

**ILEC LIFELINE DATA REQUEST 2015**  
**CENTURYLINK RESPONSE**

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 30, 2015.**

**For items 1 through 15, please provide the data for the fiscal year July 1, 2014, through June 30, 2015.**

**For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.**

1. The number of residential access lines in service each month.

**Response: See Attachment 1**

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

**Response: See Attachment 1**

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

**Response: See Attachment 1**

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

**Response:**

Incomplete Form	1110
Incorrect or Missing Documentation	2448
Invalid Account Holder Name	134
Not Eligible	100
Account does not Exist with CTL	602
NLAD Rejection	710
Household already on Lifeline	1429
Other Reasons	448
<b>Total</b>	<b>6981</b>

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

**Response: See Attachment 1**

## CenturyLink's Response to FPSC Lifeline Date Request

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines, or Lifeline customers moved to Transitional Lifeline.

**Response: See Attachment 1**

7. The number of customers participating in Transitional Lifeline each month.

**Response: See Attachment 1**

8. The number of customers participating in Lifeline under the Tribal Lands provision each month.

**Response: See Attachment 1**

9. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

**Response: See Attachment 1**

10. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:

- a. Procedures used to process applications received from the Office of Public Counsel.

**Response: The Office of Public Counsel sends a weekly file to CenturyLink via email. This file contains the names, addresses and phone numbers of customers that the OPC has verified are eligible for the Lifeline discount based on their income. These accounts are routed to a worklist management system, which distributes the accounts to CenturyLink agents who add the Lifeline codes to the approved customers' accounts so that the proper monthly recurring discounts are added to the customers billing. Nightly, accounts that have had Lifeline added to their account are sent via API batch to the National Lifeline Accountability Database (NLAD). If the customer is already in the NLAD, the entry will fail and we remove Lifeline from the account. If the customer information passes NLAD, Lifeline remains on the account.**

- b. Procedures used to process applications received directly from customers.

**Response: When contacted by a Florida residential customer, a CenturyLink representative explains the Lifeline program/process and helps the customer evaluate their eligibility. A letter is mailed to the customer explaining the Lifeline program and the eligibility requirements. A Lifeline application is included with the letter. When the customer sends the completed application and eligibility documentation back to CenturyLink, it is scanned along with any attachments included by the customer and then electronically transferred to the work-list management system. Representatives in a CenturyLink offline center**

process these Lifeline applications sequentially. If the Lifeline application was filled out correctly and signed by the account holder, and the proper documentation of eligibility is attached, the Lifeline discount is added to the account. The eligibility documentation is destroyed after 90 days.

If the application was not completed correctly or was not signed, or if the applicant fails to attach acceptable documentation of eligibility, a letter is sent explaining the missing or incomplete application/documentation along with a new application form. The customer is requested to provide the correct information and return the new application. Upon receipt of the correctly completed application, the Lifeline discount is added to the account.

Nightly, accounts that have had Lifeline added to their account as described above are sent via API batch to the National Lifeline Accountability Database (NLAD). If the customer information passes NLAD, Lifeline remains on the account. If the information does not pass NLAD, we remove Lifeline from the account and notify the applicant that they failed to pass the NLAD check so Lifeline was not added to their account. They are sent a new application and instructions on how to reapply and what additional information is needed to pass the NLAD check in the event they wish to apply.

- c. Procedures used to process applications received through the PSC on-line process.

**Response:** CenturyLink receives an email from the Florida Public Service Commission indicating there are Lifeline applications available to download. CenturyLink downloads these applications and formats them for processing in an automated system. The applications that are rejected from the automated system are routed to a worklist management system which distributes the accounts to agents for manual processing. The agents determine why the discount was not automatically added by the automated system and then adds Lifeline to the account as required. Nightly, accounts that have had Lifeline added to their account as described above are sent via API batch to the National Lifeline Accountability Database (NLAD). If the customer is already in the NLAD, the entry will fail and we will remove Lifeline from the account. If the customer information passes NLAD, Lifeline remains on the account.

- d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

**Response:** CenturyLink receives an email from the Florida Public Service Commission indicating there are Lifeline applications available to download. CenturyLink downloads these applications and formats them for processing in an automated system. The applications that are rejected from the automated system are routed to a worklist management system which distributes the accounts to agents for manual processing. The agents determine why the discount was not automatically added by the automated system and then adds Lifeline to the account as required. Nightly, accounts that have had Lifeline added to their account as described above are sent via API batch to the National Lifeline Accountability Database (NLAD). If the customer is already in the NLAD, the entry will fail and we will remove Lifeline from the account. If the customer information passes NLAD, Lifeline remains on the account.

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

**Response: The majority of Lifeline applications are processed within 5 days of receipt of application depending on work volume within the CenturyLink Offline Center. The amount of time between receipt of the customer's application and the billing date of the first bill providing the credit will vary depending on what billing cycle the customer is assigned to. It should not be longer than the second billing cycle after receipt of the customer's application and may in some cases be the first billing cycle after receipt of the application.**

- 11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the following in your response:

- a. Time period between initial certification and annual certification.

**Response: CenturyLink follows the FCC's guidance for recertifying Lifeline benefits annually as described in the FCC's May 22, 2013 Press Release. That guidance requires ETC's to utilize their current year data month February 497 subscriber list, adjusted to remove any January and February Lifeline additions, as the basis for the current year recertifications. The time between initial certification and annual certification will vary by subscriber.**

- b. Method(s) used to verify customer eligibility.

**Response: CenturyLink partnered with the Florida PSC and the DCF for assistance in recertifying our Lifeline subscribers in 2015. CenturyLink sent a list of our Lifeline subscribers to the PSC, who worked with the DCF to determine which Lifeline customers were still eligible according to the DCF database. Those customers that DCF could not verify as still eligible were mailed a 30-day written notice in accordance with 47 CFR § 54.405(d)(4) that they needed to validate their continued eligibility by either completing and returning the form attached to the notice or responding to the notice via IVR. Upon expiration of the 30-day notice period, Lifeline was removed from the accounts of non-responders and those that provided incomplete or inaccurate responses.**

- c. Frequency of periodic certification.

**Response: CenturyLink recertifies 100% of our Lifeline subscribers annually in accordance with 47 CFR §54.410(f).**

- 12. Description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

**Response: CenturyLink has established processes for use by Customer Service Representatives (see Attachment 14 from Q. 14), as well as publishing bill inserts (see Attachment 12A) informing customers of the availability of Lifeline annually. CenturyLink also provides a link on our web site where customers can learn more about Lifeline and access an application.**

**<http://www.centurylink.com/shop/SpecialOffers/misc2.jsp>**

- b. Outreach and educational efforts involving participation in community events.

**Response:**

- **June 5&6, 2015- Hispanic Business Expo in Osceola County. CenturyLink promoted Lifeline in conjunction with Centurylink Internet Basics.**
- **October 25, 2014 – Orlando Home Show in Orlando. CenturyLink promoted Lifeline in conjunction with Centurylink Internet Basics.**
- **October 11, 2014 – Viva Osceola event out on by the Osceola Chamber of Commerce. CenturyLink promoted Lifeline in conjunction with Centurylink Internet Basics.**
- **Sept 27, 2014 – Harmony Event in St. Cloud. CenturyLink promoted Lifeline in conjunction with Centurylink Internet Basics**
- **August 11, 2014 – Feria la Familia event at Osceola Heritage Park. CenturyLink promoted Lifeline in conjunction with Centurylink Internet Basics**
- **August 9, 2014 – Bella Apartment pool party event in Kissimmee. CenturyLink promoted Lifeline in conjunction with Centurylink Internet Basics**

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

**Response: CenturyLink advertises in newspapers within or adjacent to our service territories and distributes press releases to the State Press Association for inclusion in each of their members papers. Please see attachments 12C – 2 documents.**

- d. Copies of Lifeline outreach materials of your company.

**Response: Please see attachments 12D – 6 documents.**

- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

**Response: Schools , School Foundations, Public Housing Administrators, Community Assistance Program, Senior Resource Alliance, DCA, DCF,OPC, FPSC, Florida Department of Education, Florida Department Of Elder Affairs, Jobs Plus, AARP, and Career Source**

13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:

- a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.

**Response:** Each month the CLEC must report to CenturyLink, by the tenth (10<sup>th</sup>) business day of each month, the total number of resold access lines eligible for Lifeline Service designations during the previous month. The report should include each eligible end user's telephone number and exchange. The report is validated and manual credits are applied to the CLEC's bill. The amount of the credit for each line is \$9.25.

- b. Initial and annual certification procedures and requirements.

**Response:** The CLEC is required to obtain proper certification documentation from each end user prior to implementing resold Lifeline services and to maintain records in compliance with State and Federal requirements that document the end user's qualification and continuing eligibility for the Lifeline program. The CLEC agrees in the interconnection agreement to comply with all rules and regulations related to the collection and maintenance of such documentation as established by the appropriate FCC or State Commission and the CenturyLink General Exchange Tariff. The CLEC is required to provide copies of any such documentation upon the request of any governmental entity or CenturyLink.

- c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

**Response:** Through CenturyLink's interconnection agreement, the CLEC agrees to fully cooperate with CenturyLink concerning any required compliance effort or any audit or request for information from any State or Federal authority concerning the Lifeline Program. The CLEC agrees to work directly with the State of Florida during any eligibility compliance audit and will be responsible for providing its customers' verification information in the format required by the state.

The CLEC is required to fully indemnify CenturyLink in the event that CenturyLink is required by a governmental entity to return any Lifeline Program reimbursement amounts related to participation of the CLEC's customers in the programs. Such indemnification may be satisfied by charges against the CLEC's deposit if necessary.

14. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

**Response:** Sales representatives go through their initial training which consists of a review of the Lifeline program and the requirements per state. They then review the company's Handbook where they can find policy information on each state we serve. This is where the Lifeline requirements are maintained for all representatives in the company to find and review when needed.

**Attachment Q.14 is a copy of the overall Lifeline document for customer service representatives that include how to discuss Lifeline availability with customers.**

15. Please provide any link on your Web site that provides Lifeline information.

## CenturyLink's Response to FPSC Lifeline Date Request

**Response:** CenturyLink has a link on its website that provides the state specific Lifeline application form. The web site also contains more details about the Lifeline program.

**<http://www.centurylink.com/shop/SpecialOffers/misc2.jsp>**

In addition to CenturyLink's own web site, USAC's Lifeline web site contains a link to CenturyLink's web site.

