

Stay Connected with the Lifeline Program



What is the Lifeline Program?

The Lifeline Program is a federal government benefit that provides eligible households with a monthly discount on their phone or internet bill. The benefit can be used for standalone voice (telephone), Broadband Internet Access Service (or BIAS, usually called internet service), or qualifying bundled telephone/internet service product from a landline or wireless provider. This helps consumers communicate so they have the opportunities and security that telephone and internet service can provide, including being able to connect to jobs, family, health care, schools, and 911 emergency services. The Lifeline provider must be an Eligible Telecommunications Carrier (ETC) to participate.

What Are the Benefits Under the Lifeline Program?

The Lifeline Program provides a \$5.25 per household, per month discount on your landline or wireless voice service or a \$9.25 per household, per month discount on your qualifying wireless or landline internet service. The discount appears in the form of a reduction to the bill you pay your service provider. Please note that the \$5.25 Lifeline support for standalone Lifeline voice service is scheduled to be eliminated in certain geographic areas beginning Dec. 1, 2024. The total elimination of the \$5.25 subsidy that is set to go into effect on Dec. 1, 2024, does not apply to those census blocks where there is only one Lifeline services provider in the census block.

How Do I Qualify?

The Lifeline Program is available to qualifying consumers in Pennsylvania. You or someone in your household must be eligible to enroll in the program. Lifeline is limited to one discount per household. Your Lifeline discount is non-transferrable to another person. To be eligible for the Lifeline Program, you must either have an income that is at or below 135% of the federal poverty guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension
- Federal Public Housing Assistance (FPHA)
- Supplemental Nutrition Assistance Program (SNAP)
- Tribal Programs

2024 Income Guidelines

Household Size	135% of Federal Poverty Levels
1	\$20,331
2	\$27,594
3	\$34,857
4	\$42,120
Each additional person after 4	\$7,263



How Do I Apply for the Lifeline Program?

There are several ways to apply for the Lifeline Program:

- Contact your service provider and ask if they are a Lifeline Provider. If they are, they can help you enroll in the program.
- Apply online by going to www.lifelinesupport.org and clicking “Apply Now,” then “use a paper form” link located next to the “Get Started” button.
- If you want a paper application sent to you, contact the Lifeline Support Center at 1-800-234-9743. After you fill it out and mail it back to them, they will tell you if you are eligible. If you are, you can contact a Lifeline service provider.
- At any time, you can contact the federal program by calling their Lifeline Support Center at 1-800-234-9743 and ask about Lifeline. Persons with hearing or visual limitations also may call this

Are There Any Other Programs in Pennsylvania?

Yes. Verizon Communications Inc. has two additional programs:

- Universal Telephone Assistance Program helps Verizon PA Lifeline customers pay bills, avoid shutoffs and restore service.
- Lifeline 100 is available to Verizon PA and Verizon North for customers at or below 100% of the federal poverty guidelines or who receive SSI benefits.

Separate support for internet service was made available through the federal Affordable Connectivity Program (ACP), however, it is no longer accepting applications and is currently scheduled to run out of funding by the end of April 2024. Some current ACP households may receive a partial discount in May 2024. Current ACP customers should have received information from their providers about changes to their internet bill and service. To learn more, visit www.fcc.gov/acp.

Where Can I Get More Information?

- Contact the federal Lifeline Support Center.
Open 9 a.m. – 9 p.m. ET, 7 days a week
1-800-234-9473
LifelineSupport@usac.org
- Contact your current telephone or internet service provider.
- Contact the PUC at 1-800-692-7380.
- You can write to the Lifeline Support Center or mail an application to:
Lifeline Support Center
PO Box 7081
London, KY 40742



Pennsylvania Public Utility Commission

1-800-692-7380

For people with speech or hearing loss, dial 7-1-1 (Telecommunications Relay Service)

www.puc.pa.gov

ConsumerEd@pa.gov

