

## Lifeline Telephone Assistance

**Area(s) Served:**

Butler County,  
Nationwide,  
Greene County,  
Warren County,  
Clermont County,  
Montgomery County,  
Statewide,  
Clinton County,  
Hamilton County

<http://www.lifelinesupport.org/ls/default.aspx>

**Phone:** (800) 686-7826

**Phone Extension:** N/A

**Contracted Provider:** Not Applicable

**Description:**

The Public Utilities Commission of Ohio (PUCO) urges qualifying low-income residents to apply for Lifeline Telephone Assistance. Lifeline Assistance makes basic local telephone service more affordable for income-eligible families across Ohio. Those who qualify could receive discounts for monthly telephone bills and/or installation costs of telephone service. And now, some wireless companies offer Lifeline discounts.

You may qualify for Lifeline if your household income is at or below 150 percent of the federal poverty guidelines or if you participate in one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)/ Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance/Section 8
- Temporary Assistance for Needy Families (TANF) /Ohio Works First
- National School Free Lunch Program
- Low Income Home Energy Assistance Program (LIHEAP)

A Lifeline eligibility pre-screening tool is available at [www.lifelinesupport.org](http://www.lifelinesupport.org). You can also obtain an [application](#) by calling Council on Aging 513-721-1025.

Lifeline benefits may be applied to only one type of service – landline or wireless – and are limited to one line per household. Customers receiving lifeline benefits must also re-verify their eligibility annually. Other restrictions may apply.

Eligible low-income customers receive a monthly discount of \$9.25 on basic local landline telephone service, waiver of installation charges, waiver of deposit fees, optional toll blocking at no charge and optional 900/976 blocking at no charge. Wireless carrier plans also include a \$9.25 monthly discount for qualified customers. Contact your local landline or wireless phone company at the numbers listed [here](#) and ask to apply for Lifeline.

If you have any questions or have a complaint about Lifeline, please contact the PUCO at (800) 686-7826.

Click [here](#) for a list of telephone utility providers that offer Lifeline Assistance.