**<http://www.lifelinesupport.org/lis/companies/CompanyListing.aspx?state=FL&stateName=Florida>**

ATTACHMENT 1: Responses to the following questions

Question:

1 The number of residential access lines in service each month.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
619,543	617,466	613,366	611,402	610,336	608,988	608,233	607,540	604,463	599,215	596,237	594,751

2 The number of customers participating in Lifeline each month. Do not include transitional or resold access lines.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
18,390	18,338	18,443	17,190	16,631	16,731	16,874	16,700	16,790	16,766	16,485	16,163

3 The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
\$ 170,166	\$ 169,690	\$ 170,623	\$ 159,033	\$ 153,862	\$ 154,787	\$ 156,085	\$ 154,475	\$ 155,308	\$ 155,086	\$ 152,486	\$ 149,508

5 The number of new Lifeline customers added.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
923	879	863	728	705	684	1,305	783	627	615	595	587

6 The number of customers removed from Lifeline service.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
1,289	931	758	1,981	1,264	584	1,162	957	537	639	876	909

7 The number of customers participating in Transitional Lifeline each month.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
753	780	940	1052	1168	1283	1283	1606	1585	1491	1496	1429

8 The number of customers participating in Lifeline under the Tribal Lands provision each month.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
3	3	1	1	1	1	0	0	0	0	0	0

9 The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15

Alternative Phone	
Telecircuit	
Retel	
Flatel	



**Telephone Assistance** - CenturyLink participates in a government benefit program (Lifeline) to make residential telephone service more affordable to eligible low-income individuals and families. Eligible customers are those that meet eligibility standards as defined by the FCC and state commissions. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program. If you live in a CenturyLink service area, please call 1-800-201-4099 or visit [www.centurylink.com/lifeline](http://www.centurylink.com/lifeline) with questions or to request an application for the Lifeline program.

**Annual Customer Do-Not-Call Notification** - To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry and the telemarketer does not fall under one of the limited exceptions. You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number onto the list when the five years have passed, and you may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following: calls from organizations with which you have established a business relationship; calls for which you have given prior written consent; calls which are not commercial or do not include unsolicited advertisements; calls by or on behalf of tax-exempt non-profit organizations. Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by Internet at [www.donotcall.gov](http://www.donotcall.gov). Inclusion of your telephone number on the national Do-Not-Call Registry will be effective three months following your registration. CenturyLink would like the opportunity to continue informing you of special promotions and incentives that may be of benefit. To find out about new and exciting offers, please contact our Customer Contact Center at the number located on your invoice or check our Web site at [www.CenturyLink.com](http://www.CenturyLink.com).

**8-1-1 Call Before You Dig** - Digging into underground telephone, electric, gas or water lines can disrupt service to your area or could cause serious injury and you could be charged substantial fines. For

peace of mind, please call 8-1-1 at least two days before digging up your property. This is a free service.

**CPNI** - Recent changes in government regulations allow CenturyLink to use information about your current telecommunications services to keep you informed of the latest products and services that will best meet your future needs. This information includes things such as the types of services and features you use, the way we provide these services to you, as well as calling and billing records. We would like to share your information among the CenturyLink family of companies for the purpose of keeping you informed about innovative service offerings and exciting new packages including local service, long distance, high-speed data services and Internet access. This will allow you to stay abreast of the latest technology and enhance or change the way you communicate with your family, friends and business associates. You may also receive information on how to save money on these products and services.

By federal law, you have the right, and CenturyLink has a duty, to protect the confidentiality of information regarding your telecommunications services. Only those companies that now or in the future sell CenturyLink services, including our agents and authorized sales representatives, will use this information. If you do not want CenturyLink to share your information with our subsidiaries, all you have to do is call the Customer Contact number located on your invoice. Your selection will be noted on your account and will remain in effect until you withdraw it. If you have elected to not have CenturyLink share your information with our subsidiaries (opt-out) in the past, no action is required on your part to maintain the opt-out election. However, consumers who wish to reverse their previous decision to opt-out, or consumers who have not previously opted out but wish to do so, must take action as described in this notice. Whatever you decide, CenturyLink will continue to provide you with the highest quality of service possible.

**We value you as a customer and look forward to continuing to serve your communication needs. If you have any questions, please contact customer service at the number listed on your bill.**

8243-0028-1  
N-14-106



#### **IMPORTANT NEWS FROM CENTURYLINK ABOUT YOUR PHONE SERVICE**

**Federal Universal Service Fund Changes** - The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC), and you may see changes on your bills in January, April, July and/or October should changes occur. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international charges. The Federal USF rate and charge are clearly identified on your bill. The effective rate for Centrex and multi-line business customers varies by state and can be found on your bill or online at [www.CenturyLink.com/FCCRates/](http://www.CenturyLink.com/FCCRates/).

**Federal Access Charge Changes** - The annual adjustments of a federally approved telephone subscriber line charge, shown on your bill as the Federal Access Charge, took effect July 1, 2014. These adjustments remain subject to final approval by the Federal Communications Commission (FCC). The Federal Access Charge covers part of the cost for providing access to and maintenance of your local network. The Federal Access Charge changed in some states for main residential and single-line business lines, ISDN-BRI and multi-line business lines, including ISDN-PRI and Centrex lines. **The effective rates can be found on your bill or online at [www.CenturyLink.com/FCCRates/](http://www.CenturyLink.com/FCCRates/).**

**Your Rights Regarding Pay-Per-Call Information-Delivery Services** - CenturyLink wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing prefixes like "900" or "700" and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services. CenturyLink does not provide interstate pay-per-call services, but we do bill customers in our local service region on behalf of many third-party companies, including interexchange long-distance carriers and billing aggregators. A number of these companies, in turn, bill on behalf of pay-per-call service providers. You have specific rights and responsibilities regarding pay-per-call charges that may appear on any of these various companies' bill pages within your CenturyLink bill. We are providing this notice in order to explain those rights as described in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

**To Report a Billing Error** - If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page where the pay-per-call charge appears no later than 60 days after you receive the bill containing the charges; or 60 days after the goods you ordered were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared on your bill
- The amount of the disputed charges
- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing

entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per-call provider to assure full resolution of your matter.

**Response From the Billing Company** - In the event you contact the company whose name appears on the bill page where the pay-per-call charge appears in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the non-disputed portion of your bill; failure to pay may result in collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended. This same company must investigate, within 90 days of your initial complaint, whether or not the disputed charges are valid. If there was a billing error, the billing company will let you know and will adjust the charges as appropriate. If the charges have been referred to collections, the collections activity will stop. If the billing company determines the charges were not billed in error, you will receive a written explanation detailing how that conclusion was reached, how much you owe, and the date by which you must pay it. Failure to pay could lead to collection activity. If you continue to dispute the charges, the billing company should not report you as delinquent without also reporting that you continue to dispute the charges.

**Compliance** - Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed charges are discovered to be correct.

**Additional Customer Rights** - You have a right not to be billed for pay-per-call services that do not comply with federal laws and regulations. Your local telephone service cannot be disconnected if you do not pay for pay-per-call services. **You may request a block to prevent access to pay-per-call services from your phone line. CenturyLink will provide the block, where feasible, at no charge to you.**

#### **Telecommunications Relay Service Dial 7-1-1 or Special Toll Free Numbers**

Relay is a free communications service that connects individuals who are deaf, hard of hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial one of the toll free numbers listed here, or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

#### **Types of TRS Calls**

**Computer (ASCII):** users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.

**Hearing-Carry-Over:** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.

**Internet Relay:** Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.

**Spanish Relay:** Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.

**Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant repeats the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

**Text Telephone (TTY):** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

**Video Relay Service (VRS):** Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.

**Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. (Requires a special telephone with text display.)

**Voice/Standard Telephone:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

**Voice Over Internet Protocol (VOIP):** VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1 or using the toll-free number listed in your telephone directory. For more information about TRS, please go to the following URL: <http://www.centurylink.com/Pages/AboutUs/Community/Disabled>

#### **Captioned Telephone Service (CapTel™):**

CapTel™ allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel™ phone, dial 1-877-243-2823.

#### **TTY Users and Emergency Assistance ("9-1-1"):**

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

**Monitoring and Recording of Calls with CenturyLink Business Offices and Other CenturyLink Representatives** - Please remember, when you call CenturyLink for sales, service or repair issues, CenturyLink may monitor or record those calls for quality assurance or training purposes. Additionally, when a CenturyLink customer service representative or repair technician calls you, those calls too may be monitored or recorded for the same purpose. Please inform all members of your household or business who may be in contact with CenturyLink of this information.

**High Cost Fund (Applicable to Colorado Customers Only)** - You may have noticed a charge on your telephone bill for the Colorado Universal Service Fund. This charge is required by the Colorado Public Utilities Commission (PUC) to pay for the Colorado Universal Service Fund established by state law.

**What is the Colorado Universal Service Fund?** It is a fund to ensure that basic telephone service is affordable in Colorado. Money from the fund is used to support basic local phone service in areas where costs to provide service are high. This allows local phone rates to remain reasonably comparable across the state. Payments are made to telephone companies that serve areas with high costs and meet other PUC requirements for the funding.

**What services is this charge applied to and who pays it?** This charge is assessed as a percentage of your in-state telecommunications services for local, wireless, paging, in-state long distance and optional services. The charge is not applied to interstate services. All telecommunications customers in Colorado pay this monthly charge.

#### **What is the monthly charge?**

The monthly charge is currently set at 2.9 percent, which was effective July 1, 2011. The PUC may adjust the charge over time depending on how much money is needed for the fund and to make sure that customers do not pay more than is necessary.

**Who do I call if I have questions about this charge?** For more information, contact your telecommunications provider.

**Slamming - Have you ever been slammed?** Would you know if you have? Slamming is when one telephone company changes a customer's telephone service - usually long distance service - to another telephone company without that customer's permission. CenturyLink is here to offer some helpful tips on how to avoid being a victim of slamming. Initially, you should call your local telephone company and request a "PC FREEZE" (Preferred Carrier), which will prohibit future changes to your carrier selection until further notice from you. If you receive a call from a telemarketer asking you to change your long distance service and you are happy with your current service, just say that you are not interested and hang up. Don't verify your name, your spouse's name, or your address and never give out your Social Security number. Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings. If you are slammed, notify your local company to reconnect you to your preferred long distance company at no charge. If the rates charged are higher than your normal rates, you may be entitled to a refund.

## Phone and Internet Discounts Available to CenturyLink Customers

The Florida Public Service Commission designated CenturyLink as an Eligible Telecommunications Carrier within its service area for universal service purposes. CenturyLink's basic local service rates for residential voice lines are \$19.99 per month and business services are \$29.00-\$33.50 per month. Specific rates will be provided upon request.

CenturyLink participates in a government benefit program (Lifeline) to make residential telephone service more affordable to eligible low-income individuals and families. Eligible customers are those that meet eligibility standards as defined by the FCC and state commissions. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

Lifeline eligible subscribers may also qualify for reliable home high-speed Internet service up to 1.5Mbps for \$9.95\* per month for the first 12 months of service. Please call 1-800-257-3212 or visit [centurylink.com/internetbasics](http://centurylink.com/internetbasics) for more information.

