

# STAY CONNECTED

*with the Lifeline Telephone  
and Broadband Assistance Program*



**Pennsylvania Public Utility Commission**

1-800-692-7380  
puc.pa.gov



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## What is the Lifeline Program?

The Lifeline Program is a federal government benefit that provides eligible low-income consumers a monthly discount on their phone or internet bill. The benefit can be used 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 these consumers communicate so they have the opportunities and security that telephone and internet service can provide, including being able to connect to jobs, family, health care, schools, and 911 emergency services.

## What are the Benefits Under the Lifeline Program?

The Lifeline Program provides a \$7.25 per household, per month discount on your landline or wireless voice service and a \$9.25 per household, per month discount on your wireless or landline internet service. The discount appears in the form of a reduction to the bill you pay your service provider. A service provider may also offer you the minimum Lifeline Program with no additional charges. The rules and amounts of support can change over time. A list of the current and future Lifeline benefits under the most recent federal rules is below.

### Program Service Amounts

Support Amount (Monthly)		
Effective Date	Voice (Fixed & Mobile)	Broadband (Fixed & Mobile)
12/1/2019	\$7.25	\$9.25
12/1/2020	\$5.25	\$9.25
12/1/2021	\$0*	\$9.25

\* Continued voice support of \$5.25 per month in areas with only one Lifeline provider.

## Program Service Standards

Effective Date	Usage Allowance		Minimum Speed		
	Mobile Broadband	Fixed Broadband	Mobile Voice	Mobile Broadband	Fixed Broadband*
12/1/2019	3GB	1024 GB	1000 minutes	3GB	20/3 Mbps
12/1/2020	**	**	1000 minutes	3GB or Better ***	**
12/1/2021	**	**	1000 minutes	3GB or Better ***	**

\* If your fixed broadband provider does not offer a product meeting the standard, the minimum eligible speed is 4/1 Mbps.

\*\* To be determined based on FCC updating mechanism.

\*\*\* Subject to update per FCC Wireline Competition Bureau determination.

### How Do I Apply for the Lifeline Program?

There are several ways to apply for the Lifeline Program:

- Contact your service provider and ask if they are a Lifeline Provider. If they are, they can help you get signed up.
- Apply online by going to [www.lifelinesupport.org](http://www.lifelinesupport.org) and clicking “Apply Now” in the top right hand corner.
- Apply via paper by going to [www.lifelinesupport.org](http://www.lifelinesupport.org) and clicking “How to Apply” to download a paper form.
- If you want a paper copy to apply sent to you, contact the Lifeline Support Center at 1-800-234-9743. After you fill it out and mail it back to them, they will tell you if you are eligible. If you are, you can contact a Lifeline Provider.
- At any time, you can contact the federal program by calling their Lifeline Support Center at 1-800-234-9743 and ask about Lifeline.
- Persons with hearing or visual limitations who want to apply should call the Lifeline Support Center at 1-800-234-9473. Their staff is trained to help you with Lifeline.

## Are There Any Other Programs in Pennsylvania?

### **Yes. Verizon Communications, Inc. has two additional programs:**

**Lifeline 100** is available to Verizon PA and Verizon North customers at or below 100 percent of the federal poverty guidelines or who receive SSI benefits. If a customer is eligible for this discount, they also would receive \$2.50 plus the current fixed-voice discount. See Chart on previous page.

**Universal Telephone Assistance Program** helps Verizon PA Lifeline customers pay all or some of the basic charges to retain basic phone service.

## Where Can I Get More Information?

- Contact your current telephone or internet service provider.
- Contact the federal Lifeline Support Center.

Hours of operation: 9 a.m. – 9 p.m. ET, 7 days a week

Phone number: 1-800-234-9473

Email: [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)

You can write to the Lifeline Support Center or mail an application at:

Lifeline Support Center

PO Box 7081

London, KY 40742

- Contact the PUC at 1-800-692-7380.

## How Do I Qualify?

The Lifeline Program is available to eligible low-income consumers or those who participate in some federal programs in Pennsylvania.

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. The most recent income guidelines are:

### 2020 Income Guidelines

Household Size	135% of Federal Poverty Levels
1	\$17,226
2	\$23,274
3	\$29,322
4	\$35,370
Each additional person after 4	\$6,048

## 2020 Eligible Assistance Programs

- Medicaid
- Supplemental Security Income (SSI)
- Veterans and Survivors Pension Benefit
- Federal Public Housing Assistance (FPHA) (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Tribal Programs

## Will My Eligibility Be Confirmed?

**Yes.** When you first apply, you will be subject to an Eligibility Verification. This is done by the Universal Service Administration Company (USAC), the federal agency that provides the support. This will occur if you apply, your service provider helps you, or you call the USAC. They will check their records to see if you are eligible.

Some of these requirements may be suspended during the Covid Emergency. You can get more information by talking to your provider or calling the Lifeline Support Center 1-800-234-9473 or by going online at [www.usac.org/Lifeline](http://www.usac.org/Lifeline).

## Will I Have To Do An Eligibility Verification Each Year?

**Yes.** You must confirm every year that you are eligible through an Annual Eligibility Verification. If you do not, you will lose your Lifeline Program Benefit.

Each year, the USAC will check to see if you are still able to get Lifeline. USAC will review their databases that verify your participation in qualifying programs (such as Medicaid).

If you are found in a database, your Annual Eligibility Verification will be done. You will be eligible for another year. If you are not, you will be told and asked to recertify. You must then show that you are eligible.

You can complete the Annual Eligibility Verification by:

- Calling them at 1-855-359-4299;
- Completing the form online at <https://nationalverifier.service-now.com/lifeline>; OR
- Completing the Recertification Form (also called the Renewal) and mailing it to the Lifeline Support Center at this address. This form will be mailed to you if you ask for it.

