

Lifeline Program

“Lifeline” is a federally funded program established to provide monthly assistance to low-income households. Qualifying low-income consumers are provided a discount on their monthly service.

Qualified Mercury Broadband customers may receive a Lifeline discount on their voice service, broadband service, or as part of a bundled voice and broadband package. Terms and conditions of service can be read on our [Legal Policies](#) page.

You must meet certain state and federal eligibility requirements to be accepted, determined by the state where you live. These requirements include program-based eligibility or income-based eligibility. For a full list of rules regarding eligibility visit.

[Do I Qualify? – Universal Service Administrative Company →](#)

To get started, contact Sales by calling (800) 354-4915, or via Email to sales@mercurybroadband.com to determine if your address is located in an eligible area

If you think you qualify for Lifeline, visit the How to Get Lifeline – Universal Service Administrative Company to start the application process with the FCC. The FCC provides an online or paper application that can be completed and sent along with proof of eligibility

Your application for Lifeline services will be evaluated by Mercury Broadband and/or any applicable state or federal agencies to confirm and verify the customer’s eligibility to receive support. Once approved, the discount will be applied to your account on the first billing cycle after acceptance into the program. No refunds will be provided for charges prior to enrollment and approval of the program.

FCC rules prohibit more than one Lifeline service per household. The definition of a ‘household’ is anyone living at an address (including children, relatives, people not related to the account holder, etc.) who share income(s) and household expenses. A household is not permitted to receive Lifeline benefits from multiple providers.

The Lifeline program is administered by the Universal Service Administrative Company (“USAC”) and in some states by state agencies. By applying for Lifeline services, a subscriber consents and agrees to the disclosure of any and all information submitted by the subscriber to USAC, USAC’s agents, the National Lifeline Accountability Database and/or applicable state agencies to ensure the proper administration of the Lifeline

program, and failure to provide such consent will result in the subscriber being denied the Lifeline service.