If you live in a CenturyLink service area, please call 1-855-954-6546 or visit [centurylink.com/lifeline](http://centurylink.com/lifeline) with questions or to request an application for the Lifeline program.

**\*CenturyLink Internet Basics Program** – Residential customers only who qualify based on meeting income level or program participation eligibility requirements, and requires remaining eligible for the entire offer period. First bill will include charges for the first full month of service billed in advance, prorated charges for service from the date of installation to bill date, and one-time charges and fees described above. Qualifying customers may keep this program for a maximum of 60 months after service activation provided customer still qualifies during that time. Listed High-Speed Internet rate of \$9.95/mo. applies for first 12 months of service (after which the rate reverts to \$14.95/mo. for the next 48 months of service), and requires a 12-month term agreement. Customer must either lease a modem/router from CenturyLink for an additional monthly charge or independently purchase a modem/router, and a one-time High-Speed Internet activation fee applies. A one-time professional installation charge (if selected by customer) and a one-time shipping and handling fee applies to customer's modem/router.

**General** – Services not available everywhere. Have not have subscribed to CenturyLink Internet service within the last 90 days and are not a current CenturyLink customer. CenturyLink may change or cancel services or substitute similar services at its sole discretion without notice. Offer, plans, and stated rates are subject to change and may vary by service area. Deposit may be required. Additional restrictions apply. **Terms and Conditions** – All products and services listed are governed by tariffs, terms of service, or terms and conditions posted at [centurylink.com](http://centurylink.com). **Taxes, Fees, and Surcharges** – Applicable taxes, fees, and surcharges include a carrier Universal Service charge, carrier cost recovery surcharges, state and local fees that vary by area and certain in-state surcharges. Cost recovery fees are not taxes or government-required charges for use. Taxes, fees, and surcharges apply based on standard monthly, not promotional, rates.



## Descuentos en Teléfono e Internet Disponibles para Clientes de CenturyLink

La Comisión de Servicios Públicos de la Florida (FPSC) ha designado a CenturyLink como Proveedor Elegible de Telecomunicaciones dentro de su área de servicio para los propósitos de servicio universal. Las tarifas para servicios básicos locales de CenturyLink son de \$19.99 al mes para líneas de voz residenciales, y de \$29.00-\$33.50 al mes para servicios de negocios. Tarifas específicas serán proporcionadas mediante solicitud.

CenturyLink participa en un programa de asistencia gubernamental (Lifeline) que proporciona servicio telefónico residencial a un precio accesible a individuos y familias de bajos recursos elegibles. Los consumidores elegibles serán quienes cumplan con los estándares establecidos por la FCC y las comisiones estatales. Los residentes que habiten en tierras tribales reconocidas federalmente podrían calificar para obtener beneficios tribales adicionales si participan en ciertos programas de elegibilidad federales adicionales. El descuento Lifeline está disponible para sólo una línea telefónica por hogar, ya sea de teléfono fijo o inalámbrico. Para efectos del programa Lifeline, un hogar se define como un individuo o un grupo de individuos que viven en un mismo domicilio y comparten ingresos y gastos. El servicio Lifeline no es transferible, y sólo los consumidores elegibles podrán inscribirse para participar en el programa. Los consumidores que hagan declaraciones falsas con el objeto de obtener el servicio telefónico Lifeline intencionalmente podrían ser sancionados con multas o encarcelamiento, y se les podría negar la participación en el programa.

Los suscriptores elegibles a Lifeline también podrían calificar para obtener servicio de Internet residencial de Alta Velocidad confiable, con hasta 1.5Mbps por \$9.95\* al mes durante los primeros 12 meses del servicio. Favor de llamar al 1-800-257-3212 o visitar [centurylink.com/internetbasics](http://centurylink.com/internetbasics) (disponible solo en inglés) para obtener más información.

Si usted vive en un área de servicio de CenturyLink, por favor llame al 1-855-954-6546 o visite [centurylink.com/lifeline](http://centurylink.com/lifeline) para resolver sus dudas o para pedir una solicitud para participar en el programa Lifeline.

**\*Programa CenturyLink Internet Basics** – Disponible sólo para clientes residenciales que califiquen basado en el cumplimiento con los requisitos de nivel de ingreso, o con los requerimientos de elegibilidad para la participación en el programa, y requiere que los criterios de elegibilidad se mantengan durante la duración total del periodo de oferta. La primera factura incluirá los cargos correspondientes al primer mes entero por anticipado, cargos prorrateados por el servicio a partir de la fecha de instalación y hasta la fecha de facturación, y los cargos y cuotas únicos descritos con anterioridad. Los clientes que califiquen podrán conservar el programa durante un máximo de 60 meses luego de la activación del servicio siempre y cuando el cliente siga siendo elegible durante dicho periodo. La tarifa publicada de \$9.95 al mes por Internet de Alta Velocidad aplica durante los primeros 12 meses de servicio (después de los cuales, la tarifa se revertirá a \$14.95 al mes durante los siguientes 48 meses de servicio), y requiere de un acuerdo de plazo de 12 meses. El cliente deberá rentar un módem/router de CenturyLink mediante un cargo mensual adicional o adquirir un módem/router independientemente, y aplica una cuota única de activación de Internet de Alta Velocidad. Una cuota única por instalación profesional (si el cliente la elige) y una cuota por manejo y envío del módem/router del cliente aplican. **General** – Los servicios no están disponibles en todas las localidades. No podrá haberse suscrito a servicio de Internet de CenturyLink durante los últimos 90 días ni ser cliente actual de CenturyLink. CenturyLink podrá cambiar o cancelar servicios, o sustituirlos por servicios similares a su entera discreción sin previo aviso. Los planes, ofertas y tarifas publicados están sujetos a cambios y podrían variar por área de servicio. Se podría requerir de un depósito. Restricciones adicionales podrían aplicar. **Términos y Condiciones** – Todos los productos y servicios listados están regidos por tarifas, términos de servicio, o términos y condiciones publicados en [centurylink.com](http://centurylink.com). **Impuestos, Cargos, y Sobrecargos** – Impuestos, cargos y sobrecargos aplicables incluyen un cargo de Servicio de Proveedor Universal, sobrecargos de recuperación de costos de proveedores, tarifas estatales y locales que varían por área, y ciertos sobrecargos dentro del estado. Las tarifas de recuperación de cargos no son impuestos ni cargos gubernamentales requeridos para su uso. Aplican impuestos, cargos y sobrecargos basados en la tarifa mensual estándar, no en las tarifas promocionales.

## 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 Office of Consumer Assistance & Outreach 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  
Office of Consumer Assistance & Outreach  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

See our Internet home page at

[www.FloridaPSC.com](http://www.FloridaPSC.com).

FEBRUARY 2015



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 at least a \$9.25 credit per month on local phone bills.

Over a year's time, that is a savings of at least **\$111.00.**

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.*



YES, IF YOU MEET THE

INCOME GUIDELINES:

Number of People In Household	Total Household ANNUAL Income*	Total Household MONTHLY Income*
1	\$15,890	\$1,324
2	\$21,506	\$1,792
3	\$27,122	\$2,260
4	\$32,738 **	\$2,728

\* At least 135% of U.S. Poverty Guidelines  
\*\* For each additional person, add \$5,616

# 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.

Visit the PSC's Lifeline Web page at [www.FloridaPSC.com/utilities/telecomm/lifeline](http://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.

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.

Download an application at [www.floridaopc.gov/lifeline.cfm](http://www.floridaopc.gov/lifeline.cfm) and mail it to the Office of Public Counsel using the address at the bottom of the application.

## PREGUNTAS Y RESPUESTAS

**¿La mayoría de las compañías telefónicas ofrecen el Programa Línea Vital?** Sí. Las compañías que sirven a la gran mayoría de los floridianos ofrecen Línea Vital, incluyendo algunas compañías de teléfonos celulares.

**¿Pueden desconectar mi servicio de Línea Vital si tengo cuentas de larga distancia sin pagar?**

No, pero pueden bloquear su servicio de larga distancia.

**Yo no tengo servicio telefónico en este momento porque tengo una cuenta anterior sin pagar. También tengo una calificación crediticia baja.**

**¿Todavía puedo conseguir Línea Vital?** Sí. Sin embargo, la compañía telefónica puede requerir que usted haga arreglos para pagar la cuenta pendiente por el servicio local. Si tiene una cuenta pendiente por llamadas de larga distancia, la compañía telefónica puede requerir que participe en el bloqueo de llamadas de larga distancia.

**¿Debo pagar un depósito para Línea Vital?** Si usted consiente en bloquear su servicio de larga distancia, la compañía telefónica no puede requerir un depósito.

**¿Qué sucede con mi servicio de Línea Vital si mi situación mejora y no califico más?** Llame a su compañía telefónica y pida Línea Vital de Transición. Este programa estatal ofrece un descuento del 30 por ciento en la parte de su cuenta que representa su servicio local básico por espacio de un año después de que usted cese de calificar para el Programa Línea Vital.

**El inscribirme en el programa Línea Vital, ¿tendrá algún impacto sobre mis beneficios de otros programas si me inscribo en él?** No.

**Mis bienes, tales como mi automóvil, ¿afectarán mi elegibilidad para el programa?** No.

**¿Es necesario tener cierta edad para calificar para el programa Línea Vital?** No. Adultos de cualquier edad pueden calificar.



### LÍNEA VITAL

es un programa estatal aprobado por la Comisión de Servicios Públicos.

Si tiene alguna pregunta, comuníquese con la Oficina de Asistencia al Consumidor, Divulgación y Prensa de la Comisión de Servicios Públicos de la Florida por el **1-800-342-3552**, envíe sus preguntas por fax al **1-800-511-0809** o por correo electrónico a [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us).

O escriba a la Comisión de Servicios Públicos de la Florida Oficina de Asistencia al Consumidor, Divulgación y Prensa 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

Vea nuestra página en la Internet en [www.FloridaPSC.com](http://www.FloridaPSC.com).



## PROGRAMA DE ASISTENCIA LÍNEA VITAL

Una Publicación de la Comisión de Servicios Públicos de la Florida

## EL PROGRAMA LÍNEA VITAL

ha sido diseñado para asegurar que el servicio básico telefónico sea lo suficientemente económico para todos los residentes de la Florida.

## LÍNEA VITAL

proporciona un crédito de al menos \$9.25 en sus facturas mensuales por servicios telefónicos locales. Esto representa un ahorro anual de al menos \$111.00.

Es la meta de la Comisión de Servicios Públicos que todos los floridianos elegibles reciban este descuento; pero para aprovecharlo, tiene que inscribirse. Si tiene alguna pregunta, comuníquese con la PSC por el 1-800-342-3552.

