STAY CONNECTED
with the Lifeline Telephone Assistance Program

Pennsylvania Public Utility Commission
1-800-692-7380
www.puc.pa.gov
**What is the Lifeline Program?**

The Lifeline Program is a government benefit program that provides eligible low-income consumers with a discount on monthly service for voice (telephone), Broadband Internet Access Service (or BIAS, usually called internet service), or a combined telephone/internet service product from a landline or wireless provider. This helps ensure these consumers have the opportunities and security that telephone and Internet service provide, including being able to connect to jobs, family, health care, schools, and 911 emergency calling services.

**What are the benefits under the Lifeline Program?**

The Lifeline Program provides a $9.25 per household, per month discount on your telephone or internet service from your landline or wireless provider. The discount appears in the form of a reduction to the bill you pay your service provider.

**Program Benefit Changes**

<table>
<thead>
<tr>
<th>Date</th>
<th>Wireless Voice</th>
<th>Wireless Internet</th>
<th>Landline Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/1/2018</td>
<td>1,000 Minutes</td>
<td>Speed: 3G or Better</td>
<td>Speed: 18/2 Mbps Download/1Mbps Upload</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Usage Allowance: 2 GB</td>
<td>Usage Allowance: 1,000 GB</td>
</tr>
<tr>
<td>12/1/2019</td>
<td>1,000 Minutes</td>
<td>Speed: 3G or Better</td>
<td>Speed: 20/3 Mbps, or at least 4/1 Mbps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Usage Allowance: 8.75 GB</td>
<td>Usage Allowance: 1,024 GB</td>
</tr>
</tbody>
</table>

*If your landline internet provider cannot provide the 10/1 Mbps or 15/2Mbps speeds, the minimum is 4/1 Mbps.*

**How Do I Get the Lifeline Program Benefit?**

You get the Lifeline Program benefit from a Lifeline Program provider.
How Do I Enroll?

Contact your current telephone or Internet service provider. Ask if they are a Lifeline Program provider. If they are, they can help you. You can locate a Lifeline Program provider in your area of Pennsylvania by going to [www.lifelinesupport.org](http://www.lifelinesupport.org). You also can call the PUC at 1-800-692-7380.

How do I Qualify?

The Lifeline Program is available to eligible low-income consumers in Pennsylvania who enroll. To enroll in the Lifeline Program, you must either have an income that is at or below 135 percent of the federal poverty guidelines or participate in one of the following assistance programs:

### 2019 Income Guidelines

<table>
<thead>
<tr>
<th>Household Size</th>
<th>135% of Federal Poverty Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$16,862</td>
</tr>
<tr>
<td>2</td>
<td>$22,829</td>
</tr>
<tr>
<td>3</td>
<td>$28,796</td>
</tr>
<tr>
<td>4</td>
<td>$34,763</td>
</tr>
<tr>
<td>Each additional person after 4</td>
<td>$5,967</td>
</tr>
</tbody>
</table>

### Eligible Assistance Programs

- Medicaid
- Supplemental Security Income (SSI)
- Veteran’s Pension
- Federal Public Housing Assistance (FPHA)
- Supplemental Nutrition Assistance Program (SNAP)
- Tribal Programs
**Do I Need to Verify and Recertify My Eligibility?**

Yes. You must contact your Lifeline Program provider to verify you are eligible when you first apply and every year after that. Your Lifeline Program provider can help you.

You may no longer be eligible for the Lifeline Program benefit if your income goes above 135 percent of the federal poverty level. You also may no longer be eligible if you are no longer in an eligible assistance program or if someone else in your household receives a Lifeline Program benefit.

If you are recertifying your eligibility for Lifeline assistance, your company will notify you in advance. You may re-qualify for Lifeline Assistance based on income (at or below 135 percent of the federal poverty guidelines) or if you participate in any of the eligible programs. If you do not recertify by the date on your notice, you must re-apply for Lifeline assistance.

Your Lifeline provider may remove you from the program if you do not use your Lifeline service for 30-days. You must contact your Lifeline provider to de-enroll, if you are no longer eligible for the program. Otherwise, you may be subject to penalties. You should first call your Lifeline Service provider if you have any questions. Then you can call the PUC at 1-800-692-7380.

**Can I Get More Than One Discounted Service?**

No. Federal rules prohibit eligible low-income consumers from receiving more than ONE Lifeline Program discount per household per month. Effective Dec. 1, 2016, Lifeline Program consumers have the choice (where applicable) of applying their Lifeline Program benefit to one of three types of telephone or internet service offerings:

- Landline or wireless internet service only;
- Landline or wireless telephone only (voice-only will be phased out by the end of 2021 with the exception of certain areas); or
- A combination of landline or wireless telephone and internet service.
How Often Can I Change my Lifeline Company?

If you use Lifeline for voice service, you must stay with your company for at least 60 days before you can switch Lifeline to a new company. If you use Lifeline for internet or mobile data, you may have to stay with your company for at least 12 months before you can switch Lifeline to a new company.

What if I Have a Problem with My Lifeline Service?

If you have a problem with your Lifeline service, you should first call your Lifeline provider. If you are not satisfied with your provider’s response, you may call the PUC at 1-800-692-7380, for more information or to file an informal complaint.

The services offered for Lifeline can vary by company. Here is a list of wireless and landline shopping questions.

