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 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 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 programs?
No, not if you meet qualifications for other discount programs.

Do I have to be a certain age to qualify for the Lifeline program?
No, adults of all ages may qualify.

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.

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.
The Lifeline Assistance Program helps make telephone service affordable to low-income customers in our state.

Lifeline Assistance gives at least a $9.25 credit per month on local phone bills. Over a year’s time, that is a savings of at least $111.00.

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.

You can choose to be automatically enrolled for the Lifeline program when you apply at the Department of Children and Families.

Call 1-800-540-7039 (Office of Public Counsel in Tallahassee) and ask for help signing up for the Lifeline program.

Download an application at www.floridaopc.gov/lifeline.cfm and mail it to the Office of Public Counsel using the address at the bottom of the application.

<table>
<thead>
<tr>
<th>Number of People in Household</th>
<th>Total Household Annual Income*</th>
<th>Total Household Monthly Income*</th>
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<tbody>
<tr>
<td>1</td>
<td>$15,890</td>
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<tr>
<td>4</td>
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</tbody>
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* At least 135% of U.S. Poverty Guidelines
** For each additional person, add $5,616