

# FIXED INCOME ASSISTANCE FOR PHONE SERVICE

Nextlink offers discounted phone or internet service to qualifying customers.

## About Lifeline

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone service, broadband Internet access service, or voice-broadband bundled service purchased from participating providers.

## Find Out If You Qualify

Qualification for Lifeline requires that your primary residence be within the program's state and that you either have a gross annual income at or below the program's established income thresholds or participate in the following public assistance programs:

- Food Stamps / Supplemental Nutrition Assistance Program (SNAP)
- Medicaid (not Medicare)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Income-based eligibility – Consumers at or below 135 percent of the Federal Poverty Guidelines
- The Veteran's Pension or Survivor's Pension benefit

## How to Get Lifeline

Mail a completed Lifeline Telephone Application and provide proof of eligibility. If your application is approved and you are a current Nextlink Internet customer, discounts will begin to apply to your bill effective the next billing cycle.

If you do not have service already:

- Sign up for Nextlink service in the name of the Lifeline applicant.
- Email, Mail or drop off your approval application and proof of eligibility to:

**Email to:** [sales@team.nxlink.com](mailto:sales@team.nxlink.com)

**or mail to:**

95 Parker Oaks Ln

Hudson Oaks, TX 76087.

For Oklahoma, Kansas, Nebraska, Iowa and Illinois customers please use the National Verifier for eligibility and qualifying approval  
<https://www.usac.org/lifeline/eligibility/national-verifier/>

For Texas – <https://www.texaslifeline.org>

For Kansas – [Kansas Lifeline](#)

## How to Apply with the National Verifier

Customers have two ways to apply for Lifeline on their own using the National Verifier. If a customer wants more support applying, they can also ask a participating phone or internet company to help submit an application.

### Apply Online:

You can apply online by going to the National Verifier consumer portal at National Verifier and creating an account. You may find out if you qualify for Lifeline through the website immediately after applying online. If the National Verifier cannot prove your eligibility automatically, you will need to upload more documents to the consumer portal.

### Apply by Mail:

You can also send an application by mail. You will mail in your finished Lifeline Application (Spanish version), Household Worksheet (Spanish version), and copies of your proof of eligibility to the Lifeline Support Center. USAC will contact you by mail to let you know if you qualify for Lifeline.

**The Lifeline Support Center's mailing address is:**

**Lifeline Support Center**

**PO Box 7081**

**London, KY 40742**

USAC will contact you by email from [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) or mail from the Lifeline Support Center to let you know if you qualify for Lifeline. Once you qualify for Lifeline, you can choose a phone or internet company that offers the Lifeline benefit to enroll in the program. If you already have a phone or internet service with a company that offers Lifeline, they can help you complete the application process.

You will need the following information to apply:

Full legal name

Date of birth

Last 4 digits of your Social Security number (or Tribal identification number)

Address

### Recertification

Every year, you have to show that you still qualify for Lifeline. The National Verifier will first try to confirm your eligibility automatically.

If the National Verifier cannot recertify you, USAC will contact you with instructions. You must follow these instructions, otherwise, you will lose your Lifeline benefit. USAC will also send you reminders.

All forms for qualification, address change and recertification can be found here <https://www.usac.org/lifeline/additional-requirements/forms/>



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