

*It as easy as that!
Sign up today and begin realizing
the benefits of a telephone
assistance program.*

Note: Customers who receive discounts through these programs have the same rights and responsibilities as all other telephone customers.

If you are currently receiving a public benefit such as Welfare, Social Security, or have children enrolled in the Free School Lunch Program you may qualify for telephone and internet assistance.

**Did you know
there are low
income telephone
and internet
assistance
programs?**

Northwestern Legal Services

**Serving Cameron, Crawford, Elk, Erie,
Forest, McKean, Mercer, Potter,
Venango, and Warren Counties**

**Call to Apply for Legal Help:
814-452-6957 - 800-665-6957
Mon - Friday, 9-4 PM
Or Apply Online www.nwls.org**

**Public Utility Commissions:
www.puc.pa.gov**



What kind of telephone assistance programs are offered for low income customers?

- **Lifeline 135 service:** helps to pay for line connection charges and one phone line. Customers may also purchase optional services such as call waiting or caller ID at normal cost. To qualify, applicants must have income at or below 135 percent of the poverty guidelines, or receive help from any of the following programs: Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), LIHEAP, Public Housing Assistance, Medicaid, SNAP, or the Free Lunch Program.

- **Lifeline service:** This program helps to pay for line connection charges and one phone line. In addition, Lifeline provides eligible consumers with a discount each month on basic local telephone service. (only available to Verizon Customers at or below 100% of poverty or who receive SSI or TANF)

- **Universal Telecommunications Assistance Program (UTAP):** is a financial assistance program offered by Verizon PA. UTAP helps Verizon's existing Lifeline customers and qualified Lifeline applicants to pay their overdue bills, avoid shut offs and restore their basic telephone service. Contact Verizon toll free, 800-307-1459 for information.

Free Cell Phone Program Safelink

Safelink is a free cellular program. There are no contracts and re-certification is yearly. To qualify, applicants must have income at or below 135% of poverty, or be enrolled in Medicaid, collect SNAP, SSI, or Public Housing benefits.

With the SafeLink Wireless Service:

- 350 Minutes, 1.5 GB/month of data, and unlimited texting FREE!
- Features such as Caller Id, Call Waiting and Voicemail are all included for free (depends on the phone specifications).
- Your handset will remain active for one year upon shipment.
- You may be able to keep your current phone!
- You can use all TracFone Airtime cards.

Where do I start?

To enroll in Safelink you can go to **www.safelinkwireless.com** or call **1-800-723-3546**

For **Life Line** Enrollment info, contact your current provider OR contact the:

Pennsylvania Public Utility Commission (PUC) at **1-888-692-7380**, or if you have access to the internet, visit:

www.puc.pa.gov to get a list of the local telephone companies in your area.

Before choosing a company, research what services the different companies are offering. Rates and services do vary and not all phone companies offer these programs.

What do I do after I decided on a telephone or internet provider that offers low income programs?

You should contact the company's customer service department and request to sign up for one of the services listed.

If you meet the criteria, they will send you an application to complete and return for verification.

If approved, your subsequent bill will reflect the discounts.