## ¿ SOY ELEGIBLE ?

**Sí, si usted recibe beneficios estatales o federales de:**

- ◆ Asistencia Temporal en Efectivo
- ◆ Programa Suplementario de Asistencia Alimentaria (SNAP/Cupones de Alimentos)
- ◆ Medicaid
- ◆ Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP)
- ◆ Seguridad de Ingreso Suplementario (SSI)
- ◆ Asistencia Federal para Viviendas Públicas (Sección 8)
- ◆ Programa Nacional de Almuerzos Escolares

Además, si usted vive en tierra tribal reconocida por el gobierno federal, y si es elegible para los beneficios de los programas tribales (Asistencia Temporal para Familias Tribales Necesitadas, Subsidio del Programa Head Start, y Programa Nacional de Almuerzos Escolares) a través del Negociado de Asuntos Indígenas, entonces usted es elegible para Conexión Tribal y Asistencia Ampliada de Línea Vital.



**Sí, si los ingresos de su hogar están dentro de las siguientes PAUTAS:**

Número de Personas en el Hogar	Total de Ingresos Anuales del Hogar*	Total de Ingresos Mensuales del Hogar*
1	\$15,890	\$1,324
2	\$21,506	\$1,792
3	\$27,122	\$2,260
4	\$32,738 **	\$2,728

\* Al menos 135% de la Pauta Mínima Federal de Ingresos Bajos  
\*\*Añada \$5,616 por cada persona adicional.

## ¿ CÓMO ME INSCRIBO ?

### Si usted recibe beneficios ESTATALES O FEDERALES:

Si usted no tiene servicio telefónico en su hogar, necesita comunicarse con su compañía telefónica local para establecer servicio e inscribirse en el programa de Asistencia Línea Vital.

**¿Ya tiene servicio telefónico?** Es fácil inscribirse. Usted puede comunicarse con su compañía telefónica local y solicitar ayuda para inscribirse en el programa Línea Vital.

- Visite la página Web de la PSC referente a Línea Vital en [www.FloridaPSC.com/utilities/telecomm/lifeline](http://www.FloridaPSC.com/utilities/telecomm/lifeline) para inscribirse electrónicamente o para conseguir una solicitud.

**¿Desea inscribirse electrónicamente?** Simplemente llene la solicitud en nuestra página Web utilizando la Aplicación Automática de Línea Vital, y haga clic en el botón "SOMETER".

**¿Desea inscribirse por correo o fax?** Simplemente imprima la solicitud para Línea Vital en nuestra página Web. Complete la solicitud y envíela a su compañía telefónica local por correo o fax a la dirección o el número de fax al final de la solicitud.

- Si usted es un solicitante nuevo o está certificando de nuevo su elegibilidad con el Departamento de Niños y Familias (DCF) para:
  - ◆ Asistencia Temporal en Efectivo
  - ◆ SNAP/Cupones de Alimentos
  - ◆ Medicaid

ENTONCES - Usted puede elegir ser inscrito automáticamente para el programa Línea Vital cuando se inscriba con el Departamento de Niños y Familias.

### Si los ingresos de su hogar están dentro de las PAUTAS MÍNIMAS FEDERALES:

Llame al 1-800-540-7039 (Oficina del Asesor Público de la Florida) y solicite ayuda para inscribirse en el programa Línea Vital.

- **Download** la solicitud en [www.floridaopc.gov/lifeline.cfm](http://www.floridaopc.gov/lifeline.cfm) y envíela por correo a la Oficina del Asesor Público a la dirección al final de la solicitud.



FÒMIÈ POU POTE PLENT SOU ENTÈNÈT 24 SOU 24  
WWW.FLORIDAPSC.COM

# Pwogram Lifeline Assistance lan

ede rann sèvis telefòn abòdab  
pou kliyan ki pap fè anpil lajan  
nan Eta kote nou rete a.

## Lifeline Assistance

bay yon rabè ki omwen \$9.25  
chak mwa sou bòdwo  
telefòn nan zòn nan.  
Nan yon peryòd ennan,  
sa ba w yon ekonomi ki omwen  
**\$111.00.**

Depatman Sèvis Piblik Eta Florid la  
vle tout moun ki kalifye, ki pa fè  
anpil kòb, ki rete nan  
Eta Florid, resevwa diskont sa a.

FÒ W ENSKRI  
POU W KA PRAN AVANTAJ SAA.

Si w gen plis kesyon, tanpri telefone  
Depatman Sèvis Piblik la (PSC) nan

**1-800-342-3552.**



Pwogram "LIFELINE ASSISTANCE" lan  
se pwogram Eta a ofri. Se Depatman Sèvis  
Piblik Eta Florid (Florida Public Service  
Commission) ki apwouve li.

Si w gen nenpòt kesyon, ou mèt telefone  
Depatman Sèvis Piblik Eta Florid,  
Seksyon Kontwòl Konfòmite ak Èd pou  
Konsomatè nan nimewo  
1-800-342-3552,  
voye kesyon pa faks nan  
nimewo 1-800-511-0809, oswa  
kontakte FPSC nan adrès imel sa a:  
contact@psc.state.fl.us.

Oubyen ekri yon lèt voye bay Biwo Sèvis  
Piblik Eta Florid, ak Èd pou Konsomatè nan  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Tcheke paj akèy nou sou entènèt la nan  
[www.FloridaPSC.com](http://www.FloridaPSC.com)

F E V R Y E 2 0 1 5



# Eta Florid Pwogram Lifeline Assistance

YON PIBLIKASYON  
KOMISYON SÈVIS PIBLIK ETA FLORID

## KESYON ak REPONS

**Èske pi fò konpayi telefòn ofri pwogram “Lifeline” nan?**

Wi. Konpayi ki bay pi fò moun ki rete Florid sèvis telefòn, ofri pwogram nan, ata kèk konpayi telefòn selilè tou.

**Èske yo kapab koupe sèvis apèl lokal “Lifeline” mwen si m gen bòdwo mwen dwe pou apèl long distans?**

Non. Men yo kapab bloke sèvis long distans ou.

**Mwen pa gen sèvis telefòn kounye a poutèt mwen poko peye yon ansyen bòdwo telefòn. Epi tou mwen pa gen bon kredi. Èske mwen kab toujou jwenn “Lifeline”?**

Wi. Konpayi telefòn nan kapab egzije w peye pa ti moso pou pati apèl lokal ansyen bòdwo a. Si w poko peye sa w dwe pou apèl long distans, ou ka oblije fè yo bloke apèl long distans sou telefòn ou.

**Èske m dwe peye yon depo pou “Lifeline”?**

Si w fè yo bloke sèvis apèl long distans ou, konpayi telefòn nan pa kab fè w bay yon depo.

**Ki sa k pral rive sèvis “Lifeline” mwen apre m pa kalifye pou li ankò?**

Ou ta dwe rele konpayi telefòn ou pou w mande yo Èd “Lifeline” pou yon ti bout tan (Transitional Lifeline Assistance). Se yon pwogram Eta a ki ba ou yon diskont 30% sou pri fiks yo fè moun peye chak mwa pou sèvis de baz pou kay yo. Ou kapab jwenn diskont sa a pou ennan apre ou pa kalifye ankò pou pwogram nòmal “Lifeline” nan.

**Si mwen resevwa rabè “Lifeline” nan, èske sa ap ajji sou avantaj mwen jwenn nan lòt pwogram (paregzanp: kupon manje)?**

Non, sa pa pral ajji sou avataj ou resevwa.

**Èske byen mwen genyen, tankou si m gen yon machin, kapab fè lajan m ap touche a pa kalifye pou pwogram yo?**

Non, depi w ranpli kondisyon kalifikasyon pou lòt pwogram diskont yo.

**Èske m dwe rive yon sèten laj pou m sa kalifye pou pwogram “Lifeline” nan?**

Non. Granmoun tout laj gen dwa kalifye.

## ÈSKE MWEN KALIFYE?

WI, SI OU RESEVWA

ÈD ETA FLORID OSWA ÈD GOUVERNMAN FEDERAL

NAN:

- ◆ Èd lajan tanporè
- ◆ Pwogram Nitrisyon Siplemanntè (SNAP)
- ◆ Mediked
- ◆ Pwogram pou ede fanmi ki pa fè anpil lajan peye kouran ak chofaj pou kay yo (LIHEAP)
- ◆ Lajan sosyal siplemanntè (SSI)
- ◆ Pwogram Gouvènman federal pou ede moun peye lwaye kay yo (Seksyon 8)
- ◆ Manje midi gratis nan pwogram nasyonal pou peye manje lekòl (NSL)

*Met sou sa, si w rete yon kote leta federal rekonèt kòm bitasyon tribi Endyen epi ou kalifye pou w resevwa èd nan Biwo Dafè Endyen sou koze èd tanporè pou fanmi Endyen ki nan bezwen, nan Pwogram Sibvansyon Head Start oswa nan Pwogram NSL la, ou kalifye pou pwogram TRIBAL LINK-UP ak LIFELINE ASSISTANCE pwolonje a.*

OUBYEN

Wi, si kòb w ap touche a nan limit

REGLEMAN SALÈ YO:

Kantite moun ki nan kay la	Valè lajan nou fè nan kay la chak A N E*	Valè lajan nou fè nan kay la chak M W A*
1	\$15,890	\$1,324
2	\$21,506	\$1,792
3	\$27,122	\$2,260
4	\$32,738**	\$2,728

\* Ki omwen 135% limit povrete peyi Etazini  
\*\* Pou chak grenn moun anplis, ajoute \$5,616

## KI JAN POU M ENSKRI?

SI OU RESEVWA ÈD ETA FLORID oubyen ÈD GOUVERNMAN FEDERAL:

Premyèman, si ou pa gen sèvis telefòn lakay ou, w ap bezwen kontakte yon konpayi nan zòn bò lakay ou ki bay sèvis telefòn lokal pou yo vin mete sèvis telefòn pou ou, apre sa w a enskri nan pwogram “Lifeline Assistance” lan.

**Ou gen sèvis telefòn deja?** Sa fasil pou w enskri. Ou kapab rele konpayi telefòn ou an epi mande yo ede w enskri nan pwogram “Lifeline Assistance” lan.

OUBYEN

Ale nan paj wèb “Lifeline” sou sit wèb PSC a nan [www.FloridaPSC.com/utilities/telecomm/lifeline](http://www.FloridaPSC.com/utilities/telecomm/lifeline) pou w kab enskri sou entènèt oswa pou w kab jwenn yon fèy enskripsyon pou w mete sou papye.

**Ou vle enskri sou entènèt?** Annik sèvi ak Enskripsyon Elektwonik an liy “Lifeline” nan pou kab ranpli enskripsyon sou entènèt la epi klike kote ki make “Submit” la (Voye ale) pou w kapab voye enskripsyon w lan dirèkteman bay konpayi telefòn ou an.

