



Telephone Bill Assistance Programs Lifeline and Link-Up

Division of Rate Counsel



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Consumers may be eligible to receive discounts on their telephone bill or installation fees from telephone companies that have been authorized to provide federal assistance programs.

The programs include Lifeline Assistance Program, offering reductions in the monthly fee for service, and Link-Up, offering reductions in charges to start service.

Eligibility is determined based on a consumer's income or participation in other assistance programs.

If you participate in any of the following programs, you may also qualify for telephone assistance:

- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families/Work First New Jersey (TANF) General Assistance
- Lifeline Utility Credit/Tenants Lifeline Assistance
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- Food Stamp Program
- Home Energy Assistance Program (LIHEAP/HEAP)
- Medicaid

Details of the programs and requirements can be found at the New Jersey Board of Public Utilities' website:
<http://www.bpu.state.nj.us/bpu/assistance/programs/#nbr8>

Consumers should check with the Board of Public Utilities and the designated telephone companies to learn more about specific programs, which vary in terms of benefits, discounts and coverage areas. The following companies are among the participants in the telephone assistance programs:

- AT&T
- Verizon
- Embarq (formerly United New Jersey)
- MCImetro Access Transmission Services, a subsidiary of Verizon Communications
- Warwick Valley Telephone Co.

