



Struggling to afford phone or broadband? Get connected with FCC's Lifeline program

Chicago, IL – Access to phone and broadband service is vital for keeping residents plugged into emergency services and local resources. September 13-19, the Illinois Commerce Commission (ICC), along with the Federal Communications Commission (FCC), National Association of Regulatory Utility Commissioners (NARUC), and National Association of State Utility Consumer Advocates (NASUCA) are promoting *Digital Connectivity and Lifeline Awareness Week*. [Lifeline](#) offers monthly discounts to help eligible residents access voice or broadband services.

“No Illinoisan should be stuck without access to phone or internet. The federal Lifeline program provides crucial financial assistance to make it easier for qualifying low-income customers to stay connected to school, work, and other everyday essentials,” said **ICC Chairman Doug Scott**.

Customers whose household incomes are at or below 135 percent of the Federal Poverty Guidelines or already enrolled in select public assistance programs can qualify for a \$9.25 monthly discount, and residents on qualifying Tribal lands can receive a \$34.25 monthly discount. Survivors of domestic violence or human trafficking may be eligible to receive emergency Lifeline support for up to six months under the [Safe Connections Act](#).

For more information on eligibility, enrollment, and recertification, visit LifelineSupport.org.

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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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