West Virginia Department of Health and Human Resources
Tel-Assistance / Lifeline and Link Up Service Fact Sheet
For Qualified Low-Income Customers of Participating Telephone Companies

Tel-Assistance/Lifeline and Link Up are telephone services that provide discounts to eligible low-income consumers to help them establish and maintain telephone service. To qualify for these services, the telephone bill must be in your name.

What type of discount is available?

Tel-Assistance/Lifeline lowers the cost of basic, monthly local telephone service by giving eligible consumers a discount on telephone service.

Link Up reduces the cost of initiating new telephone service. Eligible consumers may receive a discount off the one-time costs associated with initiating telephone service and may also qualify for a deferred payment schedule for some remaining costs.

Tel-Assistance/Lifeline and Link Up services vary by telephone company. If you have questions regarding these services, contact your selected telephone company for details.

How do I know if I am eligible?

To be eligible for Tel-Assistance/Lifeline and Link Up, you must be participating in at least one of the following programs:

- ✓ Emergency Assistance (EA)
- ✓ Federal Public Housing Assistance or Section 8
- ✓ Low-Income Energy Assistance Program (LIEAP)
- ✓ Medicaid
- ✓ National School Lunch Program (free program only)
- ✓ School Clothing Allowance (SCA)
- ✓ Supplemental Nutrition Assistance Program (SNAP) formerly the Food Stamp Program
- ✓ Temporary Assistance for Needy Families (TANF)
- ✓ WV Children's Health Insurance Program (WV CHIP)
- ✓ Other state or federal means-tested programs

How do I apply to receive Tel-Assistance/Lifeline and Link Up Services?

To apply for Tel-Assistance/Lifeline and Link Up services, you must complete the application and send it to your selected telephone company.

Please read the instructions carefully. Be sure to answer all questions completely. Failure to do so may result in a delay or denial of service.

1. Print the name of your selected telephone company and Social Security Number in the spaces provided on the application.

2. Enter your Customer Account Number or telephone number (if applicable) in the space provided on the application.

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