

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.

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.

Other Lifeline Program Services Available from Verizon Communications Inc.

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 percent of the federal poverty guidelines or who receive SSI benefits.

How Do I Qualify?

The Lifeline Program is available to eligible low-income consumers in Pennsylvania who enroll. As of Dec. 1, 2016, 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 eligible assistance programs listed below.

2017 Federal Poverty Levels

Household Size	135% of Federal Poverty Levels
1	\$16,281
2	\$21,924
3	\$27,567
4	\$33,210
Each additional person after 4	\$5,643

Eligible Assistance Programs

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

Do I Need to Verify 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.

You must contact your Lifeline Program provider immediately if you are no longer eligible to be a Lifeline Program participant to de-enroll from the program. Otherwise, you may be subject to penalties and automatic de-enrollment. 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.

IMPORTANT INFORMATION

The list of eligible assistance programs has been streamlined. As of Dec. 1, 2016, the National School Lunch Program (NSLP), Low-Income Heating Energy Assistance Program (LIHEAP), and Temporary Assistance for Needy Families (TANF) will be removed as qualifying programs for Lifeline Assistance eligibility. As of Dec. 2, 2016, you may qualify for Lifeline Assistance based on income (at or below 135 percent of the federal poverty guidelines) or if you participate in Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Veterans and Survivors Pension Benefit or Federal Public Housing Assistance (FPHA).

If you are recertifying your eligibility for Lifeline Assistance for the 2016 program year, you must do so by Dec. 31, 2016, to continue your eligibility based on participation in the NSLP, LIHEAP, or TANF programs. Any of these will serve as qualifying programs until your next recertification. If you do not recertify by Dec. 31, 2016, you must re-enroll in the Lifeline program based on income (at or below 135 percent of the federal poverty guidelines) or participation in Medicaid, SNAP, SSI, Veterans and Survivors Pension Benefit, or FPHA.

Wireline Companies

Armstrong Telephone Co. NORTH

693 Main Street
P.O. Box 342
Duke Center, PA 16729
814-966-3207

Armstrong Telephone

1755 State Route 30
Clinton, PA 15026-0418
724-899-2211

CenturyLink Data Service

P.O. Box 7086
London, KY 40742
800-829-8009

Citizens Telephone Co. of Kecksburg

P.O. Box 156
Mammoth, PA 15664
724-423-4444

Consolidated Communications

4008 Gibsonia Road
Gibsonia, PA 15044-0395
724-443-9521

Fairpoint Communications

(Bentleyville Telephone Co)
Marianna & Scenery
Hill Telephone Co)
Offline Services Group
30 East Main Street
Westfield, NY 14787
877-524-8293

Frontier Communications

P.O. Box 20550
Rochester, NY 14602-0550
800-921-8101
800-225-5282

Hancock Telephone Co.

P.O. Box 608
34 Read Street
Hancock, NY 13783
607-637-9911

Hickory Telephone Co.

75 Main Street
Hickory, PA 15340-1118
724-356-2211

Ironton Telephone Co.

4242 Mauch Chunk Road
Coplay, PA 18037
610-799-3131

Lackawaxen Telephone Co.

104 Hotel Road
P.O. Box 8
Rowland, PA 18457
570-685-7111

Laurel Highland Telephone Co.

P.O. Box 168
Stahlstown, PA 15687
724-455-2411

Northeastern PA Telephone Co.

720 Main Street
P.O. Box D
Forest City, PA 18421-0150
570-785-3131

North Penn Telephone Co.

4145 State Route 549
Mansfield, PA 16933
570-549-3705

Palmerton Telephone Co.

P.O. Box 215
Palmerton, PA 18071
610-826-2115

Pennsylvania Telephone Co.

191 Middle Road
Jersey Shore, PA 17740
570-745-7101
(only serves 570 area code/745
prefix)

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 75
Venus, PA 16364
814-354-2192

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

Full Service Network, LP

Attn: Lifeline Dept
600 Grant St, Ste 3075
Pittsburgh, PA 15219
888-347-6000

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

Budget Mobile

1325 Barksdale Blvd, Suite 200
Bossier City, LA 71111
1-888-777-4007
1-888-424-5588

Buffalo-Lake Erie

d/b/a Blue Wireless
email: info@blueunlimited.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

Nexus Communications

d/b/a Reachout Wireless
PO Box 247168
Columbus, OH 43224
1-877-870-9444

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 Ste 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



PA Public Utility Commission

Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265

1-800-692-7380

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