



FOR IMMEDIATE RELEASE

April 22, 2020

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PSC Launches Internet and Phone Helpline

MADISON - Today, the Public Service Commission of Wisconsin (PSC) launched a customer service phone line for people who need help locating phone or internet service during the COVID-19 public health emergency. Callers can speak with a PSC Consumer Affairs staff person who will walk through internet and phone service options available in their area and discuss eligibility for discounts on critical communications services.

"The helpline will serve as a one-stop shop for Wisconsin residents. Now more than ever we need to equip our consumers with the information and resources they need in order to access essential services." said Rebecca Cameron Valcq, Chairperson of the PSC.

The Internet and Phone Helpline number is 1 (608) 267-3595.

Callers can get help:

- Finding internet service and discounts
- Determining eligibility for a discount on voice or bundled voice and data service through the [Lifeline](#) program
- Finding locations where emergency Wi-Fi has been made available during the outbreak if no other options are available at home

Recently, the PSC in partnership with the Wisconsin Department of Public Instruction, announced a new web tool that can be used to find now over 650 emergency Wi-Fi locations in the state. See that announcement [here](#).

Additionally, the PSC has compiled a listing of emergency internet resources being offered by internet service providers. That information can be found on the PSC's website at <https://psc.wi.gov/>.