**Ou vle voye enskripsyon ou pa lapòs oswa pa faks?** Annik enprime Fòmilè Sètifikasyon “Lifeline” nan. Apre sa, ranpli fèy enskripsyon an epi voye l bay konpayi telefòn ou pa lapòs oswa pa faks nan adrès oswa nan nimewo faks konpayi telefòn ou an ki nan fèy enskripsyon an.

OUBYEN

Si se premye fwa w ap enskri oswa si w ap resètifye nan Depatman Eta Florid pou Timoun ak Fanmi (DCF) pou wè si w kalifye pou w resevwa: ◆ Èd lajan tanporè ◆ SNAP ◆ Mediked

Apre sa

Ou kapab chwazi pou yo enskri w otomatikman nan pwogram “Lifeline” nan lè w al enskri nan Depatman pou Timoun ak Fanmi an.

SI KÒB W AP TOUCHE A NAN LIMIT REGLEMAN SALÈ YO:

Rele **1-800-540-7039** pou (Biwo Konsèy Piblik la “Office of Public Counsel” nan Tallahassee) epi mande pou yo ede w enskri nan pwogram “Lifeline” nan.

OUBYEN

Telechaje yon aplikasyon nan sit [www.floridaopc.gov/lifeline.cfm](http://www.floridaopc.gov/lifeline.cfm) epi sèvi ak adrès ki nan fen aplikasyon an pou w voye l bay Biwo Konsèy Piblik la pa lapòs.



# Home Phone service should be affordable to everyone.

You may qualify for special programs available to low-income households.

For more information on telephone assistance programs for CenturyLink home phone service, just give us a call. You may also qualify for CenturyLink Internet Basics\*, which offers reliable Internet speeds up to 1.5 Mbps for just \$9.95\*\* a month. Ask for details.

For more information, **call** 800.366.8201  
**or visit** [centurylink.com/lifeline](http://centurylink.com/lifeline)



The Lifeline program is a government assistance program that provides discounts on telephone service to qualifying consumers in every U.S. state, territory, and commonwealth. The amount of discount and qualifications for participation can vary by state. Consumers may be eligible if they participate in certain federal or state assistance programs or have a household annual gross income at or below 150% of the federal poverty level. Qualifying residents of American Indian and Alaskan Native tribal lands may also be eligible for up to an additional \$25 per month of enhanced Lifeline support. Additionally, a discount on the one-time charge for establishing service may be available for qualifying residents of tribal lands through the Tribal Link Up program.

The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. Lifeline service is not transferrable, and only eligible consumers may enroll in the program. Documentation of eligibility is required to enroll. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

\*CenturyLink Internet Basics Program – Available to residential customers only who qualify based on meeting income level eligibility requirements, and requires remaining eligible for the entire offer period. The first bill will include charges for the first full month of service billed in advance, prorated charges for service from the date of installation to bill date, and one-time charges and fees described above. Qualifying customers may keep the Internet Basics Program for a maximum of 60 months after service activation provided customer still qualifies during that time. Terms and Conditions – All products and services listed are governed by tariffs, terms of service, or terms and conditions posted at [www.centurylink.com](http://www.centurylink.com). Taxes, Fees, and Surcharges – Applicable taxes, fees, and surcharges include a carrier Universal Service charge, carrier cost recovery surcharges, state and local fees that vary by area and certain in-state surcharges. Cost recovery fees are not taxes or government-required charges for use. Taxes, fees, and surcharges apply based on standard monthly, not promotional, rates.

\*\*Listed High-Speed Internet rate of \$9.95/mo. applies for first 12 months of service (after which the rate reverts to \$14.95/mo. for the next 48 months of service), and requires a 12-month term agreement. Listed rate applies to up to 1.5 Mbps High-Speed Internet service. Customer must either lease a modem/router from CenturyLink for an additional monthly charge or purchase a modem/router from CenturyLink for a one-time charge, and a one-time High-Speed Internet activation fee applies. A one-time professional installation charge (if selected by customer) and a one-time shipping and handling fee applies to customer's modem/router. General – Services and offers not available everywhere. CenturyLink may change or cancel services or substitute similar services at its sole discretion without notice. Offer, plans, and stated rates are subject to change and may vary by service area. Requires credit approval and deposit may be required. Additional restrictions apply. © 2012 CenturyLink L-CTL-FL

# general information (cont'd)

## Lifeline Telephone Assistance Programs

CenturyLink participates in a program to make residential telephone service more affordable to eligible low-income individuals and families. This program, established by the Florida Public Service Commission and in conjunction with the Federal Communications Commission, offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account.

## Who Is Eligible For Telephone Assistance?

Eligible customers are those that meet eligibility standards as defined by the Florida Public Service Commission and the FCC. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs.

The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

If you have questions or believe you may qualify for these benefits, please call your CenturyLink Residential Customer Service Representative.

## Telephone Service & The Law

### Annoying and Anonymous Calls What You Can Do About Them:

1. Don't Talk. Don't talk to a caller you are doubtful of or give the caller an audience.
2. Hang Up. Hang up at the first obscene word, or if the caller does not say anything or refuses to identify himself or herself.
3. If calls persist, call your Local Service Provider or police department and request Call Tracing Service.
4. Successful trace information is only provided to your local Law Enforcement agency.

## Warning

The laws of the State of Florida provide that the following acts are crimes punishable by fine, imprisonment or both. Whoever by telephone makes, or knowingly permits another to make over a telephone under his or her control:

1. Any comment, request, suggestion or proposal which is obscene, lewd, lascivious, filthy, or indecent.
2. A telephone call, whether or not a conversation ensues, without disclosing his or her identity and with intent to annoy, abuse, threaten or harass any person at the number called.
3. A telephone call which causes the telephone of another to repeatedly ring, with the intent to harass any person at the number called.
4. Repeated telephone calls, during which conversation ensues, solely to harass any person at the number called.

## Automated Telephone Solicitation

Florida law prohibits the use of a telephone for the purpose of offering any goods or services for sale or conveying information regarding any goods or services when such use involves any automated system for the selection or dialing of telephone numbers and the playing of a recorded message when a connection is completed to the called number. Nothing in the law prohibits the use of automated telephone systems with recorded messages when the calls are made or messages given solely in response to calls initiated by the person to whom the automatic call or message is directed, or when the calls made concern goods or services previously ordered or purchased. Violation is punishable by fine, imprisonment or both.

## Equipment

Under the Federal Communication Commission's registration program, you may supply your own telephone or other terminal equipment and connect it directly to the nationwide telephone network.

## Testing Your Equipment

If you believe the problem is with your telephone equipment, unplug your telephone and test the line by plugging another telephone into the outlet. If the other telephone works, then the problem is with your telephone line, please contact your Local Service Provider.

## Misuse of Credit Card or Telephone Number to Obtain Service

Florida law prohibits the use of a credit card, credit card number, telephone number, electronic means, or other means to obtain or attempt to obtain telephone service fraudulently, or to avoid, attempt to avoid, or enable another to avoid the lawful charges, in whole or in part, for such service. Violation of the law is punishable by fine, imprisonment or both.

## Recording Telephone Calls

All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing or be part of, and obtained at the start of the recording.

## Sales Solicitation Calls

The Florida Telephone Solicitation Act requires telephone solicitors to identify themselves and the businesses they represent within the first 30 seconds of the call.

Consumers who want to avoid most sales solicitation calls can do so by registering with the Department of Agriculture and Consumer Services. Solicitors operating in the state are prohibited from placing a sales call to any number that appears on the Department's list. Before registering you should be aware, however, that certain businesses are exempt from the law and may continue to call you legally. These include calls for charitable contributions, calls by newspapers, real estate professionals in response to a yard sign or other advertisement, calls in connection with an existing debt or contract or in response to a request from you.

Subscription to the Florida Do Not Call list is offered free of charge for residential and mobile telephone numbers. Your number will remain on the Florida Do Not Call list for five years. Register at [www.fldnc.com](http://www.fldnc.com). Consumers may also call the Consumer Services Hotline. The toll-free hotline number is 1-800-HELP-FLA (1-800-435-7352)(Florida only), 1-800-FL-AYUDA (1-800-352-9832)(Spanish), or call 1-850-488-2221 (outside Florida) and request the Department's brochure on Telephone Solicitations.

The Florida Department of Agriculture and Consumer Services Division of Consumer Services is responsible for enforcing the law, not your local Telephone Company.

## Wiretaps

It is a crime under Federal and Florida law to intercept telephone and other types of communications defined in the law, unless the person intercepting the communication has received the prior consent from one of the parties to the communication under Federal law and all of the parties to the communication under Florida law. Violation of either Federal or Florida law is punishable by fine, imprisonment or both.

# Get connected.

Get telephone service for as little as \$1 per month  
with Lifeline and Link-Up assistance for Tribal Lands.

If you live on a federally recognized Native American Tribal Land and take part in either federal or state assistance programs, or have an income at or below 135% of the federal Poverty Guidelines, then you may qualify for residential telephone service and installation discounts under the Lifeline and Link-Up programs.

CenturyLink is committed to enhancing the lives of those around us in a meaningful way. We deliver leading technologies that keep people and businesses connected and enrich the communities we serve.

**Call 1.800.244.1111**  
**Visit** [centurylink.com/lifeline](http://centurylink.com/lifeline)



## LIFELINE ASSISTANCE PROGRAM - (Cons) (ALL)

Created: 11/5/2013

Updated: 8/17/2015

### Document Contents:

#### Overview

[Description](#)  
[Availability & Eligibility](#)  
[Not Eligible for Lifeline](#)  
[How to Apply](#)  
[Product Interactions](#)  
[Linkup Program](#)  
[American Indian Reservation Only](#)  
[State Level Link-Up Programs](#)  
[New or Move Orders](#)  
[Inquiries](#)  
[Removing Lifeline](#)

#### State Specific

[Bill Name Must Match Lifeline Applicant Name](#)  
[FL State Lifeline Discount Reduction](#)  
[FL Transitional Lifeline](#)  
[IL Assistance Programs](#)  
[Contribution Types](#)  
[Adding a Recurring Contribution](#)  
[MT State Lifeline Discount Elimination](#)  
[NJ and PA Semi-Annual Lifeline Messaging](#)  
[TX withdraw from Lifeline](#)  
[WATAP Discount Elimination](#)  
[WY State Lifeline Discount Elimination](#)



#### National Lifeline Accountability Database

[What is NLAD?](#)  
[Impacts on Lifeline Customers](#)  
[Q&A Talking Points](#)

#### Lifeline Household Worksheet

[Overview](#)  
[Copy of worksheet](#)

#### USAC Duplicate Lifeline Review

[Overview](#)  
[Advising Customer](#)

[Definition of Terms](#)

**States:** ALL

**Business Unit:** Consumer

#### Related Links:

[State > Exchange > Resources > Assistance Programs > Lifeline State Information Tool with Amts by NPANXX.](#)

[State > Exchange > Internet > CenturyLink Internet Basics](#)

### Overview – Description

[Top](#)

Lifeline provides qualifying customers with waivers of basic installation charges, monthly discounts on local telephone service and waivers on certain monthly fees. CenturyLink annually advertises Lifeline information in various newspapers and provides Social Service Agencies with printed posters, flyers and applications to distribute to low-income individuals.