More information on the USAC can be found at [www.lifelinesupport.org](http://www.lifelinesupport.org).

Some of these requirements may be suspended during the Covid Emergency. You can get more information on this by talking to your service provider or by calling the Lifeline Support Center at 1-800-234-9473 or by going online at [www.usac.org/Lifeline](http://www.usac.org/Lifeline).

## Can I Lose My Lifeline Program Benefit?

**Yes.** There are several ways you may lose the Lifeline benefit.

- **Use it or Lose It:** Your Lifeline Program Benefit provider may remove you from the program if you do not use your Lifeline service for 30 days.
- **Change in Eligibility:** You may no longer be eligible for the Lifeline Program benefit if your income goes above 135 percent of the federal poverty level or if you are no longer in an eligible assistance program.
- **One per Household:** You also may no longer be eligible if someone else in your household receives a Lifeline Program benefit. The benefit is non-transferrable to another person.

You must contact your Lifeline provider to de-enroll or 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. You can also call the federal service provider at the Lifeline Support Center at 1-800-234-9473 or you can call the PUC at 1-800-692-7380.

## Can More Than One Person at the Same Address Get Lifeline?

**It depends.** In general, federal rules prohibit eligible low-income consumers from receiving more than **ONE** Lifeline Program discount per household per month. A household is defined as a group of people that share income and expenses. If you live with someone you do not share income or expenses with, like when you both live at the same address, you both may be eligible for the benefit.

If there is more than one household at one address, your service provider can use a [household worksheet](#) to see if more than one household lives at the address and you are eligible. You can also call the Lifeline Support Center at 1-800-234-9473 or the PUC at 1-800-692-7380.



## **What if I Have Speech, Hearing, or Visual Challenges with Doing an Application?**

**We can assist you.** The Lifeline Support Center has specially trained persons to help you with an Application. You can contact them at 1-800-234-9473 or you can call the PUC at 1-800-692-7380.

## **What if I Have a Problem with My Lifeline Service?**

Your Lifeline provider is an Eligible Telecommunications Carrier (ETC). This means that they are subject to the authority of the Pennsylvania PUC. If you have a problem with your Lifeline service, you should first call your Lifeline provider. If you are not satisfied with their response, you may call the PUC at 1-800-692-7380 for more information, including the filing of a formal or informal complaint. You should not call the federal lifeline agency. The federal agency does not address problems with Lifeline.

## **Can You Help Me Pick A Provider?**

**No.** The services offered for Lifeline can vary by company. You must choose your Lifeline Provider. However, we provide some helpful tips below.

## Questions to Ask a Potential Provider

Here is a list of wireless and landline shopping questions you could ask:

### 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?
- Can I get Lifeline at no additional charge? How?
- Can I get Lifeline at a discount from my service? How much?
- If internet is included, does the company provide a smartphone?
- How do I get additional minutes or smartphone data per month?

### For Landline:

- Can I use my Lifeline to get voice service at no additional charge? How?
- Can I use my Lifeline as a credit toward internet service? How?
- Can I use my Lifeline as a credit toward a bundle that includes both voice and internet? How?
- Does the company offer any other discounted services, or products for Lifeline customers?

## Wireline Companies

### **Armstrong Telephone Co. NORTH**

693 Main St.  
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 Rd.  
Gibsonia, PA 15044-0395  
724-443-9521

### **Fairpoint Communications**

(Bentleyville Telephone Co.)  
Marianna & Scenery  
Hill Telephone Co.) Offline Services  
Group 30  
East Main St.  
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., Suite 3075  
Pittsburgh, PA 15219  
888-347-6000

### **Hancock Telephone Co.**

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

### **Hickory Telephone Co.**

75 Main St.  
Hickory, PA 15340-1118  
724-356-2211

### **Ironton Telephone Co.**

4242 Mauch Chunk Rd.  
Coplay, PA 18037  
610-799-3131

### **Lackawaxen Telephone Co.**

104 Hotel Rd.  
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 St.  
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 Rd.  
Jersey Shore, PA 17740  
570-745-7101 (only serves 570  
area code/745 prefix)

**Pymatuning Independent**

Telephone Co.  
5 Edgewood Dr.  
Greenville, PA 16125  
724-646-5400

**RCN**

100 Baltimore Ave.  
Wilkes Barre, PA 18702  
800-746-4726

**Service Electric Telephone**

4242 Mauch Chunk Rd.  
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 Rd.  
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 Rd.  
Morgantown, WV 26501  
800-296-9113

**Windstream Communications**

ATTN: Support Services – Lifeline  
1720 Galleria Blvd.  
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  
877-247-7799

### **Amerimex**

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

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

#### **AB&T Wireless AB&T**

P.O. Box 577  
Toledo, OH 43604  
866-966-2628

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

#### **enTouch Wireless**

955 Kacena Rd., Suite A  
Hiawatha, IA 52233  
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](mailto:info@bluelimited.com)  
[www.blueunlimited.com](http://www.blueunlimited.com)  
814-340-9500  
570-909-1500  
570-855-1500

### **Global Connections**

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

5555 Oakbrook Pkwy.  
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**

2574 Interstate Dr.  
Harrisburg, PA 17110  
888-249-8030

### **Qlink Wireless**

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

### **Sage Telecom Communications**

#### **d/b/a TruConnect**

10440 N. Central Expressway  
Suite 700  
Dallas, TX 75231  
888-449-4940

### **Tag Mobile Customer Service**

1330 Capital Pkwy.  
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  
800-723-3546

**Virgin Mobile****d/b/a Assurance Wireless**

P.O. Box 686  
Parsippany, NJ 07054  
888-898-4888

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

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





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