

New Lifeline Phone Number

Update your records to **1-800-234-9473**

Press 1 for English or 2 for Spanish, and you will be routed directly to an agent. Call center hours are Monday - Friday, 8 a.m. - 8 p.m. ET. Consumers can continue to email LifelineSupport@usac.org.

Direct consumers to USAC to:

- Find companies that offer Lifeline-supported service in their area
- Look up what company their service is with
- Ask questions about how the program works

Service providers should help their consumers apply for Lifeline, buy more minutes, sort out their bills, replace lost or stolen handsets and get specific plan information.

Why did we make this change?

We updated the Lifeline consumer support phone number to provide better support to our stakeholders. This change is effective immediately, and the new number will send consumers directly to our Lifeline call center. The call center is staffed with dedicated agents who can answer questions, provide support and expedite requests for special assistance.

California, Oregon and Texas Lifeline Customers

These states administer their own Lifeline program. Please direct consumers in these states to the following numbers:

California: 1-866-272-0349

Oregon: 1-800-848-4442

Texas: 1-886-454-8387