Lifeline customers are also eligible for CenturyLink Internet Basics as long as they have not had CenturyLink HSI within the past 90 days. Before discussing Internet Basics with a customer, determine if they are already an HSI customer or have had CenturyLink HSI within the past 90 days.

**See CenturyLink Internet Basics Handbook Path:** [State > Exchange > Internet > CenturyLink Internet Basics](#)

- Existing Lifeline customers are automatically qualified for Internet Basics and can add Internet Basics without completing the Internet Basics application.

- Customers that don't currently have Lifeline will continue to apply for Lifeline based on individual state rules in addition to filling out the Internet Basics application.

Refer the customer to [www.centurylink.com/Lifeline](http://www.centurylink.com/Lifeline) for both the Lifeline and Internet Basics applications.

If the customer has not had CenturyLink HSI within the past 90 days inform the customer if they are eligible for Lifeline they will automatically be eligible for Internet Basics. The customer will need to print the Internet Basics application along with the Lifeline application to apply.

If the customer does not have access to the Internet, send the State specific Lifeline application through iREP. If the customer has not had CenturyLink Internet Basics within the last 90 days, also send an Internet Basics application along with the Lifeline application requested.

## Overview – Availability and Eligibility

[Top](#)

For the CenturyLink service area, people who receive public assistance generally qualify for Lifeline as do households that are at or below the federal poverty level. Each state has its own specific eligibility criteria.

**TX** = In Texas, it is a requirement to proactively offer Lifeline to all residential customers who place new (N) or transfer (T) service orders.

**CA & PA** = In California and Pennsylvania, it is a requirement to proactively offer Lifeline to all residential customers who place new (N) service orders.

**All other states** = Proactively offer Lifeline to any customer that mentions they are low income, receive public assistance or are concerned about paying their bill.

In most states, customers must complete an application form self-certifying that they qualify for Lifeline based on income or receipt of public assistance and return it, along with documentation of eligibility to CenturyLink. A few states have different enrollment procedures.

**For state specific information see Handbook path:** *State > Exchange > Resources > Assistance Programs > Lifeline State Information Tool with Amts by NPANXX.*

## Overview – Not Eligible for Lifeline

[Top](#)

- Vacation Service
- Remote Call Forwarding
- HSI Standalone
- Pure Broadband = Pure Solutions (replaced HSI Standalone) Business Accounts
- Any Business account
- An Application without a Signature
- Suspended Accounts
- ISDN Account
- CLEC Accounts (Except in FL, KS and NV)

## Overview – How to Apply

[Top](#)

**Customer calls CenturyLink to either establish new service or request information about the Lifeline program:**

- During the contact the associate asks if the customer is currently receiving any type of public assistance or if they may qualify for assistance under the poverty income guidelines.
  - **Do not** advise the customer they will qualify for lifeline
- Associate verifies if the customer lives on tribal land and qualifies for Tribal Lifeline or Lifeline discounts.
- Associate explains Lifeline or Tribal Lifeline program to the customer.

- Inform customer that the household can only receive one Lifeline discount in total, even if the household has more than one telephone account, including landline and wireless phone service.
- Having multiple Lifeline accounts is a violation of federal law and may result in penalties that forfeit the customer from receiving any Lifeline credit.
- If customer meets state requirements and qualifies for either Lifeline or Tribal Lifeline; associates should send the applicable Lifeline application through iRep, via form distribution.
- If a deposit is required based on the standard credit verification procedures, the wireline deposit can be waived; however, the customer must be placed on lifeline toll restrict. Lifeline customers should be offered free toll blocking and/or blocking of 900/976 services.
  - Standard deposit for de-regulated products and services will apply.
- Associate completes the order for the services desired by the customer.
- The customer returns the Lifeline/Tribal Lifeline application to CenturyLink.
- Once CenturyLink receives the application it is loaded in DOCS and pulled by a Support Center Associate
- Once the Support Center reviews the signed application and verifies it to be correct, the lifeline discounts and service install charge credits (link-up) are applied to the account.

## Overview – Product Interactions

[Top](#)

### Restrictions

- The Lifeline discount applies to the flat rate service only.
- Lifeline is not available with vacation service.
- Only one line per household may receive the Lifeline benefits.
- The telephone service must be in the Lifeline recipients name in order to be eligible for the discount.
- The address where Lifeline will be applied must be the primary place of residence, not a second home or a business.

### Other

- Lifeline discounts are effective when the Lifeline application has been processed by the support center.
- Customer notification occurs when the discounts or credits are applied to their next bill. A formal notification is not sent to the customer.
- Sales Associates should not issue Lifeline or Tribal Lifeline credit to customer's accounts. If the customer is requesting credit or disputing charges send a follow-up to Monroe Support for research.

## Overview – Linkup Program

[Top](#)

The Federal Link-Up America program was discontinued for non-tribal areas on April 1, 2012. However, Tribal Link-Up remains available for those eligible customers living on federally recognized Tribal Lands. In addition, several States have Link-Up programs available to their non-tribal and tribal Lifeline eligible customers.

### **American Indian Reservation Only**

- Starting April 1, 2012 the Federal Link-Up program is available ONLY to eligible applicants living on federally recognized Tribal Lands.
- The Tribal Link-Up program helps households pay the installation charges for telephone service.



- Eligible applicants will receive a 100% discount of their start up costs, up to maximum of \$100.
- These charges include both the line extension and Initial connection charges.
- The Link-Up program is provided when a customer is approved for Lifeline.
- Link-Up does not cover the cost of wiring jacks or adding jacks inside your home.
- Link-Up Credits are applied to the non-recurring charges associated with the establishment of service and are applied by the Service/Support - Offline team.

**State Level Link-Up Programs:**

- **CA** = 50% or \$10.00, whichever is lower, of all non-recurring service order charges.
- **IL** = \$35 of non-recurring service order charges.
- **OH** = 100% of all non-recurring service order charges.

**New or Move Orders:**

Consumers shall receive the benefit of the Link-Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link-Up assistance was provided previously.

**If a customer in CA, IL, OH, WA or on Tribal lands, is moving service to a new location and is on Lifeline:**

1.	Submit a follow-up request to add the State level Link-Up discount.
	To submit a follow-up request: <ul style="list-style-type: none"> <li>• Select Tiny button under BAN submarket.</li> <li>• Click OK if the 'no follow-ups found' message displays. The follow-up type is <b>SPLFE</b>, assign it to <b>BT!MONSP</b>.</li> </ul>
2.	Key the Link-Up request in the text box for Support to review.

**Overview – Inquiries**

[Top](#)

**Inquiries About Existing or Pending Lifeline Applications:**

During enrollment, each step of the process is noted in the Memo List of the customer's account.

1.	Check the Memo List on the customer's account.
2.	If customer is enrolled and credits are not displaying or on requests to remove Lifeline, a follow-up should be submitted.
3.	To submit a follow-up request: <ol style="list-style-type: none"> <li>1) Select Tiny button under BAN submarket.</li> <li>2) Click OK if the 'no follow-ups found' message displays. The follow-up type is <b>SPLFE</b>, assign it to <b>BT!MONSP</b>.</li> <li>3) Key the customer's issue in the text box for Support to review.</li> </ol>

**Overview – Removing Lifeline**

[Top](#)

**Removing Lifeline**

The Service/Support - Offline Team removes Lifeline.

1.	If the customer is enrolled and requests to remove Lifeline, a follow-up should be submitted.
2.	To submit a follow-up request: <ul style="list-style-type: none"> <li>• Select Tiny button under BAN submarket.</li> </ul>

- Click OK if the 'no follow-ups found' message displays. The follow-up type is SPLFE, assign it to BT!MONSP.
- Key the customer's issue in the text box for Support to review.

### State Specific – Bill Name Must Match Lifeline Applicant Name

[Top](#)

In Arkansas, Louisiana and Oklahoma some Lifeline subscribers are being notified that the Bill Name on the account must match the Lifeline Applicant Name, therefore, CenturyLink will update the customer record to reflect accurately.

Customers must agree to the Bill Name and Lifeline Applicant Name matching to maintain the Lifeline discounts. If the customer does not want the change to be made, the customer will need to remove their Lifeline benefits.

If you receive a call from a customer wishing to remove Lifeline, please send a follow up to the Support Team.

To send follow-up:

1. Select Tiny button under BAN submarket.
2. Click **OK** if the "no followups found" message displays. The follow up type is **SPLFE**, assign it to **BT!MONSP**.
3. Key the customers issue in the text box for support to review.

### State Specific – Florida State Lifeline Discount Reduction

[Top](#)

- ❖ Beginning April 1, 2015 the Florida State Lifeline discount will be reduced from \$7.00 a month to \$3.50 a month.
- ❖ This means that the customer's bill will increase by \$3.50 a month.
- ❖ Florida customers will still get the full Federal Lifeline discount of \$9.25 a month.
- ❖ During the month of March, customers will be notified with a bill message of this discount reduction.

Bill Message:

***Effective April 1, 2015, the monthly State Lifeline discount of \$7.00 will be reduced to \$3.50. The monthly rate for all local service lines will increase by \$0.47. Economy Pack Bundle will increase by \$2.00. The monthly rate for all other Solutions Packages except Pure Bundle, Simple Choice, Economy Pack Plus/Economy Pack Plus Lite, and Home Phone II will increase by \$1.00. Please contact a CenturyLink Customer Care representative at the number printed on your bill if you have questions regarding your service. Thank you for choosing CenturyLink for your communication needs—we value you as a customer.***

Explanation of Decrease in Discount Amount:

***"In 2005 and 2006, CenturyLink increased the rates for voice service. The state commission asked that CenturyLink provide additional credit to Lifeline customers so that they did not feel the impacts of these increases. In 2007 the state repealed their requirement to provide the additional credit, however CenturyLink continued to provide the additional credit. This year, CenturyLink has decided it can no longer support the additional credit and has decided to remove this additional credits from all Lifeline subscribers."***

### State Specific – Florida Transitional Lifeline

[Top](#)

#### Overview

The state of Florida requires local companies to offer customers that no longer qualify for Lifeline, 'Transitional Lifeline' credit, if they request it. Transitional Lifeline helps to ease the customer's return to normal rates and provides them a discount equal to 30% discount applied on the monthly flat rate for residential basic service for a period of one year.

