

## UC Service Center Busy Signals: What is an Unemployed Person to Do?

Have you been calling the UC Service Center for hours or days about your unemployment claim without getting past a busy signal or long wait? The State does not have enough staff to answer the phone – but there are other ways to get through. Here are some tips for how to get around the busy signals and long waits. Not all of them get you immediate access, but they will probably get you answers sooner.

1. **Filing a new claim? Try the online application.** It is available on the website of the PA Department of Labor and Industry. Here's the [exact link](#). You can also check the status of your claim and your benefit schedule online.
2. **Try emailing about your problem.** You can email [UCCclaims@pa.gov](mailto:UCCclaims@pa.gov) about the issue you are experiencing and they should respond to you within a few days.
3. **Ask your state legislator's office to help you.** His or her "constituent service" staff can often cut through red tape for you. If you don't know who your representative or senator is, you can find them on the [state website](#).
4. **Go to a PA CareerLink office.** The CareerLink offices, which provide services to job seekers, have telephones that cut through the busy signals and go straight to a UC case worker. Beware that you may need to wait in a lengthy line. Don't know where to find the nearest CareerLink? Use this website to find it: [www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov)
5. **Stay on the phone.** If you make it past the busy signal and are still waiting to speak with someone at 4pm (when the Centers close) you will be signed up for a callback.
6. **Fill out this form.** You can send a message to UC through an [online form](#).
7. **Have a sticky issue with your UC claim and are low-income? Contact Philadelphia Legal Assistance.** We may be able to help you for free. You can find our intake hours at (215) 981-3800 or <http://uchelp.org>. If you are not from Philadelphia, then you can find your local legal services organization [here](#).
8. **Keep calling.** When all else fails, keep trying the statewide toll-free number for the UC Service Centers (888-313-7284) on Mondays, Tuesdays, or Thursdays and prepare to re-dial.

**You can file a complaint about your experience.**

[UCcomplaint.org](http://UCcomplaint.org)

We are tracking the problems that claimants experience. We will provide feedback to UC about your experiences and will keep you updated about new ways to reach UC.