Florida Council on Compulsive Gambling (FCCG)

Telephone & Cell Phone Bill Assistance Resources

The burden of financial problems can be overwhelming for many individuals. For some, the financial problems must be handled first before seeking out other recovery options, as houses could be under foreclosure, assets could be seized, or other emergency situations may be the top priority at that time. Emergency financial supports and assistance can help with cash, child care, clothing, food, housing and shelters, mortgage and rent, medications, telephone and cell phone bills, transportation, and utility bills.

This guide lists programs that can help with: **Telephone Bill/Cell Phone Bill Assistance**.

Looking for more help? FCCG offers free Problem Gambling Resource Packs on other topics. Download them at gamblinghelp.org/problem-gambling-resource-packs

How to use this guide: Statewide programs are listed first. Click any heading in the contents, or any web address, to go straight to it.

Contents

Statewide Programs 2

© 2026 Florida Council on Compulsive Gambling, Inc. All rights reserved.

Statewide Programs

Programs available across Florida or nationally, plus programs whose listing does not name a specific county or city.

Assurance Wireless Financial / Family Stability

Phone	Telephone Number: 1-888-321-5880
Website	https://www.assurancewireless.com/apply-now

Assurance Wireless provides eligible consumers with free monthly data, unlimited texting, free monthly minutes plus a free Smartphone.

Apply Online: https://www.assurancewireless.com/apply-now

Lifeline Support for Affordable Communications

Website	https://nv.fcc.gov/lifeline?id=nv_flow&sp=ZmFsc2U%3D&ln=RW5nbGlzaA%3D%3D

- **Lifeline**

USAC's toll-free number for the Lifeline Support Center: 1 (800) 234-9473

Lifeline provides up to a $9.25 monthly discount on service for eligible low-income subscribers and up to $34.25 per month for those on Tribal lands. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but they may not receive a discount on both services at the same time. Lifeline also supports broadband Internet service and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

Eligibility

Lifeline is available to eligible low-income consumers in every state, commonwealth, territory, and on Tribal lands. The Lifeline program is administered by the Universal Service Administrative Company (USAC).

To participate in the Lifeline program, consumers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in certain federal assistance programs, such as the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Supplemental Security Income, the Veterans and Survivors Pension Benefit, or certain Tribal Programs.

Methods to Apply for Lifeline: Online, Mail, or Through a Phone or Internet Company

You will need your full name, date of birth, last 4 digits of your Social Security Number or Tribal identification number, and home address.

Online Application: https://nv.fcc.gov/lifeline?id=nv_flow&sp=ZmFsc2U%3D&ln=RW5nbGlzaA%3D%3D

Mail in Application: https://www.lifelinesupport.org/wp-content/uploads/documents/get-lifeline/LI_Application_NVstates.pdf

© 2026 Florida Council on Compulsive Gambling, Inc. All rights reserved.

Phone Application: Contact your phone or internet company. Ask your selected phone or internet company for assistance submitting your application. You may be able to apply though the company’s website, if they make that option available.

- **Affordable Connectivity Program**

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

The benefit provides a discount of up to $30 per month toward internet service for eligible households and up to $75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than $10 and less than $50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Eligibility

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:

- Received a Federal Pell Grant during the current award year;
- Meets the eligibility criteria for a participating provider's existing low-income internet program;
- Participates in one of these assistance programs:
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools.
- SNAP
- Medicaid
- Federal Housing Assistance, including:
- Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
- Project-Based Rental Assistance (PBRA)/Section 202/ Section 811
- Public Housing
- Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians
- Supplemental Security Income (SSI)
- WIC
- Veterans Pension or Survivor Benefits
- or Lifeline;
- Participates in one of these assistance programs and lives on Qualifying Tribal lands:
- Bureau of Indian Affairs General Assistance
- Tribal TANF
- Food Distribution Program on Indian Reservations
- Tribal Head Start (income based)

Enroll

Go to AffordableConnectivity.gov to submit an application or print out a mail-in application.

Contact your preferred participating provider to select a plan and have the discount applied to your bill.

© 2026 Florida Council on Compulsive Gambling, Inc. All rights reserved.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

Looking for more help? Download FCCG's other free Problem Gambling Resource Packs at gamblinghelp.org/problem-gambling-resource-packs

© 2026 Florida Council on Compulsive Gambling, Inc. All rights reserved.