



Florida Commission Promotes Lifeline Awareness Week

With residents spending more time at home during the current pandemic, it has become even more clear that telephone and broadband are essential services. The federal *Lifeline Assistance Program* makes these services more affordable for those who qualify. To help raise awareness, the Florida Public Service Commission (FPSC) participated in National Lifeline Awareness Week, September 14-18, 2020.

“Lifeline helps qualified low-income consumers connect to family, friends, and community, as well as important emergency services. It’s an important program, especially now, and we are working to promote it,” said PSC Chairman Gary Clark. “If consumers already participate in an approved federal assistance program, they probably qualify and can easily apply for their discount.”

Lifeline provides a **\$7.25 monthly discount** on stand-alone voice service and a **\$9.25 monthly discount** for broadband. The *Lifeline* program can be a life changer for eligible veterans, unemployed workers, the homeless and disabled, older adults and other low-income Floridians.

The *Lifeline* benefit can only be used toward phone (landline or wireless) or internet (broadband), but not both. One discount is allowed per household. *Lifeline* customers must recertify their program eligibility every year. More information on program eligibility, rules, and key messages is available on the [Federal Communications Commission’s website](#).

To participate in *Lifeline*, consumers must have an income at or below 135 percent of the federal Poverty Guidelines, or they (or someone in their household) must participate in one of these federal assistance programs:

- ◆ Supplemental Nutrition Assistance Program, formerly known as Food Stamps
- ◆ Medicaid
- ◆ Supplemental Security Income
- ◆ Federal Public Housing Assistance (Section 8)
- ◆ Veterans Pension and Survivors Benefit
- ◆ Tribal Programs (and live on federally-recognized Tribal lands)

You will need to show a card, letter, or official document, as proof that you participate in one of these programs when you apply for *Lifeline*. An application is available [here](#) to help you determine eligibility.

Florida’s outreach focused on the eight senior centers in Volusia County and the Tallahassee Senior Center this year. With in-person events cancelled due to the pandemic, PSC representatives distributed information to seniors with the help of the senior services coordinators. *Lifeline* information is also readily available [here](#) on the FPSC’s website.

National Lifeline Awareness Week, observed the week following Labor Day each year, is a partnership between the Federal Communications Commission and the National Association of Regulatory Utility Commissioners and its membership states. More information can be found [here](#).

For additional information, visit www.floridapsc.com.

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