



**For Immediate Release  
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## Unable to pay your phone or Broadband bill? The Lifeline Program Helps You to Stay Connected

Chicago, IL... Staying connected to local emergency services and community resources is vital for all residents, and potentially saves lives. The Illinois Commerce Commission (ICC) is joining the National Association of Regulatory Utility Commissioners (NARUC) and the Universal Telephone Assistance Corporation (UTAC) to raise awareness about the Lifeline Program which helps those who need voice and broadband services but can't afford it. The National Telephone Discount Lifeline Awareness Week is September 9-13, 2019.

“Whether it’s looking for a job, accessing health care services, connecting with family or calling for help in an emergency, having access to voice and broadband service is a necessity, but financially out of reach for some families. The Lifeline Program can help by providing eligible low-income customers with a discount on monthly voice and broadband bills,” said Carrie Zalewski, Chairman of the Illinois Commerce Commission.

Under the federal Lifeline Program, low-income consumers who participate in certain public assistance and veterans’ pension programs or who qualify based on income can receive a discount of up to \$9.25 per month off their monthly bill for phone, broadband, or bundled phone and broadband service.

For the first time, the Lifeline Program in 2019 is focusing more on access to broadband services. A new requirement for Lifeline participants is to recertify every year.

UTAC is a not-for-profit corporation which oversees the Universal Telephone Assistance Program (“UTSAP”) in Illinois, which promotes the Lifeline program in Illinois and provides a subsidy toward

the cost of installing a new phone or broadband connection for wireline subscribers. To learn more about the Lifeline Program, or to see if you qualify, visit the UTAC website at <http://linkupillinois.org/>.

To apply for benefits, contact your local [participating telecommunications provider](#).

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***About the Illinois Commerce Commission***

The Illinois Commerce Commission (ICC) is a quasi-judicial body made up of five Commissioners. Through its Public Utility Program, the Commission oversees the provision of adequate, reliable, efficient and safe utility services at the least possible cost to Illinois citizens served by electric, natural gas, telecommunications, water and sewer public utility companies. Through its Transportation Regulatory Program, the Commission oversees public safety and consumer protection programs with regard to intrastate commercial motor carriers of general freight, household goods movers, relocation towers, safety towers, personal property warehouses and repossession agencies. The Commission's Rail Safety Program also inspects and regulates the general safety of railroad tracks, facilities and equipment in the state.

To learn more about the Commission, its offices and bureaus, click [here](#). If you are a consumer who needs help resolving a utility dispute call 800-524-0795 or file an online complaint [here](#). For a complaint related to transportation, call 217-782-6448.

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