Lifeline assistance

Chazy and Westport Telephone Company, doing business as Chazy and Westport Communications

DRAFT FOR REVIEW - NOT EFFECTIVE

Eligibility information and the official application.

What Lifeline does

Lifeline is a federal program that can reduce the cost of eligible telephone or Internet service for qualifying households. Eligibility may be based on income or participation in a qualifying assistance program. The benefit is generally limited to one per household, not one for every household member.

Apply through the official program

Use the official Lifeline website to review eligibility and apply, or download the official USAC application linked below. Follow the application's instructions for documentation and submission. Do not send sensitive eligibility records to general customer-service email. The official application is issued by USAC and is not a C&W-created form.

After approval

Contact C&W to confirm which participating service can receive your benefit and the amount that applies to it. Approval for Lifeline does not automatically order C&W service or establish availability at an address. The application and C&W service order are separate steps.

Respond to any required recertification request by its deadline and report eligibility or household changes according to program rules. If eligibility ends, the discount may end and the applicable service charge may change. Contact the program or C&W if you need help understanding a notice.

Help with an application

USAC's Lifeline Support Center is available at 800-234-9473. For help with C&W service availability or applying an approved benefit to a participating plan, contact our local customer-service team. This page does not promise eligibility, a particular discount for every plan, or approval of an application.

Contact C&W

Questions? Contact customerservice@chazywestport.net, call Westport at 518-962-8211 or Chazy at 518-846-7111, or write to 2 Champlain Avenue, Westport, NY 12993. Do not email passwords, full payment-card numbers, Social Security numbers, or sensitive records.

References and resources

Lifeline eligibility and application information

Download the official USAC application (PDF)

Before this draft takes effect

Confirm C&W's participating plans and the discount that applies to each. Keep the official USAC form unchanged and check its version at launch.