

LIFELINE ASSISTANCE LINK-UP FLORIDA PROGRAMS

THE LIFELINE ASSISTANCE
AND LINK-UP FLORIDA PROGRAMS
ARE DESIGNED TO ENSURE
THAT ALL RESIDENTS OF
FLORIDA HAVE ACCESS
TO BASIC TELEPHONE
SERVICE AND CONNECTIONS
IN THEIR HOMES.

24-HOUR ON-LINE COMPLAINT FORMS
WWW.FLORIDAPSC.COM

If you have questions, you may call the
Florida Public Service Commission's
Division of Regulatory Compliance and
Consumer Assistance at
1-800-342-3552,
fax your questions to
1-800-511-0809,
or contact the FPSC via the
following E-mail address:
contact@psc.state.fl.us.
See our Internet home page at
www.floridapsc.com.

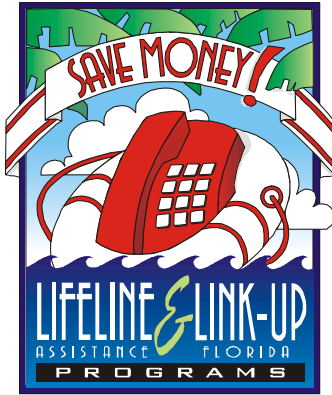
Or write to the
Florida Public Service Commission
Division of Regulatory Compliance and
Consumer Assistance
2450 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

FPSC/RCA/NOV2005



LIFELINE ASSISTANCE LINK-UP FLORIDA PROGRAMS

A PUBLICATION OF THE
FLORIDA PUBLIC SERVICE COMMISSION



The Lifeline Assistance Program and Link-Up Florida offer assistance to qualified residential telephone customers. They are designed to ensure that the basic telephone connection (hook-up) and service remain affordable to all residents of Florida.

The Lifeline Assistance Program provides up to a **\$13.50** credit on qualified residential customers' local monthly phone bills.

Link-Up Florida provides a 50 percent reduction in the telephone service hook-up charge, up to a maximum of **\$30.00**.

Consumers receiving state and federal assistance such as Temporary Assistance to Needy Families (TANF), Food Stamps, Medicaid, Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8), or BellSouth, Sprint, and Verizon customers participating in the National School Lunch free lunch program (NSL) are eligible for these programs.

If you are at or below 135% of the poverty level, but not currently receiving benefits from one of the listed programs, you may be able to qualify by contacting the Office of Public Counsel in Tallahassee at 1-800-540-7039.

Some wireless and competitive local exchange companies (CLECs) also offer the Lifeline Assistance Program and Link-Up Florida.

In addition, if you live on a federally recognized tribal land and are eligible for

benefits through the Bureau of Indian Affairs for Tribal TANF, Head Start Subsidy or the NSL, you qualify for expanded Lifeline assistance.

Florida's state legislators played a major role in establishing the Lifeline Assistance Program for our state, recognizing that some Florida residents did not have telephone service simply because they could not afford it. Because of the strong leadership provided by the Legislature, the Lifeline Assistance Program and Link-Up Florida are helping to make telephone service affordable to low-income consumers in our state, and the Florida Public Service Commission (PSC) is committed to making sure that eligible low-income residents receive these discounts.

If you have any questions, or would like to know if you are eligible to participate in the programs, please call your local telephone company. After speaking with your phone company, if you have further questions please call the PSC at **1-800-342-3552**.

QUESTIONS & ANSWERS

Who is eligible for the Lifeline Assistance Program and Link-Up Florida?

You may be eligible for savings if you receive benefits under one of these programs:

- ◆ Temporary Assistance to Needy Families (TANF)
- ◆ Food Stamps
- ◆ Medicaid
- ◆ Low-Income Home Energy Assistance Program (LIHEAP)
- ◆ Supplemental Security Income (SSI)
- ◆ Federal Public Housing Assistance (Section 8)
- ◆ BellSouth, Sprint, and Verizon customers participating in the National School Lunch free lunch program (NSL)
- ◆ Bureau of Indian Affairs programs:
 - Tribal TANF
 - Head Start Subsidy
 - National School Lunch free lunch program (NSL)

How do I sign up for the Lifeline Assistance Program or Link-Up Florida?

Call the number for establishing or changing telephone service in the front pages of your area's local telephone directory.

Can I participate in both programs?

Yes.

Can my Lifeline local service be cut off if I have unpaid long distance bills?

No. However, your long distance service can be blocked.

If I don't have service now because I have a previous bill that I haven't paid, can I still get Lifeline?

Yes. The telephone company can require you to make payment arrangements over a period of not less than four months for the outstanding local portion of the bill. If you have outstanding long distance charges, you may be required to participate in toll blocking, but the company cannot deny Lifeline service to qualified customers because of unpaid long distance bills.

Do I have to pay a deposit for Lifeline?

If you agree to have your long distance toll service blocked, the company cannot require you to pay a deposit.

What happens to my Lifeline service after I no longer qualify?

Customers who no longer qualify for Lifeline service can contact their telephone company to obtain temporary assistance by subscribing to Transitional Lifeline Assistance, a state program that provides a 30% reduction in the monthly flat rate for residential basic service. The customer can receive the discount for one year from the date the customer ceases to be eligible for Lifeline service.