

LIFELINE ASSISTANCE PROGRAM

Helps make telephone service affordable for Florida's low-income customers

- ◆ Lifeline Assistance, a program that provides monthly discounts to low-income consumers on basic residential telephone service, is available **only** to eligible consumers.
- ◆ Florida consumers qualify for Lifeline by participating in one of a number of federal assistance programs, OR by having an income that is 150% or below the federal poverty guidelines.
- ◆ A monthly discount of at least \$9.25 is available for a primary residential telephone or a wireless phone.
- ◆ Adults of any age may qualify.

FEDERAL COMMUNICATIONS COMMISSION LIFELINE ASSISTANCE RULE CHANGES

- ◆ Recently, the FCC updated its rule governing program eligibility and non-duplication to improve program efficiency and to ensure those who need support can receive it.
- ◆ Eligible consumers may receive only **one** discount per household that may be applied to either their wireline or wireless service.
- ◆ If a consumer or his/her household currently has more than one Lifeline discount, he or she must select a single service provider immediately or be subject to penalties.
- ◆ To enroll in Lifeline, potential subscribers must demonstrate their eligibility by showing proof of income or participation in a qualifying program.
- ◆ All Lifeline subscribers will be contacted annually by their service provider to reconfirm their program eligibility. ***If eligibility is not reconfirmed, the Lifeline benefit may be discontinued.***

HELPFUL RESOURCES

Universal Service Administrative Company—administrator of Lifeline funds—has updated its Web site, www.usac.org, to include the following: a Lifeline Eligibility prescreening tool at www.lifelinesupport.org and a concise program overview, useful for educating consumers, at <http://usac.org/li/about/getting-started/process-overview.aspx>. To find out about Florida's program and how eligible consumers can apply, visit <http://www.floridapsc.com/utilities/telecomm/lifeline/>. For further questions, call the PSC at 1-800-342-3552 or the Office of Public Counsel at 1-800-540-7039.

Thank you for joining us in raising Lifeline awareness by posting program information in your offices, distributing information to your clients, forwarding information to other groups in your network, or linking to www.fcc.gov/lifeline.

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Eligible consumers may receive ONE benefit per household.