

# STAY CONNECTED

*with the Lifeline and  
Affordable Connectivity Programs*



**PAPUC**

**Pennsylvania Public Utility Commission**

1-800-692-7380

[www.puc.pa.gov](http://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. 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.\*

### Program Benefits

Date	Wireless Voice	Wireless Internet	Landline Internet
12/1/2023	1,000 Minutes	Speed: 3 G or Better Usage Allowance: 4.5 GB	Speed: 25/3 Mbps or at least 4/1 Mbps Usage Allowance: 1.28 GB
12/1/2024	1,000 Minutes	Speed: 3 G or Better Usage Allowance: 4.5 GB	Speed: 25/3 Mbps or at least 4/1 Mbps Usage Allowance: 1.28 GB

\*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 Get the Lifeline Program Benefit?

You get the Lifeline Program benefit from a Lifeline Program provider.

## Other Lifeline Program Available Services 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% of the federal poverty guidelines or who receive SSI benefits.

### 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 <https://www.lifelinesupport.org/companies-near-me/>. 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% of the federal poverty guidelines or participate in one of the following assistance programs:

#### 2023 Income Guidelines

Household Size	135% of Federal Poverty Levels
1	\$19,683
2	\$26,622
3	\$33,561
4	\$40,500
Each additional person after 4	\$6,939

### 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 will be contacted by the Universal Service Administrative Company (USAC) when it is time to recertify your eligibility.

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. The benefit is non-transferrable to another person.

You may re-qualify for Lifeline Assistance based on income (at or below 135% 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 plus a 15 day cure period. 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 Lifeline 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 2023 with the exception of certain areas); or
- A combination of landline or wireless telephone and internet service.

## 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 includes both voice and internet?
- Does the company offer any other discounted services, or products for Lifeline customers?

## Are There Any Other Federal Programs?

Yes. There is a new and separate support program for internet service available under the federal Affordable Connectivity Program (ACP). The ACP can provide an eligible consumer \$30 a month toward the purchase of internet service and up to \$100 to purchase equipment to get internet service. Your provider does NOT need to be an ETC to provide your ACP service. To learn more, visit the [PUC website](#), contact your provider or call 1-877-384-2575.

## Wireline Companies

### **Armstrong Telephone Co. North**

136 Front Street  
Addison, NY 14801  
814-966-3207

### **Armstrong Telephone Co. PA**

1755 SR 30  
Clinton, PA 15026-0418  
724-899-2211

### **Armstrong Telecommunications for Erie and Crawford Counties**

160 Westview Drive  
Meadville, PA 16335  
814-333-6731

### **Armstrong Telecommunications**

Mercer County  
123 Industrial Drive  
Grover City, PA 16127  
724-458-7165

### **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  
724-443-9600

### **Frontier Communications**

P.O. Box 5156  
Tampa, FL 33675  
800-921-8101  
800-225-5282

### **Full Service Network, LP**

Attn: Lifeline Department  
600 Grant Street, Suite 3075  
Pittsburgh, PA 15219  
888-347-6000

### **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.**

101 Laurel Highlands Place  
Donegal, PA 15628  
724-593-2411 or 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 or 800-338-3300

**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.**  
2075 Easton Turnpike  
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)

**Tri-Co Connections**  
22 North Main St.  
Mansfield, PA 16933  
1-833-874-2277

**Velocity.Net**  
P.O. Box 1778  
Erie, PA 16512  
814-833-9111

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

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

**Viasat Carrier Services Inc.**  
349 Inverness Drive South  
Englewood CO 80112  
855-851-7419

**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.**  
101 Laurel Highlands Place  
Donegal, PA 15628  
724-722-3131

## Wireless Companies

### **Airvoice Wireless d/b/a AirTalk**

9920 Brooklet Drive  
Houston, TX 77099  
(855) 924-7825

### **Amerimex**

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

### **American Broadband d/b/a American Assistance**

1480 Ford Street  
Maumee, OH 43537  
866-765-2628

### **Assurance Wireless**

PO Box 5040  
Charleston, IL 61920-9907  
888-321-5880

### **Boomerang Wireless d/b/a enTouch Wireless**

955 Kacena Road, Suite A  
Hiawatha, IA  
866-488-8719

### **Global Connections d/b/a Standup Wireless**

5555 Oakbrook  
Norcross, GA 30093  
866-862-3253

### **iWireless, LLC d/b/a Access Wireless**

1 Levee Way, Suite 3104  
Newport KY 41071  
888-900-5899

### **Limitless Mobile**

580A W. Southern Ave.  
South Williamsport, PA 17702  
(570) 484-9648

### **Qlink Wireless**

499 E. Sheridan Street, Suite 300  
Dania, FL 33004  
855-754-6543

### **Sage Telecom Communications d/b/a TruConnect**

10440 North Central Expressway  
Suite 700  
Dallas, TX 75231  
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  
P.O. Box 2840  
Covington, GA 30015  
888-543-3620  
888-543-3640

### **Tracfone d/b/a SafeLink**

9700 North West, 112th Avenue  
Miami, FL 33178  
800-SafeLink (800-723-3546)

### **Yourtel America, Inc. d/b/a "Yourtel"**

401 E. Memorial Road, Suite 500  
Oklahoma City, OK 73114  
877-388-1082