



For Immediate Release
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ICC Authorizes Continued Lifeline Telephone Service Assistance

CHICAGO, IL – The Illinois Commerce Commission (ICC) approved connection fee assistance for landline service as the state’s Universal Telephone Service Assistance Program (UTSAP) supplemental assistance for eligible customers. The ICC determined the state’s mandated Lifeline supplemental program shall provide up to \$35.00 in a one-time fee waiver to assist eligible new subscribers with their landline telephone service connection fees. The ICC also reaffirmed the \$9.25 federal Lifeline support eligible consumers may receive for the telephone service.

As of December 31, 2015, approximately 428,539 Illinois customers were participants in the federal Lifeline assistance program. Of this total, approximately 417,447 were wireless Lifeline customers and approximately 11,092 were landline Lifeline customers.

Funded and operated by the Universal Telephone Assistance Corporation (UTAC), the program supplements Lifeline – a federal telephone assistance program started in 1985. Lifeline offers a discount to eligible low-income consumers across America and helps make basic telephone service accessible to all.

All funding for UTSAP comes from voluntary contributions from customers of Illinois Local Exchange Carriers, and continued viability of the assistance program depends on these voluntary contributions.

To learn more about telephone assistance programs available for eligible low-income consumers, visit the ICC’s consumer services webpage [here](#).

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About the Illinois Commerce Commission

The Illinois Commerce Commission’s mission is to pursue an appropriate balance between the interests of consumers and existing and emerging service providers to ensure the provision of adequate, efficient, reliable, safe and least-cost public utility services. The Commission pursues this mission through three bureaus: The Bureau of External Affairs, which provides educational information on utility issues for consumers, governmental entities and communities and through its Consumer Services Division, resolves customer/utility disputes and develops rules on utility service and consumer protection; the Public Utilities Bureau, which focuses on financial and operational analysis, policy development, public safety and enforcement activities related to electric,

natural gas, water, sewer and telecommunications companies; and the Transportation Bureau, which includes trucking insurance and registration, railroad safety, relocation towing, safety towing and household goods moving company enforcement activities. The ICC's five commissioners are appointed by the Governor and approved by the Illinois State Senate for five-year terms.