

**West Virginia Department of Health and Human Resources**  
**Tel-Assistance / Lifeline and Link Up Program Application**

Case Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ SSN: \_\_\_\_\_

City, State, ZIP \_\_\_\_\_ County: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ **Account Number:** \_\_\_\_\_

***I certify that I am a "Qualified Low-Income Customer" and am applying for Tel-Assistance/Lifeline and Link Up Services.***

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

**PLEASE ANSWER THE FOLLOWING QUESTIONS.**

1. Which service are you applying for? ☐ Tel-Assistance/Lifeline ☐ Link Up ☐ Both
2. Do you have telephone service now? ☐ Yes ☐ No  
If yes, is your name on the bill? ☐ Yes ☐ No
3. What is the name of your selected telephone company? \_\_\_\_\_

**WAIVER**

I give permission to the West Virginia Department of Health and Human Resources (**DHHR**) to release to the telephone company listed above information concerning my eligibility for Tel-Assistance/**Lifeline and Link Up** services. **If my benefits from DHHR are** discontinued, I authorize the Department to notify the telephone company. I understand that it is not mandatory for me to sign this form. However, if I do not sign this form, I understand it is my responsibility to provide proof of my eligibility to the telephone company **upon request**.

NOTE: The person who signs this waiver must be the same person whose name is listed as the case name above.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

**Send the completed application to your telephone company listed on the back of this form. DO NOT RETURN this form to the DHHR. If you have questions about this service in your area, contact your selected telephone company.**

**DFA-TA-2** (Revised 11/08)

**For Phone Company use only:**

☐ Approved

☐ Denied

Tel-Assistance / Lifeline and Link Up Program  
Participating Telephone Companies

**Alltel Communications LLC**

Mailstop 1269-B1F03E  
Little Rock, Arkansas 72202-2177  
Phone: 1-800-255-8351 or 1-501-905-0181

**Armstrong Telephone Company  
West Virginia**

311 Main Street  
Hamlin, WV 25523  
Phone: (304) 824-5111

**Armstrong Telephone Company  
Northern Division**

600 East North Street  
Harrisville, WV 26362  
Phone: (304) 643-2921

**AT&T (Highland Cellular, American  
Cellular, Easterbrooke)Cingular Wireless**

Phone: 1-800-222-0300

**FiberNet, LLC**

Customer Service  
1200 Greenbrier Street  
Charleston, WV 25311  
Phone: 1-800-320-6144

**Frontier Communications**

300 Bland Street  
Bluefield, WV 24701  
Phone: (304) 325-1688

**Hardy Telecommunications, Inc.**

2255 Kimseys Run Road  
Lost River, WV 26810  
Phone: (304) 897-9911 or (304) 530-5000

**NTELOS of West Virginia, Inc.**

Phone: (877) 468-3567 (877-4-ntelos)  
or visit the NTELOS Retail Stores.

**Sprint Nextel**

Phone: (888) 408-3306

**Spruce Knob Seneca Rock Telephone**

P.O. Box 100  
Riverton, WV 26814  
Phone: (304) 567-2121

**StratusWave Communications**

1025 Main Street Suite 900 Mull Center  
Wheeling, WV 26003  
Phone: (304) 233-5343

**U S Cellular**

8410 W. Bryn Mawr Avenue  
Chicago, IL 60631  
Phone: 1-800-447-1339

**Verizon**

Verizon Imaging Center  
P.O. Box 9000  
Annapolis, MD 21401-9000  
Phone: (304) 954-6200 (toll free)

**War Telecommunications**

Customer Service  
P.O. Box 145  
War, WV 24892  
Phone: (304) 875-2211

**West Side Telecommunications**

Customer Care  
1449 Fairmont Rd  
Morgantown WV, 26501  
Phone: (304) 983-2211