

Introduction

The goal of this document is help individuals enrolled in the Foundational Community Supports (FCS) program add minutes or data to their FCS-funded mobile device.

The guide will help you:

- Refill or purchase cell phone minutes or data; and
- Identify resources to help better utilize devices or replenish data

The first step to replenish data is to visit the [Lifeline website](#). Lifeline is the Federal Communications Commission's program to make communications services accessible to low-income individuals in Washington State.

Lifeline provides qualifying individuals with discounts on monthly telephone service (cell or landline), internet service, or bundled packages. These services are purchased from participating wireline or wireless providers. The Lifeline discount helps low-income individuals afford internet access to job, housing, healthcare, and educational resources.

Remember to use Wi-Fi

Wi-Fi calling and texting will still work without minutes. Download Wi-Fi calling and text apps that can be found in your device's app store. Some examples of Wi-Fi calling and text apps are:

- What'sApp
- Facebook Messenger
- Google Voice
- Signal
- Viber
- TextNow
- Text Free
- imo
- Skype
- Maaii
- GrooVe IP

Resources

- [Map of free Wi-Fi locations](#)
- [DSHS reduced services guide](#)
- [Apply for affordable landline services](#)
- [Apply for affordable internet service](#)
- [Emergency Broadband Benefit](#)

Please see the back of this document for a list of more possible resources.

Additional resources

Here are some other community resources that *may* offer minutes for mobile devices. Check your local resources. Every locality differs. If available, these may be a one-time resource.

211

Area Agency on Aging (AAA)

City Hall

Community Action Programs

Community Service Offices

County

Department of Commerce

Department of Corrections

Division of Vocational Rehabilitation

Domestic Violence Services Programs

Faith-Based Organizations

Food Banks/Hygiene Banks

Housing & Essential Needs

Red Cross

Veteran Programs

Work Source