

# FAQ: Lifeline

---

## My child is eligible but was denied. Why?

There can only be **one** Lifeline service per household. A household is defined as anyone living at the same address who share income and household expenses—even tax dependent children.

## What if I live with someone who has Lifeline but we do not share income?

Yes, you can if you are able to demonstrate that there are separate households at the same address by completing the one-per-household worksheet. Look for “FCC Form 5631: [Household Worksheet](#).”

Examples include—but not limited to—roommates who live together but do not share money, seniors who live in an assisted living home, and people who are homeless that live in a shelter.

## How do I cancel my Lifeline?

If you no longer qualify for Lifeline or wish to not participate in it, you must notify your phone or internet provider to stop or cancel the services and return equipment.

## What if my phone gets lost or stolen?

The policy on lost or stolen Lifeline cell phones vary from provider. Some providers will replace the phone for free once or for a one time fee.

When the phone is lost or stolen, providers prefer you to notify them by contacting their customer service number or by the contact information provided.

By notifying the provider of your situation, they can suspend the account to stop your remaining minutes from being used.



Teach, Learn, and Connect (TLC for Kids) is a project of HealthWatch Wisconsin, Inc. in collaboration with ABC for Health, Inc. made possible by the Public Service Commission of Wisconsin.

# FAQ: TEPP & TAP .....

## How much do TEPP vouchers cover?

Voucher amounts vary, depends on the disability/condition you indicate on your application. Here are a few examples of voucher amounts by category:

- Hardness of Hearing (HH): \$100
- Deafness/Severely (HH): \$800
- Speech Impairment: \$1,600
- Mobility/Motion Impairment: \$1,600
- Deafness with Low Vision: \$2,500
- Deafness and Blind: \$7,200

## How long do I have to use the voucher?

Vouchers must be used within 120 days of the date issued or they will expire. Remember, you can get a new voucher once every 3 years for the same category of equipment.

## Do I pay anything? How much do I have to pay ?

Typically, you pay the first \$100 of the equipment (except for HH vouchers) and then the voucher pays the rest, up to the maximum voucher amount.

You may have to pay more than \$100 if the maximum voucher amount does not cover the equipment.

**For example:** Joe has deafness, and would like telephone equipment worth \$920. Joe would pay the first \$100, and his voucher pays the next \$800. Joe is then also responsible for the remaining \$20 left after the voucher is tendered. Joe's total liability is \$120 in this example.



Teach, Learn, and Connect (TLC for Kids) is a project of HealthWatch Wisconsin, Inc. in collaboration with ABC for Health, Inc. made possible by the Public Service Commission of Wisconsin.