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**Northeast Florida Telephone Company, Inc.**  
**130 North Fourth Street • Macclenny, Florida 32063**  
**(904) 259-2261 or Toll Free (877) 838-5695**

August 27, 2015

Mr. Robert J. Casey  
Public Utilities Supervisor  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Mr. Casey:

Re: 2015 Lifeline Report Data Request

Enclosed is NEFCOM's 2015 Lifeline Report Data Request and copies of the requested information for question 12.d. Please place our responses in the undocketed file.

If you should have any questions or need any further information, please contact me at (904) 259-0632.

Sincerely,

s/Deborah L. Finley

Deborah L. Finley  
Director of Customer Services

cc: Master File

## ILEC LIFELINE DATA REQUEST 2015

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 30, 2015.**

**For items 1 through 16, please provide the data for the fiscal year July 1, 2014, through June 30, 2015.**

**For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.**

1. The number of residential access lines in service each month.

Responses:

July, 2014	4906
August, 2014	4886
September, 2014	4896
October, 2014	4906
November, 2014	4877
December, 2014	4858
January, 2015	4848
February, 2015	4893
March, 2015	4887
April, 2015	4882
May, 2015	4869
June, 2015	4861

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

Response:

July, 2014	553
August, 2014	543
September, 2014	511
October, 2014	320
November, 2014	394
December, 2014	416
January, 2015	430
February, 2015	442
March, 2015	449
April, 2015	449
May, 2015	457
June, 2015	458

ILEC Lifeline Data Request 2014  
 July 30, 2015

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

Response: \$12.75

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

Response:

	2014						2015					
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Customer currently receiving Lifeline	553	543	511	320	394	416	430	442	449	449	457	458
Inability to verify participation in qualifying program	0	0	0	0	0	0	0	0	0	0	0	0
Past due Balance (JD)	0	1	5	2	0	3	5	0	5	2	2	3
Not Northeast Florida Customer	16	2	7	6	3	5	3	2	2	3	7	2

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

Response:

July, 2014	20
August, 2014	10
September, 2014	17
October, 2014	18
November, 2014	81
December, 2014	34
January, 2015	20
February, 2015	21
March, 2015	19
April, 2015	9
May, 2015	17
June, 2015	14

ILEC Lifeline Data Request 2014  
July 30, 2015

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines, or Lifeline customers moved to Transitional Lifeline.

Response:

July, 2014	12
August, 2014	20
September, 2014	49
October, 2014	209
November, 2014	7
December, 2014	12
January, 2015	6
February, 2015	9
March, 2015	12
April, 2015	9
May, 2015	9
June, 2015	13

7. The number of customers participating in Transitional Lifeline each month.

Response:

July, 2014	0
August, 2014	0
September, 2014	0
October, 2014	0
November, 2014	0
December, 2014	0
January, 2015	0
February, 2015	0
March, 2015	0
April, 2015	0
May, 2015	0
June, 2015	0

8. The number of customers participating in Lifeline under the Tribal Lands provision each month.

Response: None

9. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

Response:

July, 2014	0
August, 2014	0
September, 2014	0
October, 2014	0
November, 2014	0
December, 2014	0
January, 2015	0
February, 2015	0
March, 2015	0
April, 2015	0
May, 2015	0
June, 2015	0

10. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:

- a. Procedures used to process applications received from the Office of Public Counsel.

Response: NEFCOM has not received any Lifeline applications from the Office of Public Counsel since the effective date of NEFCOM adding the income-based program criteria to the Lifeline eligibility criteria. However, NEFCOM would process the applications immediately upon receipt of receiving a Lifeline application from OPC.

- b. Procedures used to process applications received directly from customers.

Response: NEFCOM encourages the customers to go to the PSC website. We are looking at placing a computer in our Business Office for customers to have access to the PSC website. NEFCOM will also provide the customer with a Lifeline Application to complete showing they qualify for one of the low-income assistance programs. The customer has to provide proof that they qualify when they complete the Lifeline Application. Normally, the customer returns NEFCOM's Lifeline Application along with proof that they qualify on the same day. Enrollment for Lifeline Assistance is processed for a new customer on the date of installation (normally three working days after the date of application) if eligibility documentation is received.

If the customer is not eligible for Lifeline under one of the low-income assistance programs they may be able to qualify based on household income. The state of Florida income qualifier is at or below 135% of the federal poverty guidelines. The customer must provide proof of all income (both taxable and non-taxable) for themselves and anyone in their home that is not a dependent.

- c. Procedures used to process applications received through the PSC on-line process.

Response: Northeast receives an email from the FPSC that there are pending applications to be processed. Once the email is received the file is downloaded from the FPSC's website and given to one of the Service Representatives for processing. NEFCOM processes the application immediately unless one of the following conditions is found: a) the account is already receiving Lifeline, b) the account is not a NEFCOM customer, c) the account belongs to SETEL (local service reseller), or d) the account is not in service (disconnected). If one of these conditions exists, the file is coded appropriately and sent back to the FPSC using the secure fax line.

- d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

Response: Same as c. above.

