

STAY CONNECTED

with the Lifeline Program



PAPUC

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. 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?

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.

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