<table>
<thead>
<tr>
<th>For Wireless:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• How many minutes of talk are included?</td>
</tr>
<tr>
<td>• Does the plan include internet?</td>
</tr>
<tr>
<td>• Is a new phone included? If not can I continue to use my current phone?</td>
</tr>
<tr>
<td>• If internet is included, does the company provide a Smart Phone? If the</td>
</tr>
<tr>
<td>company does not include a Smart Phone, what will a Smart phone cost?</td>
</tr>
<tr>
<td>• How do I get additional minutes or data?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For Landline:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Can I use my Lifeline credit toward internet service?</td>
</tr>
<tr>
<td>• Can I use my Lifeline credit toward a bundle that include both voice and</td>
</tr>
<tr>
<td>internet?</td>
</tr>
<tr>
<td>• Does the company offer any other discounted services, or products for Lifeline customers?</td>
</tr>
<tr>
<td>Company</td>
</tr>
<tr>
<td>--------------------------------------------------------------</td>
</tr>
<tr>
<td>Armstrong Telephone Co. NORTH</td>
</tr>
<tr>
<td>Armstrong Telephone</td>
</tr>
<tr>
<td>CenturyLink Data Service</td>
</tr>
<tr>
<td>Citizens Telephone Co. of Kecksburg</td>
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<tr>
<td>Consolidated Communications</td>
</tr>
<tr>
<td>Fairpoint Communications (Bentleyville Telephone Co)</td>
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<tr>
<td>Fairpoint Communications</td>
</tr>
<tr>
<td>Frontier Communications</td>
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<tr>
<td>Full Service Network, LP</td>
</tr>
<tr>
<td>Hancock Telephone Co.</td>
</tr>
<tr>
<td>Hickory Telephone Co.</td>
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<tr>
<td>Irononton Telephone Co.</td>
</tr>
<tr>
<td>Lackawaxen Telephone Co.</td>
</tr>
<tr>
<td>Laurel Highland Telephone Co.</td>
</tr>
<tr>
<td>Northeastern PA Telephone Co.</td>
</tr>
<tr>
<td>North Penn Telephone Co.</td>
</tr>
<tr>
<td>Palmerton Telephone Co.</td>
</tr>
<tr>
<td>Pennsylvania Telephone Co.</td>
</tr>
</tbody>
</table>
Pymatuning Independent Telephone Co.
5 Edgewood Drive
Greenville, PA 16125
724-646-5400

RCN
100 Baltimore Avenue
Wilkes Barre, PA 18702 800-746-4726

Service Electric Telephone
4242 Mauch Chunk Road
Coplay, PA 18037
610-841-4100

South Canaan Telephone Co.
P.O. Box 160
South Canaan, PA 18459
570-937-4114

TDS Telecom – Lifeline
P.O. Box 608 Lancaster, WI
53813 888-225-5837
877-271-2861 (fax)

Verizon Lifeline Service - PA
P.O. Box 33075
St. Petersburg, FL 33733-8075
800-837-4966

West Side Telecommunications
1449 Fairmont Road
Morgantown, WV 26501
800-296-9113

Windstream Communications
ATTN: Support Services – Lifeline
1720 Galleria Boulevard
Charlotte, NC 28270
800-347-1991

Yukon Waltz Telephone Co.
P.O. Box 398
Yukon, PA 15698-0398
724-722-3131

Wireless Companies

Airvoice Wireless d/b/a FeelSafe Wireless
2425 Franklin Road
Bloomfield Hills, MI 48302
1-877-247-7799

Amerimex d/b/a SafetyNet Wireless 1007 Mansell Rd
Suite A
Roswell, GA 30076
1-877-312-1691

American Broadband d/b/a AB&T Wireless AB&T
PO Box 577
Toledo, OH 43604
866-966-2628

Boomerang Wireless d/b/a enTouch Wireless
955 Kacena Rd, Suite A
Hiawatha, IA
866-488-8719
Blue Jay Wireless
4240 International Pkwy
Suite 140
Carrollton, TX 75007
855-425-8529

Buffalo-Lake Erie
d/b/a Blue Wireless
email: info@bluelimited.com
www.blueunlimited.com
814-340-9500
570-909-1500
570-855-1500

Global Connections
d/b/a Standup Wireless
5555 Oakbrook
Norcross, GA 30093
1-866-862-3253

iWireless, LLC
d/b/a Access Wireless
1 Levee Way Ste 3104
Newport KY 41071
1-888-900-5899

Limitless Mobile
2574 Interstate Drive
Harrisburg, PA 17110
(888) 249-8030

Qlink Wireless
499 E. Sheridan St., Ste. 300
Dania, FL 33004
855-754-6543

Sage Telecom Communications
d/b/a TruConnect
10440 N. Central Expressway
Suite 700
Dallas, TX 75231
1-888-449-4940

Tag Mobile Customer Service
1330 Capital Parkway
Carrollton, TX 75006
866-959-4918

Telrite Corporation
d/b/a Life Wireless
Customer Service Department
PO Box 2840
Covington, GA 30015
888-543-3620
888-543-3640

T-Mobile
T-Mobile Customer Relations
PO Box 37380
Albuquerque, NM 87176-7380
800-937-8997
800-866-2453

Tracfone
d/b/a Safelink
Attn: Executive Resolution Department
9700 N.W. 112th Avenue
Miami, FL 33178
1-800-723-3546

Virgin Mobile
d/b/a Assurance Wireless
PO Box 686
Parsippany, NJ 07054
1-888-898-4888

Yourtel America, Inc.
d/b/a “Yourtel”
401 E. Memorial Rd., Suite 500
Oklahoma City, OK 73114
1-877-388-1082

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