



Hello! We're glad to hear you are interested in or already participating in T-Mobile's Lifeline program. The federal Lifeline program administrator requires consumers to use universal forms to determine initial and continued eligibility. Unfortunately, these forms may not include all the information we need from you, or we may need to provide you additional information in certain states. Additionally, we can offer you some tips and best practices to make this whole process easier for you and us!

So, when you're ready, review these important notices, supplemental instructions and best practices, and complete the included form(s) to the best of your ability. And when you've got all your documentation ready, you'll find the submission instructions at the end!

Important Notices

Pennsylvania Applicants: Pennsylvania consumers with unresolved disputes regarding Lifeline services may contact the Public Utility Commission's Bureau of Consumer Services at 1-800-692-7380 for assistance in resolving their issues.

Supplemental Instructions and Best Practices

Application Form (FCC Form 5629)

- This form is 8 pages long. You must return **all 8 pages** of the application form even if you didn't have to fill out all 8 pages. However, if you are printing the application from a website link and are returning the document by mail, you may print on both sides.
- On all pages, please use one letter per box to complete the requested information. If the requested information exceeds the boxes provided, please continue the information below the boxes as legibly as possible.
- An instruction to "use only" black ink and capitalized letters appears on page 2 of the application form. This is recommended, but not required.
- On page 5, if you are qualifying based on income and you live in a US Territory, the applicable income threshold is "All 48 states & DC".
- Also on page 5, please note that SNAP or Food Stamp is Programa de Asistencia Nutricional (PAN) in Puerto Rico.
- Puerto Rico residents cannot qualify under Supplemental Security Income (SSI).
- You must initial all required boxes, sign and date on page 6. If you do not initial, sign and date the form, we will not be able to process your application. Because we do not currently offer an electronic submission, we are unable to accept electronic signatures of any kind.
- You are not required to complete page 7, but, as mentioned above, you must return it along with all others.

Household Worksheet (FCC Form 5631)

- This form is 4 pages long. You must return **all 4 pages** of the household worksheet even if you didn't have to fill out all 4 pages. However, if you are printing the household worksheet from a website link and are returning the document by mail, you may print on both sides.
- Please complete the household worksheet even if you live alone. If you live alone, you will simply check 'No' in response to question number 1 on page 2, initial in box B as well as sign and date on page 4, and return.

Recertification Form (FCC Form 5630)

- This form is 6 pages long. You must return **all 6 pages** of the recertification form even if you didn't have to fill out all 6 pages. However, if you are printing the recertification form from a website link and are returning the document by mail, you may print on both sides.
- On all pages, please use one letter per box to complete the requested information. If the requested information exceeds the boxes provided, please continue the information below the boxes as legibly as possible.
- An instruction to "use only" black ink and capitalized letters appears on page 2 of the application form. This is recommended, but not required.
- Looking at the information requested on page 4, if you are qualifying based on income and you live in a US Territory, the applicable income threshold is "All 48 states & DC".
- Please note that the form does not allow you to fill out qualifying dependent. Please check mark the program that your dependent is qualifying under.
- You must initial all required boxes, sign and date on page 5. If you do not initial, sign and date the form, we will not be able to process your application. Because we do not currently offer an electronic submission, we are unable to accept electronic signatures of any kind.
- You are not required to complete page 6, but, as mentioned above, you must return it along with all others.

T-Mobile Benefit Transfer Form

- If you are currently receiving a Lifeline benefit from another service provider and would like to transfer that benefit to T-Mobile, you must also complete the T-Mobile Benefit Transfer Form.

Submission Instruction

Now that you made your way through the forms, and you have copies of any documents you're required to provide us (remember, documents will not be returned), let's find the best way for you to get this to us! Here are your options:

Mail
T-Mobile – Lifeline Support
P.O. Box 37380
Albuquerque, New Mexico 87176

Email
Scan your completed documents and attach
them to an email addressed to:
USLifeline@t-mobile.com

Fax
813-348-5724