



PA Lifeline Outreach Plan

- Update directory information pages with next publication to include the new eligibility information and availability of Lifeline on broadband
- Update Frontier Lifeline website on December 2 to include new eligibility information and availability of Lifeline on broadband including instructional videos that explain the application process
- Update Customer Service Scripting used by the call center to alert customers to the availability of Lifeline on December 2
- Bill message to customers detailing the changes in eligibility to customers in the first quarter of 2017 so that customers who have qualified through programs no longer available will know that during their 2017 recertification they will need to qualify under a different program or under the income guidelines
- Submit Lifeline brochure to the Pennsylvania Department of Human Services, the Office of Consumer Advocate and Community Legal Services for use with their clients