#### Process:

CenturyLink receives the names of customers who are no longer eligible for Lifeline benefits either by a state agency or

through our annual Lifeline Recertification process. CenturyLink sends out a recertification letter that explains the option for Transitional Lifeline benefits.

The Transitional Lifeline discounts should only be applied by the Support center.

If customer wishes to apply for Transitional Lifeline benefits request a follow-up by the Support team.

To send follow-up:

4. Select Tiny button under BAN submarket.
5. Click **OK** if the "no followups found" message displays. The follow up type is **SPLFE**, assign it to **BT!MONSP**.
6. Key the customers issue in the text box for support to review.

If the customer needs to speak to someone immediately, calls can be transferred to the Support Center at 800-767-9905.

The discount code for Transitional Lifeline is **LIFETRAFL** and should be applied by the Support Center only.

For customers who wish to opt into the Transitional Lifeline program during the recertification period, the customer can apply via the Transitional Lifeline IVR: 1-888-436-3525.

Note: This IVR is only available during the recertification period.

## State Specific – Illinois Assistance Programs

[Top](#)

### Overview

The state of Illinois offers customers two programs to which they can contribute to assist families in need in providing telecommunication services. These programs allow customers to make **voluntary** donations to either program.

- **UTSAP (Universal Telephone Service Assistance Program)** was created in February 1993 to help low-income house-holds in Illinois obtain phone service. UTSAP is administered by the Universal Telephone Assistance Corporation (UTAC), a not-for-profit corporation consisting of all local telephone companies in Illinois.
- **Digital Divide** was enacted in 2001 and helps equip Illinois schools, libraries, parks and other community centers to provide access to computers and computer training. Donations from this program assist in providing internet access to these facilities.

Customers will be notified periodically via bill message to provide awareness of these programs.

### Contribution Types

Any customer who is **installing** or **moving** services should be asked if they would like to make a contribution to the UTSAP or the Digital Divide program. Contributions may either be a **one-time** contribution or a **reoccurring** contribution.

Scripting suggestion:

*"Did you know that the State of Illinois allows you to contribute to programs that assist Illinois families in providing telecommunication services? The Universal Telephone Service Assistance Program is a non-profit organization that helps provide phone service to low income families. The Digital Divide program helps provide internet access to Illinois schools, libraries and community centers. If you'd like to help, you can make a one-time donation, or make an easy monthly donation as part of your CenturyLink bill. Would you like to make a contribution to either of these programs?"*

Reoccurring contributions may be in the following amounts:

UTSAP		Digital Divide	
Consumer	Business	Consumer or Business	
\$ .50	\$1.00	\$ .50	\$10.00
\$1.00	\$5.00	\$1.00	\$15.00
\$2.00	\$10.00	\$2.00	\$25.00
\$5.00	\$25.00	\$5.00	

One time contributions of any amount may be mailed by the customer to:

**Universal Telephone Service Assistance Corp.**  
P.O. Box 1176  
Springfield, IL 62705

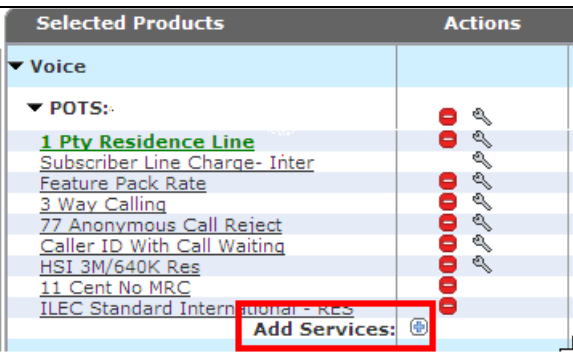
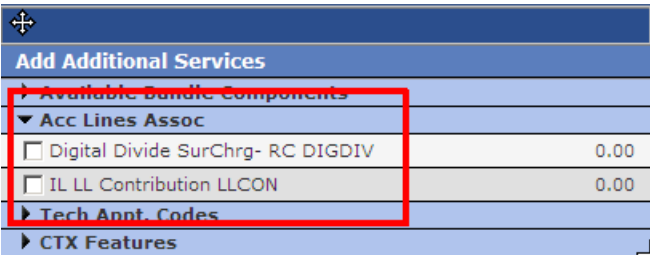
**DCEO**  
**Digital Divide Eliminate Fund**  
500 East Monroe  
Springfield, IL 62701

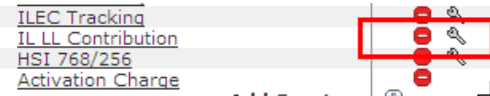
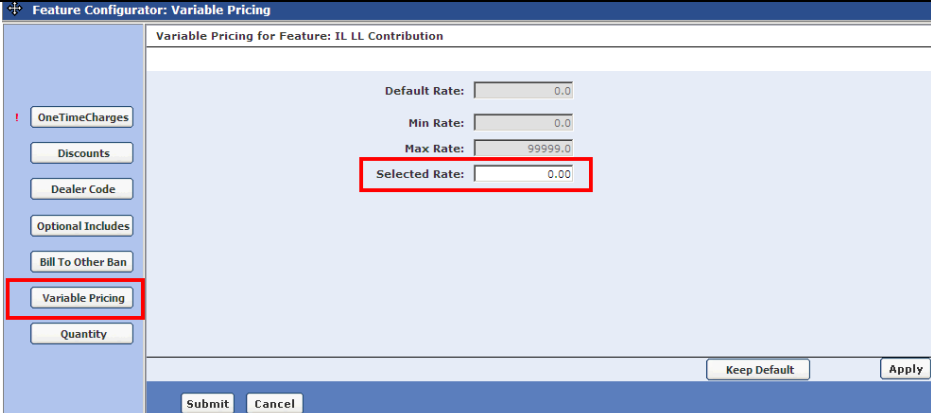
### Adding a Recurring Contribution

Customers who choose to make a reoccurring contribution on their CenturyLink invoice can do so in the amounts listed above. These customers will need to have the following codes added to their account:

- **UTSAP – LLCON**
- **Digital Divide SurChrg– RC DIGDIV**

Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice.

<ul style="list-style-type: none"> <li>• Access the customer's account/order in BE.</li> <li>• Expand the POTs line and click the + by <b>Add services.</b></li> </ul>	
<ul style="list-style-type: none"> <li>• Expand the <b>Acc Line Assoc</b> category.</li> <li>• Select the correct code: <b>ILLL Contribution LLCON</b> Or <b>Digital Divide SurChrg</b></li> <li>• Click Finish</li> </ul>	

<ul style="list-style-type: none"> <li>Click the wrench by the contribution code</li> </ul>	
<ul style="list-style-type: none"> <li>Select <b>Variable Pricing</b>.</li> <li>Enter the contribution amount in the <b>Selected Rate</b> field</li> <li>Click <b>Apply</b> and <b>Submit</b>.</li> </ul>	

**State Specific – MT State Lifeline Discount Elimination**

[Top](#)

- Beginning February 1, 2015, customers in MT will no longer see a State Lifeline Discount on their monthly bill.
- They will continue to see a Federal Lifeline Discount on their monthly bill that equals \$9.25.
- Lifeline customers in MT will receive a bill message in December and another in January letting them know of the discount's elimination.
- This will create an increase in the customer's bill of \$3.50.

Bill Message:

**Effective on February 1, 2015, pending Commission approval, the credit for the Montana Telephone Assistance Plan will be eliminated. If you have any questions about this notice, please contact a CenturyLink Customer Care Representative at the number printed on your bill. Thank you for choosing CenturyLink for your communication needs – we value you as a customer.**

**State Specific – NJ & PA Semi-Annual Lifeline Messaging**

[Top](#)

Customers in NJ and PA will receive semi-annual Lifeline bill messages informing them of the possible benefits that they may be eligible for and how to apply. Bill messages below:

**New Jersey Bill Message:**

**CenturyLink participates in a government benefit program (Lifeline) to make residential telephone service more affordable to eligible low-income individuals and families. This program offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account. Eligibility requirements are different by State. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. Lifeline benefits are limited to one benefit per household, even if the household has more than one telephone account or is receiving services from more than one telephone company, for example, CenturyLink and a wireless phone company. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program. If you have questions or believe you may qualify for these benefits, please call the Customer Contact Center at the number located on your bill.**

**Pennsylvania Bill Message:**

**Low-Income consumers in CenturyLink service areas may qualify for Lifeline telephone assistance**

**CenturyLink participates in a government benefit program (Lifeline) to make residential telephone service more affordable to eligible low-income individuals and families. Eligible customers may receive a monthly discount on their basic local phone service of \$9.25 if they meet eligibility standards as defined by the FCC and the Pennsylvania Public Utility Commission. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone line per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.**

**To be eligible for these programs, an individual must be able to provide proof of income which is at or below 135 percent of the federal poverty level or participate in one of the following eligibility programs: Temporary Assistance For Needy Families (TANF),**

**Supplemental Security Income (SSI), Medicaid, Food Stamps, Low Income Home Energy Assistance Program (LIHEAP), Federal Public Housing Assistance or National School Lunch Program's Free Lunch Program.**

**If you have questions or believe you may qualify for these benefits, please call the Customer Contact Center at the number located on your bill or visit [www.centurylink.com/lifeline](http://www.centurylink.com/lifeline) to inquire about eligibility.**

**State Specific – TX withdraw from Lifeline**

[Top](#)

**Overview**

Occasionally, customers do not want to be enrolled in Lifeline. When that occurs, use the following process to notify the Lifeline Support team to remove Lifeline.

Notify Support to Remove Lifeline	
1.	Send follow up request.
2.	Select Tiny button under BAN submarket.
3.	Click OK if the "no follow-ups found" message displays. The follow up type is <b>SPLFE</b> , assign it to <b>BT!MONSP</b> .
4.	Key the customers issue in the text box for support to review.

**Explain to Customer:**

The State of Texas sends a file of Lifeline eligible customers to CenturyLink on a monthly basis. If the customer does not wish to receive Lifeline discounts in the future, make a note in the follow up request above.

**State Specific – WATAP Discount Elimination**

[Top](#)

- The state legislature in WA has decided not to fund the WATAP program as of 7/1/15.
- New customers applying for Lifeline in WA will complete the new Federal only application. They must supply proof of program or income qualification.
- Customers already receiving the WATAP discount prior to 7/1/15, will continue to receive the discount until 8/31/15.
- Bill inserts will be going out in the August bills.
- Insert language:

**This is to notify you that there has been a change in the law regarding the Washington Telephone Assistance Program (WTAP). This program, which currently provides you with a WTAP credit on your phone bill, has been discontinued. Because of this, CenturyLink has filed tariffs with the Washington Utilities and Transportation Commission to remove WTAP from its local tariffs.**

***The WTAP credit will be eliminated by the State effective August 31, 2015. As a result, you will see an increase in your local phone bill for voice services provided after that date. This change does not affect the Federal Lifeline program, which offers a credit of \$9.25 monthly on your bill to help you afford local phone service. If you are not already receiving the Lifeline credit, you may call us at the number on your bill to receive an application.***

- Customers may have received a letter from WA DSHS encouraging them to contact their Lifeline provider and inquire about how to apply for Federal Lifeline discounts.
- These customers already receive Federal Lifeline discounts.
- As of September 1, 2015 their State Lifeline discount will be \$0.00 while they will continue to receive their Federal Lifeline discount.

