

## QUESTIONS & ANSWERS

**Can I use both the Link-Up and Lifeline programs?** Yes, if you do not have phone service in your home, you can apply for both programs. If you already have phone service, you can still apply for Lifeline.

**Do most telephone companies offer Link-Up Florida and Lifeline Assistance Programs?** Yes. Companies serving the vast majority of Floridians do offer the programs, 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 and ask for Transitional Lifeline Assistance. This state program gives 30% off the monthly flat rate for residential basic service. You can get this discount for one year after you no longer qualify for the regular Lifeline program.

**Will receiving the Link-Up or Lifeline credits impact my benefits from other programs (for example, food stamps)?** No.

**Do my assets, such as owning a car, affect my income eligibility for the programs?** No.

**Are the Link-Up and Lifeline programs just for senior adults?** No. Adults of all ages may qualify.



### THE LINK-UP FLORIDA AND LIFELINE ASSISTANCE PROGRAMS

are state programs approved by the Florida Public Service Commission.

If you have questions, you may call the Florida Public Service Commission's Division of Service, Safety 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](mailto:contact@psc.state.fl.us).

Or write to the Florida Public Service Commission Division of Service, Safety and Consumer Assistance 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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# LINK-UP

FLORIDA  
AND

# LIFELINE

ASSISTANCE

PROGRAMS

A PUBLICATION OF THE  
FLORIDA PUBLIC SERVICE COMMISSION

## THE LINK-UP FLORIDA AND LIFELINE ASSISTANCE PROGRAMS

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

### LINK-UP FLORIDA

gives a 50% rebate in the telephone hook-up charge (up to \$30.00).

### LIFELINE ASSISTANCE

gives a \$13.50 credit per month on local phone bills.

Over a year's time, that is a savings of **\$162.00.**

The Florida Public Service Commission wants all eligible low-income residents to receive these discounts.

## 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:

- ◆ Temporary Cash Assistance
- ◆ Food Stamps
- ◆ Medicaid
- ◆ Low-Income Home Energy Assistance Program (LIHEAP)
- ◆ Supplemental Security Income (SSI)
- ◆ Federal Public Housing Assistance (Section 8)
- ◆ National School Lunch (NSL) Program's free lunch program

*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 NSL, you qualify for expanded Lifeline assistance.*



YES, IF YOU MEET THE

INCOME GUIDELINES:

Number of People In Household	Total Household ANNUAL Income*	Total Household MONTHLY Income*
1	\$16,245	\$1,354
2	\$21,855	\$1,821
3	\$27,465	\$2,289
4	\$33,075 **	\$2,756

\* 150% of U.S. Poverty Guidelines  
\*\* For each additional person, add \$5,610

# 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 and apply for the Link-Up Florida and Lifeline Assistance programs.

**Already have phone service?** Applying is easy. You can call your local phone company and ask for help signing up for the Lifeline Assistance Program.

- OR Visit the PSC's Lifeline Web page at [www.floridapsc.com/utilities/telecomm/lifeline](http://www.floridapsc.com/utilities/telecomm/lifeline) to apply online or obtain a printed application.

**Want to apply online?** Simply complete the online application using the Lifeline Automated Online Application process and click Submit to send your application directly to your telephone company.

**Want to apply by mail or fax?** Simply print the Link-Up Florida and Lifeline Certification Form. Then, complete the application form and mail or fax it to the address or fax number shown on the application for your telephone company.

- OR If you are a new applicant or re-certifying your eligibility at the Florida Department of Children and Families (DCF) for: ◆ Temporary Cash Assistance ◆ Food Stamps ◆ Medicaid

**THEN** You can choose to be automatically enrolled for Link-Up Florida or the Lifeline program when you apply at the Department of Children and Families.

IF YOU MEET THE

INCOME GUIDELINES:

Call 1-800-540-7039 (Office of Public Counsel in Tallahassee) and ask for help signing up for Link-Up Florida or the Lifeline Program.

- OR Download an application at [www.floridaopc.gov/lifeline.cfm](http://www.floridaopc.gov/lifeline.cfm) and mail it to the Office of Public Counsel using the address at the bottom of the application.