

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 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, 2022.*

Program Benefit Changes

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

*The total elimination of the \$5.25 subsidy that is set to go into effect on Dec. 1, 2022 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 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. 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 2022 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

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)

Tri-Co Connections

22 North Main St.
Mansfield, PA 16933
1-833-874-2277

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

**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

Verizon Communications

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