

## **Universal Service: Lifeline**

### Age Requirements

18 and over

### Intake Process

Visit the website for information. Call the office. To enroll, call your local telephone company or wireless company for enrollment details.

### Provider Refer

Yes

### Report Problems

Call the Agency

### Self Refer

Yes

State Corporation Commission, Consumers

<https://scc.virginia.gov/pages/consumers>

<https://scc.virginia.gov/pages/Universal-Service-Lifeline>

<https://www.facebook.com/VirginiaStateCorporationCommission>

### Main

(804) 371-9967

Toll-Free

(800) 552-7945

1300 East Main Street

PO Box 1197

23218 VA

United States

### Fee Structure

No Fee

### Languages Spoken

English

Universal Service offers Lifeline, a program implemented with the Federal Communications Commission (FCC) and the Virginia State Corporation Commission to assist eligible consumers with purchasing more affordable telephone services. This program has traditionally been referred to as the Virginia Universal Service Plan

for wireline telephone companies. Wireless service is available.

Lifeline is a federal program that lowers the monthly cost of phone or internet service. Eligible consumers can get up to \$9.25 off the cost of phone, internet, or bundled services.

Eligible participants include those receiving Supplemental Nutrition Assistance Program (SNAP), Medicaid Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension, and/or Survivors Pension Benefit  
Income-based eligibility.

Service Area(s)

Statewide

Email

[sccinfo@scc.virginia.gov](mailto:sccinfo@scc.virginia.gov)