

# 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 within 30 days of no longer qualifying. Ask for Transitional Lifeline Assistance. This state program gives 30% off the monthly flat rate for wireline 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 program?

No.

## Do I have to be a certain age to qualify for the Lifeline program?

No, age is not a factor in determining eligibility.

## Can I get Lifeline Assistance for broadband?

Yes. Lifeline Assistance for broadband is offered by certain companies. You will need to check with the company you are seeking service from regarding what services it offers. Lifeline Assistance is still restricted to one Lifeline discount per household to be used for phone service, broadband service, or a bundle of both services.



## 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](mailto: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).

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FLORIDA

LIFELINE  
ASSISTANCE  
PROGRAM

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# THE LIFELINE ASSISTANCE PROGRAM

helps make telephone service affordable to low-income customers in our state.

## LIFELINE ASSISTANCE

offers a **\$9.25** credit per month for broadband. Over a year's time, that is a savings of at least **\$111.00**.

By comparison, qualifying customers receiving voice service can receive a **\$7.25** credit per month on stand-alone voice service which equates to **\$87.00** for the year.

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:

- ◆ Supplemental Nutrition Assistance Program (SNAP)
- ◆ Medicaid
- ◆ Supplemental Security Income (SSI)
- ◆ Federal Public Housing Assistance (Section 8)
- ◆ Veterans Pension and Survivors Benefit

**OR**

YES, IF YOU MEET THE

**INCOME GUIDELINES:**

Number of People In Household	Total Household ANNUAL Income*	Total Household MONTHLY Income*
1	\$16,861.50	\$1,405.13
2	\$22,828.50	\$1,902.38
3	\$28,795.50	\$2,399.63
4	\$34,762.50**	\$2,896.88

\* Up to 135% of U.S. Poverty Guidelines  
 \*\* For each additional person, add \$5,967

*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 National School Lunch Program, you qualify for Tribal Link-Up and expanded Lifeline Assistance.*

## 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. Verify that the phone company is eligible to provide the Lifeline discount. You will then need to apply for the Lifeline Assistance program through the Universal Service Administrative Company (USAC)

Applying is easy. You can apply online at <https://nationalverifier.service-now.com/lifeline>, or print out an application at <http://www.psc.state.fl.us/ConsumerAssistance/LifelineAssistance> and mail it to USAC. If need be, you can also call USAC at 1 (800) 234-9473 to have a paper application mailed to your residence.

IF YOU MEET THE

**INCOME GUIDELINES:**

Contact USAC to inquire about the income eligibility verification process.