

# NEWS

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## **Can't Pay Your Phone Bill? Telephone Assistance Helps You 'Stay Connected'**

MONTGOMERY – So your “Hello” has said “Goodbye”? Losing telephone service can be scary. Access to local emergency services and community resources is vital to all Alabamians. What’s more, local phone service often can be the difference between social connection and complete isolation.

That is why the Alabama Public Service Commission wants residents to “stay connected” and is reaching out to those who need phone service but can’t afford it. During “Lifeline Awareness Week,” September 12-18, the Public Service Commission will promote the Lifeline and Link Up assistance programs, which offer discounts on basic local telephone service.

Through the federal Lifeline program, telephone customers who meet income requirements are eligible for a discount of at least \$10 a month on their bill for basic telephone service. Link-Up provides a 50-percent reduction in the telephone installation charge, up to a maximum of \$30, for qualifying households that do not currently have telephone service.

To find out if you qualify, contact your local telephone service provider. If you believe you are eligible but your telephone company refuses to enroll you in Lifeline/Link Up, contact the Alabama PSC at 1-800-392-8050.