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Lifeline Assistance Program & Link-Up Florida

The Lifeline Assistance Program and Link-Up Florida are designed to ensure that all residents of Florida have access to basic telephone service and connections in their homes.

If you have questions, you may call the Florida Public Service Commission's Division of Consumer Affairs 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 Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0865

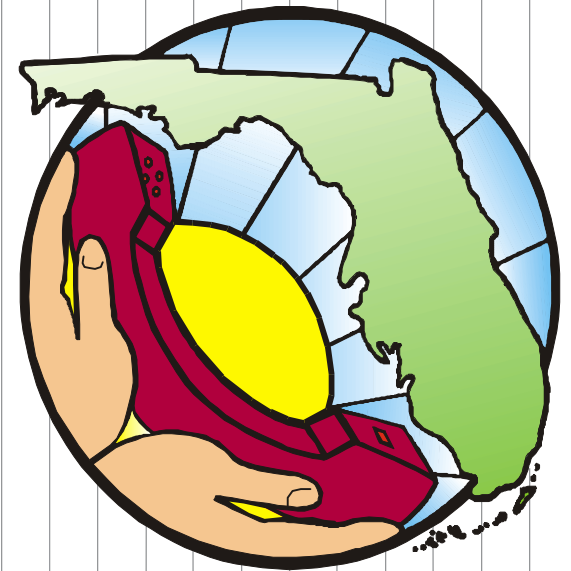
PSC/CAF/AUG 2002



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A Publication of the
Florida Public Service Commission

SAVE MONEY ON YOUR LOCAL PHONE SERVICE



Lifeline Assistance Program & Link-Up Florida



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

Consumers receiving state and federal assistance such as Temporary Assistance to Needy Families (TANF), food stamps, or Supplemental Security Income (SSI) are eligible for these programs.

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 National School Lunch Program, you qualify for expanded Lifeline assistance.

The Lifeline Assistance Program provides up to a \$13.00 credit on qualified residential customers' local monthly phone bills, including a federal credit of \$9.50 and a matching credit from their telephone company of \$3.50.

Link-Up Florida provides up to a 50% reduction in the telephone service hook-up charge, to a maximum of \$30.

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 can prove that you are receiving 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)
- ◆ Bureau of Indian Affairs'
 - Tribal TANF
 - Head Start Subsidy
 - National School Lunch Program

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 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?

Florida law requires that the telephone company provide service at 70% of the regular rate for one year after you cease to be qualified for Lifeline. The discount applies only to the basic local service portion of the bill (typically about \$10 per month) so the discount for most customers would be about \$3.00 per month. The discounted rate for other services, such as Caller ID, must be requested. Discounts will not be provided automatically.