Questions & Answers

Do most telephone companies offer the Lifeline Assistance Program?
Yes. Companies serving the vast majority of Floridians offer the program, and this even includes some cellular companies.

Can my Lifeline local service be cut off if I have unpaid long distance bills?
No, but your long distance service can be blocked.

I don't have service now because I haven't paid an old phone bill. I also have a low credit rating. Can I still get Lifeline?
Yes. The phone company can require you to make payments on the local part of the old bill. If you haven't paid for your long-distance charges, you may need to have your long distance calling blocked.

Do I have to pay a deposit for Lifeline?
If you have your long distance service blocked, the phone company cannot make you pay a deposit.

What happens to my Lifeline service when I no longer qualify?
You should call your phone company and ask for Transitional Lifeline Assistance. This state program gives 30% off the monthly flat rate for residential basic service. You can get this discount for one year after you no longer qualify for the regular Lifeline program.

Will receiving the Lifeline credit impact my benefits from other programs (for example, food stamps)?
No, it will not affect your benefits.

Do my assets, such as owning a car, affect my income eligibility for the programs?
No, not if you meet qualifications for other discount programs.

Do I have to be a certain age to qualify for the Lifeline program?
No, adults of all ages may qualify.

Florida Lifeline Assistance Program

is a state program approved by the
Florida Public Service Commission.

If you have questions, you may call the
Florida Public Service Commission's
Division of Safety, Reliability
and Consumer Assistance at
1-800-342-3552,
fax your questions to
1-800-511-0809,
or contact the FPSC via the
following e-mail address:
contact@psc.state.fl.us.

Or write to the
Florida Public Service Commission
Division of Safety, Reliability
and Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

See our Internet home page at
www.floridapsc.com.

MAY 2012

FLORIDA LIFELINE ASSISTANCE PROGRAM

A publication of the
Florida Public Service Commission

The Lifeline Assistance Program

helps make telephone service affordable to low-income customers in our state.

Lifeline Assistance

gives a $12.75 credit per month on local phone bills. Over a year's time, that is a savings of ***$153.00.***

The Florida Public Service Commission wants all eligible low-income residents to receive this discount.

You need to sign up to benefit.

If you have further questions please call the PSC at ***1-800-342-3552***.

Am I Eligible?

Yes, if you receive STATE OR FEDERAL help from:

- Temporary Cash Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- National School Lunch (NSL) Program's free lunch program

In addition, if you live on a federally recognized tribal land and are eligible for benefits through the Bureau of Indian Affairs for Tribal Temporary Assistance for Needy Families, Head Start Subsidy or the NSL, you qualify for Tribal Link-Up and expanded Lifeline Assistance.

OR

Yes, if you meet the INCOME GUIDELINES:

Number of People In Household	Total Household ANNUAL Income*	Total Household MONTHLY Income*
1	$16,755	$1,396
2	$22,695	$1,891
3	$28,635	$2,386
4	$34,575 **	$2,881

* 150% of U.S. Poverty Guidelines
** For each additional person, add $5,940

How Do I Sign Up?

If you receive STATE OR FEDERAL help:

First, if you do not have phone service in your home, you will need to contact a local phone company in your area to establish service and apply for the Lifeline Assistance program.

Already have phone service? Applying is easy. You can call your local phone company and ask for help signing up for the Lifeline Assistance program.

OR Visit the PSC's Lifeline Web page at www.floridapsc.com/utilities/telecomm/lifeline to apply online or obtain a printed application.

Want to apply online? Simply complete the online application using the Lifeline Automated Online Application process and click Submit to send your application directly to your telephone company.

Want to apply by mail or fax? Simply print the Lifeline Certification Form. Then, complete the application form and mail or fax it to the address or fax number shown on the application for your telephone company.

OR If you are a new applicant or re-certifying your eligibility at the Florida Department of Children and Families (DCF) for: ◆ Temporary Cash Assistance ◆ SNAP ◆ Medicaid

THEN You can choose to be automatically enrolled for the Lifeline program when you apply at the Department of Children and Families.

If you meet the INCOME GUIDELINES:

Call **1-800-540-7039** (Office of Public Counsel in Tallahassee) and ask for help signing up for the Lifeline program.

OR Download an application at www.floridaopc.gov/lifeline.cfm and mail it to the Office of Public Counsel using the address at the bottom of the application.