### **State Specific – WY State Lifeline Discount Elimination**

[Top](#)

- A bill message will go out to Wyoming customers beginning in May to let them know if the WY State Lifeline discount elimination.
- The Wyoming House of Representatives has repealed the State Lifeline discount effective 7/1/2015.
- This means that Lifeline customers will begin seeing an increase of \$3.50 in their phone bills come July 1st.
- These same Lifeline customers will continue to receive the \$9.25 Federal Lifeline discount amount.

***Effective with customer's July 2015 invoices, state House Bill 37 will repeal Wyoming's low-income Telephone Assistance Program. The \$3.50 state credit that you currently receive will be eliminated. However the \$9.25 Federal credit that you receive will not be impacted by this change in state law and will continue to be applied to your bill. Thank you for choosing CenturyLink for your communication needs – we value you as a customer***

### **Lifeline Household Worksheet: Overview**

[Top](#)

The Lifeline Household Worksheet is a form used to help CenturyLink determine if the customer requesting Lifeline benefits is an Independent Economic Household. An Independent Economic Household is defined as everyone that lives at an address and shares income and expenses. Often customers may live at a residence with other Households where they do not share income or expenses. Examples would be group homes, nursing facilities, roommates, etc.

If CenturyLink queries the National Lifeline Accountability Database and is told that someone at this address already receives a Lifeline benefit, CenturyLink will request the new customer requesting Lifeline benefits to complete the Household Worksheet to determine if they are a member of the exiting Lifeline customer's household or are a separate household. If the customer is a separate household, they may be eligible for Lifeline benefits as well

A copy of the HHWS can be found [here](#).

**Lifeline Household Worksheet (IEH FORM)**

[Top](#)

CenturyLink Lifeline Recertification • CTL  
PO Box 21169, Denver, CO 80221

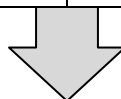
Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Address \_\_\_\_\_  
Street Apt. City State Zip

1. Does another adult (age 18 or older or emancipated minor) live with you AND have a Lifeline-discounted phone service or a "free" wireless phone? For example, husband, wife, domestic partner, parent, son, daughter, another relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.), a roommate, or another person.

\_\_\_\_\_ **No.** You are **ELIGIBLE** for Lifeline because no one in your household has Lifeline. **Please SIGN below** to certify that this is true.

\_\_\_\_\_ **Yes.** Please answer question 2 below.



2. Do you share expenses for bills, food, or other living expenses AND share income (salary, public assistance benefits, social security payments or other income) with the person in question #1 that has a Lifeline-discounted phone service?

\_\_\_\_\_ **No.** You are **ELIGIBLE** for Lifeline because no one in your household has Lifeline. Please **SIGN** below to certify that this is true.

\_\_\_\_\_ **Yes.** **STOP.** Do not sign the form. You are **NOT ELIGIBLE** because someone in your household already has Lifeline.

I certify that the information provided above is true and that no one in my household already has Lifeline. I understand that violating the one-per-household requirement is against the Federal Communications Commission's rules and I may lose my Lifeline benefits, and may be prosecuted by the United States government for violating the rules.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**National Lifeline Accountability Database – What is NLAD?**

[Top](#)

The National Lifeline Accountability Database ([NLAD](#)) is a database developed by the Universal Service Administration Company ([USAC](#)) on behalf of the Federal Communications Commission ([FCC](#)) to store Lifeline subscriber information by Eligible Telecommunications Carrier ([ETC](#)). Its function is to prevent, detect, and eliminate duplicative Lifeline support.

**National Lifeline Accountability Database – Impacts on Lifeline Customers**

[Top](#)

- All CenturyLink Lifeline customers must be enrolled in NLAD.
- Data sent to NLAD matches the data collected on the application form. (i.e.: Name on Account, Account holder's Date of Birth, Account Holder's Last 4 of SSN or Tribal ID, Qualifying Program or Income Level, Service Address.)
- Every time there is a change to any of the NLAD data elements, NLAD must be updated with that change.



- NLAD will validate the data CenturyLink provides for each customer and qualify them for Lifeline based on validation of Name, SSN/Tribal ID & DOB as well as not already having Lifeline with another provider.
- If the customer data provided by CenturyLink does not pass validation of Name, SSN/Tribal ID and DOB, the request for Lifeline will be denied.
  - The customer will be sent a letter explaining the denial and a new Lifeline application in the event they would like to correct the information and reapply.
- If the customer is shown to have Lifeline with another provider, that Lifeline discount will be transferred to CenturyLink as long as the customer has been with the other provider for more than 60 days.
  - If the customer has not been with the other provider for more than 60 days, CenturyLink will deny the request for Lifeline benefits and mail the customer a letter explaining the reason for denial. They will also be mailed a new Lifeline application in the event they wish to reapply after the 60 day timeframe.
- All activity taking place on the customer's account will be noted in the Account Memos. Be sure to read these notes carefully.

## National Lifeline Accountability Database – Q&A

[Top](#)

### Questions from Customers:

1. [Why has my Lifeline Discount been removed?](#)
2. [The information I provided on my application was accurate. What do I do now?](#)
3. [Received denial of Lifeline letter. Stated I have Lifeline with another company. How can I challenge this?](#)
4. [Received denial of Lifeline letter. Stated DOB for someone less than 18 years of age. What should I do?](#)
5. [Received denial of Lifeline letter. Stated I live at an address that already receives Lifeline benefits. I live in a nursing home \(apartment building, group home, etc.\).](#)

### Q1: Why has my Lifeline discount been removed?

A1:

1. Check the Notes on the account.
2. Explain why Lifeline was removed based on information found in Notes.
3. Explain to customer that they will need to reapply for Lifeline with CenturyLink and (Based on notes):
  - a. Provide valid SSN/Tribal ID and DOB information.
  - b. Supply proof of SSN/Tribal ID or DOB information if the previous data was correct.
  - c. After they are no longer receiving Lifeline with the other provider.
  - d. Provide proof of Emancipation.
  - e. Complete the Household Worksheet attesting to independent household status.

.....

### Q2: The information I provided on my application was accurate. What do I do now?

A2: Inform the customer if they can provide proof of their Name, SSN/Tribal ID or DOB we can share that information with NLAD to attempt to get their request approved.

- Have copies of proof faxed to **1-866-810-7530**.
- Place account or telephone number on the page with the copies so that we can associate the documentation with your account.

.....  
**Q3: I got a letter stating that I was denied for Lifeline because I have Lifeline with another company. I don't have Lifeline with another company. How can I challenge this?**

A3:

- First validate with the customer that they do not have a discounted or free cell phone plan with another company.
    - **If they do:**
      - Explain that this is also a Lifeline discount.
      - Only one Lifeline discount is allowed per household.
      - If they would like to have CenturyLink Lifeline, they will first need to return their free cell phone, and then reapply for Lifeline with CenturyLink.
    - **If they do not**, send a follow-up to Service/Support - Offline to contact the customer.
    - The follow-up type is **SPLFE**, assign it to **BT!MONSP**.
- .....

**Q4: I just received a letter stating that I was denied Lifeline because the DOB I supplied was for someone less than 18 years of age. I provided the SSN and DOB of my daughter who is the recipient of the National School Free Lunch Program. What should I do?**

A4: Anyone in the household can be the recipient of the assistance program. It does not have to be the applicant. However, the applicant for Lifeline must be the account holder of the CenturyLink account. The SSN and DOB must be that of the account holder. Please complete a new Lifeline application with the account holder's information.

- Send customer a new Lifeline application.
- .....

**Q5: I just received a letter stating that I was denied Lifeline benefits because I live at an address that already receives Lifeline benefits. I live in a nursing home (apartment building, group home, etc.). How can I apply for Lifeline?**

A5: Please complete the Household Worksheet either on the last page of the application or one can be found on our website. ([www.CenturyLink.com/Lifeline](http://www.CenturyLink.com/Lifeline)) This will allow you to attest that you are a separate household from other households at the same address. Once CenturyLink receives that information, we can attempt to approve you for Lifeline benefits.

## **USAC Duplicate Lifeline Review**

[\*\*Top\*\*](#)

Federal law prohibits consumers from receiving Lifeline benefits from more than one provider. The Universal Service Administrative Company (USAC), on behalf of the Federal Communications Commission (FCC), collects data on Lifeline accounts from all wireline & wireless providers. With this data, they are able to identify customers who received Lifeline benefits from more than one provider. USAC then notifies both companies and the customer of the duplicate accounts.

In the notification, USAC assigns one of the providers as the default provider. USAC gives the customer 35 days in which to contact USAC and change to the alternate provider. (Default providers are randomly selected with an equal percentage of accounts going to each provider.)

If, after 35 days, the customer has not contacted USAC to make a change, they are assigned the default provider identified by USAC. USAC then notifies each company of the names for which Lifeline should be removed.

**USAC Duplicate Lifeline Review – Advising Customer**

[Top](#)

Customer Decision	Response – Inbound Sales and Service Representatives
Customer wants CenturyLink as their Lifeline provider.	<b>CenturyLink is the Default Provider:</b> Assure customer that they do not need to do anything and CenturyLink will remain their Lifeline provider.
	<b>CenturyLink is not the Default Provider:</b> Customer must call the Toll Free number in the letter from USAC to select CenturyLink as their Lifeline provider.
Customer decides to remove CenturyLink as their Lifeline provider.	<b>CenturyLink is the Default Provider:</b> Encourage customer to contact Toll Free number in letter from USAC to select the other company as their Lifeline provider.
	If customer wishes to remove TAP/Lifeline and does not want to contact USAC, place follow-up to Service/Support - Offline to have TAP/Lifeline removed.
	<b>CenturyLink is not the default provider:</b> Assure customer that they do not need to do anything and CenturyLink will remove Lifeline from their CenturyLink account after the 35 day period.

**Definitions**

[Top](#)

Term	Definition	Additional Information
ETC	Eligible Telecommunications Carrier	CenturyLink is an ETC.
NLAD	National Lifeline Accountability Database	Designed by USAC on behalf of the FCC to prevent, detect and eliminate duplicative Lifeline support.
FCC	Federal Communications Commission	- -
USAC	Universal Service Administrative Company	Contact Number: <b>1 888 641-8722</b>