



Need affordable phone or broadband? The ICC is urging Illinoisans to get connected with FCC's Lifeline program

Chicago, IL – The Illinois Commerce Commission (ICC) is partnering with Governor JB Pritzker, the Federal Communications Commission (FCC), the National Association of State Utility Consumer Advocates (NASUCA), and the National Association of Regulatory Utility Commissioners (NARUC) to promote *Digital Connectivity and Lifeline Awareness Week* this September 7-13, 2025. The FCC's [Lifeline program](#) offers monthly discounts to help eligible residents access voice or broadband services.

“Staying connected is crucial when looking for jobs, scheduling healthcare services, or calling 911 in an emergency. The FCC’s Lifeline program makes it easier for low-income customers to afford their phone and broadband bill,” said **ICC Chairman Doug Scott**.

Under the federal Lifeline program, low-income customers who participate in certain public assistance programs, or qualify based on income can receive monthly discounts up to \$9.25 a month for broadband or bundled phone and broadband services, up to \$5.25 for voice-only service, or up to \$34.25 for residents on qualifying Tribal lands.

For more information on eligibility and rules, visit LifelineSupport.org. For a video in American Sign Language, click [here](#).

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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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