

# STAY CONNECTED

*with the Lifeline Telephone  
and Broadband Assistance Program*



**Pennsylvania Public Utility Commission**

1-800-692-7380  
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 \$5.25 per household, per month discount on your landline or wireless voice service and a \$9.25 per household, per month discount on your qualifying wireless or landline internet service or wireless provider. 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, 2021.\*

### Program Benefit Changes

Date	Wireless Voice	Wireless Internet	Landline Internet
12/1/2020	1,000 Minutes	<b>Speed:</b> 3GB or Better <b>Usage Allowance:</b> 4.5 GB	<b>Speed:</b> 25/3 Mbps Download, or at least 4/1 Mbps <b>Usage Allowance:</b> 1,024 GB
12/1/2021	1,000 Minutes	<b>Speed:</b> 3GB or Better <b>Usage Allowance:</b> 18 GB	<b>Speed:</b> 25/3 Mbps Download, or at least 4/1 Mbps <b>Usage Allowance:</b> 1,229 GB

\*The total elimination of the \$5.25 subsidy that is set to go into effect on Dec. 1, 2021 does not apply to those census blocks where there is only one Lifeline services provider in the census.

## 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 percent 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 [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:

#### 2021 Income Guidelines

Household Size	135% of Federal Poverty Levels
1	\$17,388
2	\$23,517
3	\$29,646
4	\$ 35,775
Each additional person after 4	\$6,129

### 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. The benefit is non-transferrable to another person.

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.

## 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

### **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 5156  
Tampa, FL 33675  
800-921-8101  
800-225-5282

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

Attn: Lifeline Dept  
600 Grant St, Ste 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.**

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  
75Venus, 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

## 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