



TENNESSEE REGULATORY AUTHORITY

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Can't Pay Your Phone Bill? There Is Help.

Governor Bredesen Proclaims Sept. 14-20 "Lifeline and Link-Up Telephone Discount Awareness Week"

NASHVILLE, Tenn. – The Tennessee Regulatory Authority (TRA) and the Attorney General's Consumer Advocate & Protection Division announce September 14 – 20 has been proclaimed by Governor Phil Bredesen as "Lifeline and Link-Up Telephone Discount Awareness Week" in Tennessee.

"I hope the activities of this special week will raise awareness among consumers about the state and federal programs that make affordable telephone service available to low-income Tennesseans," Bredesen said. "Staying connected to local resources and emergency services can improve and possibly save many lives, but only about 20 percent of eligible Tennesseans are currently participating in these assistance programs."

"Access to local emergency services and community resources is vital to our low-income and elderly residents. Sometimes people just need a little help," said Sara Kyle, Tennessee Regulatory Authority chairman. "These very important programs are available to Tennesseans, but many of those eligible do not know it. We want to change that."

The Tennessee Regulatory Authority and the Attorney General want residents to "stay connected" and are reaching out to those who need phone service but cannot afford it. During this week, we will promote the Lifeline and Link-Up Assistance Programs which offer discounts to help residents have access to basic local telephone service.

"Federal assistance programs like Lifeline and Linkup can help eligible Tennesseans save money" said Attorney General Bob Cooper. "I encourage those that are eligible to contact their local telephone company or the TRA to get more information about applying for these programs".

Under the federal Lifeline program, telephone customers who participate in certain public assistance programs are entitled to receive a basic telephone service discount of up to \$10 per month. In Tennessee, the monthly discount is up to \$13.50. Link-Up provides a 50 percent reduction in the telephone service installation charge, up to a maximum of \$30, for qualifying households that do not currently have telephone service.

To apply for these programs, contact your local telephone company or the TRA at 1-800-342-8359.

The mission of the TRA is to promote the public interest by balancing the interests of utility consumers and providers. For more information on the TRA, visit online at www.state.tn.us/tra.

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