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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Wireless Voice</th>
<th>Wireless Internet</th>
<th>Landline Internet</th>
</tr>
</thead>
</table>
| 12/2/2016 | 500 Minutes     | Speed: 3G or Better
Usage Allowance: 500 MB | Speed: 10 Mbps Download/1Mbps Upload
Usage Allowance: 150 GB |
| 12/1/2017 | 750 Minutes     | Speed: 3G or Better
Usage Allowance: 1 GB | Speed: 15 Mbps Download/1Mbps Upload
Usage Allowance: 250 GB |

*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. 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.

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

For Landline:
- Can I use my Lifeline credit toward internet service?
- Can I use my Lifeline credit toward a bundle that include both voice and internet?
- Does the company offer any other discounted services, or products for Lifeline customers?
### Wireline Companies

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armstrong Telephone Co. NORTH</td>
<td>693 Main Street</td>
<td>814-966-3207</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 342</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duke Center, PA 16729</td>
<td></td>
</tr>
<tr>
<td>Armstrong Telephone</td>
<td>1755 State Route 30</td>
<td>724-899-2211</td>
</tr>
<tr>
<td></td>
<td>Clinton, PA 15026-0418</td>
<td></td>
</tr>
<tr>
<td>CenturyLink Data Service</td>
<td>P.O. Box 7086</td>
<td>800-829-8009</td>
</tr>
<tr>
<td></td>
<td>London, KY 40742</td>
<td></td>
</tr>
<tr>
<td>Citizens Telephone Co. of Kecksburg</td>
<td>P.O. Box 156</td>
<td>724-423-4444</td>
</tr>
<tr>
<td></td>
<td>Mammoth, PA 15664</td>
<td></td>
</tr>
<tr>
<td>Consolidated Communications</td>
<td>4008 Gibsonia Road</td>
<td>724-443-9521</td>
</tr>
<tr>
<td></td>
<td>Gibsonia, PA 15044-0395</td>
<td></td>
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<tr>
<td>Fairpoint Communications</td>
<td>(Bentleyville Telephone Co)</td>
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<tr>
<td></td>
<td>Marianna &amp; Scenery</td>
<td></td>
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<td></td>
<td>Hill Telephone Co) Offline Services</td>
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<tr>
<td></td>
<td>Group 30</td>
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<tr>
<td></td>
<td>East Main Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Westfield, NY 14787</td>
<td>877-524-8293</td>
</tr>
<tr>
<td>Frontier Communications</td>
<td>P.O. Box 5156</td>
<td>800-921-8101</td>
</tr>
<tr>
<td></td>
<td>Tampa, FL 33675</td>
<td>800-225-5282</td>
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<tr>
<td>Full Service Network, LP</td>
<td>Attn: Lifeline Dept</td>
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<tr>
<td></td>
<td>600 Grant St, Ste 3075</td>
<td></td>
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<tr>
<td></td>
<td>Pittsburgh, PA 15219</td>
<td>888-347-6000</td>
</tr>
<tr>
<td>Hancock Telephone Co.</td>
<td>P.O. Box 608</td>
<td>607-637-9911</td>
</tr>
<tr>
<td></td>
<td>34 Read Street</td>
<td></td>
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<tr>
<td></td>
<td>Hancock, NY 13783</td>
<td></td>
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<tr>
<td>Hickory Telephone Co.</td>
<td>75 Main Street</td>
<td>724-356-2211</td>
</tr>
<tr>
<td></td>
<td>Hickory, PA 15340-1118</td>
<td></td>
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<tr>
<td>Ironont Telephone Co.</td>
<td>4242 Mauch Chunk Road Copley, PA 18037</td>
<td>610-799-3131</td>
</tr>
<tr>
<td>Lackawaxen Telephone Co.</td>
<td>104 Hotel Road</td>
<td>570-685-7111</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 8 Rowland, PA 18457</td>
<td></td>
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<tr>
<td>Laurel Highland Telephone Co.</td>
<td>P.O. Box 168</td>
<td>724-455-2411</td>
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<td></td>
<td>Stahlstown, PA 15687</td>
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<tr>
<td>Northeastern PA Telephone Co.</td>
<td>720 Main Street</td>
<td>570-785-3131</td>
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<tr>
<td></td>
<td>P.O. Box D</td>
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<tr>
<td></td>
<td>Forest City, PA 18421-0150</td>
<td></td>
</tr>
<tr>
<td>North Penn Telephone Co.</td>
<td>4145 State Route 549</td>
<td>570-549-3705</td>
</tr>
<tr>
<td></td>
<td>Mansfield, PA 16933</td>
<td></td>
</tr>
<tr>
<td>Palmerton Telephone Co.</td>
<td>P.O. Box 215</td>
<td>610-826-2115</td>
</tr>
<tr>
<td></td>
<td>Palmerton, PA 18071</td>
<td></td>
</tr>
<tr>
<td>Pennsylvania Telephone Co.</td>
<td>191 Middle Road</td>
<td>570-745-7101 (only serves</td>
</tr>
<tr>
<td></td>
<td>Jersey Shore, PA 17740</td>
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</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)

Venus Telephone Corporation  
1698 County Line Road Box 
75Venus, PA 16364 
814-354-2192

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

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
Blue Jay Wireless
4240 International Pkwy
Suite 140
Carrollton, TX 75007
855-425-8529

Buffalo-Lake Erie
d/b/a Blue Wireless
e-mail: 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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