at about 80 social service agencies in King County. For a list of participating agencies or to sign up for a voicemail number over the phone, call (206) 694-6771.

This Brochure provided by:

King County
Community Voice Mail
Springwire™

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solid ground
Building community to end poverty

Lifeline Affordable Cell Phone Programs

6/2012

Prepaid Cell Phones

Prepaid phones, also called 'pay-as-you-go phones' don't require a long-term contract, monthly bills, or a credit check. SafeLink Wireless (from Tracfone) and Assurance Wireless (from Virgin Mobile) and YourTel Wireless all offer a free phone, up to 250 free minutes every month, plus free voice mail, caller ID and call waiting. Assurance also includes 250 free text messages per month. SafeLink also offers a 125 minute option where unused minutes carryover to the next month and a 68 international minutes option (unused minutes carryover). The main difference between these three programs is the cost of additional minutes: Extra minute packs through SafeLink equal about 10¢ per minute, while YourTel extra minute packs equal about 5¢ per minute and Assurance extra minute packs equal about 2¢ per minute. Additional minute packs can be purchased online, by phone and as cards at stores. The phone comes with one year of service, one month's free minutes, and new free minutes are added each month.

Cell Phone Plans

Cell phone plans bill you monthly for phone service and require you sign a contract for 1-2 years (cancelling your contract will cost you $175 or $200). AT&T and T-Mobile offer Lifeline plans. If you go over your allotted minutes you will be charged overage fees for each additional minute (AT&T charges 15¢ , T-Mobile charges 25¢). You may also be charged extra if you use your phone outside of their coverage area (roaming) or make calls to directory assistance. If you cannot afford to pay your bills they will send your bill to a collections agency. T-Mobile allows customers to keep their existing phone number from another carrier. If there is no overage or roaming, T-Mobile customers pay about $8 per month and AT&T customers pay about $20 per month for a Lifeline plan. The Link-Up program pays 50% of the one-time activation fee, AT&T will pay the other 50%.

Comparison chart of Lifeline cell phone programs

	Prepaid			Plans	
	Assurance	**SafeLink**	**YourTel**	**AT&T**	**T-Mobile**
Basic Minutes	250 free minutes and 250 free text messages	250 free min. *or* 125 free min. that carry-over monthly *or* 68 free international min. (carryover)	250 free minutes	300 anytime minutes for $16.74 month	145 anytime minutes for $6.49/ month
Night/ Weekend Minutes	None —all minutes are the same	None —all minutes are the same	None —all minutes are the same	1000 minutes before 6 am & after 9 pm Mon.-Fri., and all day Sat. & Sun.	500 minutes before 6am & after 9pm Mon.-Fri., 500 min all day Sat. & Sun.
Additional Minutes (overage fees)	$5 for 250 extra minutes $20 for 750 minutes & 1000 texts $30 for unlimited minutes, texts, internet (about 2¢ per minute)	$20 for 200 extra minutes $30 for 300 extra minutes (10¢ per minute)	$5 for 60 min $10 for 200 min $15 for 300 min $20 for 400 min $25 for 500 min $30 for 600 min $50 for 1300 min $60 for 1700 min (about 5¢/min)	15¢ per minute	25¢ per minute
Text Messaging	250 free texts $5 for 500 texts *or* $20 for 1000 texts or $30 for unlimited texts/minutes	Texts = 1 minute (250 or 125 option) or 0.3 minute (68 option)	Texts = 1 minute	Not available	Not available
Roaming	none	none	none	25¢ per minute	none
Activation	free	free	free	free	$17.50 activation
Contract	none	none	none	1 year contract	2 year contract
Application Requirements	Last 4 of Social Security # and DSHS client ID	Last 4 of Social Security # and DSHS client ID	Social Security Number	Credit check (Social Security #, driver's license number)	Social Security number, driver's license number
Application Process	Apply by phone, mail or fax	Apply online or by mail	Apply online	Apply by mail	Apply by mail
Estimated Monthly cost 250 minutes	Free	Free (with 250 minutes option)	Free	$21 ($16.74 + taxes/fees)	$8 ($6.49 +taxes/ fees) (228 minutes)
Estimated Monthly cost 500 minutes	$6 ($5 + taxes)	$28 (with 250 option) ($25 + taxes)	$11 ($10 + taxes) (450 min)	$25 ($20 + taxes/fees)	$50 ($41 + taxes/fees)
Estimated Monthly cost 1000 minutes	$22 ($20 + taxes)	$84 (w/ 250 option) ($75 + taxes)	$44 ($40 +taxes) (1050 minutes)	$107 ($87 + taxes/fees)	$168 ($137 + taxes/fees)

∗ Washington state taxes on prepaid wireless minutes average 11%. Taxes/fees on cell phone plans average 23%.
∗ Estimated costs of plans are based on 33% night/weekend minutes.
∗ The Average American cell phone customer uses 638 total minutes a month.

Do I qualify for a Lifeline Phone?

You may qualify for the program if you meet either of the following criteria:

1. You participate in any of these programs:

- Food Stamps (SNAP)
- Medical Assistance
- Supplemental Security Income (SSI)
- Disability Lifeline (General Assistance)
- Temporary Assistance for Needy Families/ State Family Assistance (TANF/SFA)
- DSHS Chore Services
- Refugee Assistance
- Community Options Program Entry System
- *Federal Public Housing Assistance (Section 8) (AT&T or T-Mobile only)*
- *Low-Income Home Energy Assistance Program (LIHEAP) (AT&T or T-Mobile only)*

OR

2. Your household income is at or below 135% of Federal Poverty Guidelines (FPG). The guidelines are as follows*:

number of people in household	gross monthly income
1	$ 1,257
2	$ 1,702
3	$ 2,148
4	$ 2,593
5	$ 3,039
6	$ 3,484
7	$ 3,930
8	$ 4,375
Each additional person	+ 446

**Customers seeking to qualify for program benefits under the income-based standards are required to provide written documentation of their household income.*