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

Response: The customers must complete our Lifeline Application and provide proof of their participation in the qualifying program on their application. NEFCOM enrolls the customer in Lifeline service on the same day the eligibility documentation is received. A new customer receives the Lifeline credit prorated back to the date service was installed on their first bill. A customer can also apply on-line through the PSC website.

Existing customers receive the Lifeline credits on the next bill following the date of enrollment in the program, or possibly on the second bill following enrollment if enrollment was made after the bill cycle cutoff date.

11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the following in your response:

- a. Time period between initial certification and annual certification.  
b. Method(s) used to verify customer eligibility.  
c. Frequency of periodic certification.

Response a., b. & c.: The FCC order effective June 1, 2012 require that we recertify the customer's continued eligibility annually. The customers are sent a recertification letter and our Lifeline Application that must be completed and signed by the customer and returned to NEFCOM in order to continue to receive the benefit. Customers that do not respond to the letter or to a courtesy phone call will be removed from the Lifeline program.

12. Description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

- b. Outreach and educational efforts involving participation in community events.
- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: a., b., c., - Northeast promotes Lifeline participation verbally by the customer service representatives in the course of processing an application for new service, during inquires received from existing customers, annual mail outs, annual newspaper ads, and through information placed in the information section of Northeast's directory and on our webpage.

- d. Copies of Lifeline outreach materials of your company.

Response: Copies of Bill message, press ad, phone book and website are attached.

- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Response: None

13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:

- a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.

Response: First, Northeast applies the entire \$12.75 in Lifeline credits to the retail rates for basic local service. The Company then applies the wholesale discount factor to the remaining balance for the service sold to the reseller.

- b. Initial and annual certification procedures and requirements.

Response: First, Northeast applies the entire \$12.75 in Lifeline credits to the retail rates for basic local service. The Company then applies the wholesale discount factor to the remaining balance for the service sold to the reseller.

- c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

Response: No

14. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

Response/Training: The customer service representatives are trained to promote Lifeline participation while processing an application for new service and during inquires received from existing customers.

Response/Script: The Customer Representatives are advised to tell the customers that they may be eligible for assistance on their local telephone bill if they receive benefits from

one of the qualifying programs or meet the income requirements for Lifeline. If the customer responds that he qualifies, we proceed by asking them to complete the Lifeline Application on the PSC website or to complete the Lifeline Application and provide proof of their participation. However, should the customer respond 'No', we move to the next step of processing the order.

15. Please provide any link on your Web site that provides Lifeline information.

Response: [http://nefcom.net/lifeline\\_faq/](http://nefcom.net/lifeline_faq/)

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**Message to our Customers:**

**ONLINE BILL PAY!**

NEFCOM offers E-Care which allows you to view and pay your account online. Registration is free, secure and easy. To sign up, simply log onto [www.nefcom.net](http://www.nefcom.net) and click on the "Pay Your Bill Online" link. For security purposes, the registration process requires information that can be found on the front page of your telephone bill.

If you have any questions or need assistance, please call 259-2261 and speak with one of our sales associates.

**FREE INSTALLATION FOR CALLING FEATURES**

A \$28.00 Savings - Monthly Rates Will Apply

**BILL VERIFICATION**

Please verify all the itemized charges on this bill.

**DIRECT DEBIT SERVICE**

Save Time, Save Money!

Ask us about automatic payment deductions from your checking or savings account.

The Federal Universal Service Charge (FUSC) Surcharge Factor recovers the costs associated with the telephone company's contributions to the federal universal service fund program. Effective October 1, 2014, there has been an increase in this charge from 15.7% to 16.1%.

**NEFCOM's Statement of Rates for Basic Telephone Service**

NEFCOM is a quality telecommunications company that provides Basic and Enhanced services at reasonable rates within its service territory. Pursuant to regulatory requirements NEFCOM offers its customers the following supported services:

Voice grade access to the public switched network or its functional equivalent; Local usage; Access to

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**CHANGE OF ADDRESS FORM**

*Please print*

Effective date \_\_\_\_\_

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Alternate telephone number \_\_\_\_\_



Page: 3 of 5  
 Account: 11020108  
 Bill Date: Oct 01 2014  
 Telephone: 904 259-4799 (See Account and Service Summary)  
 Name: DENNIS & DEBORAH L FINLEY

Message to our Customers (continued)  
 emergency services such as 911; Toll limitation for qualifying low-income customers.

	Residential		Business
Individual Touch-Calling			
Access Line - Base Rate Area	\$14.00		1-Party \$24.40
			Trunk \$36.00
FCC Subscriber Line Charge	\$ 6.50		Single Line \$ 6.50
			Multi-Line \$ 9.20
Access Recovery Charge (ARC)	\$ 1.50		Single Line \$ 1.50
			Multi-Line \$ 3.00

**Lifeline Service**

Lifeline service is a government assistance program that provides discounts on monthly telephone service for eligible low-income consumers. Lifeline is supported by the federal Universal Service Fund (USF). Only one Lifeline benefit is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferrable benefit and the subscriber may not transfer his or her benefit to any other person. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

**Who qualifies for reduced Telephone Charges?**

To participate in the program, consumers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs.

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (formerly listed as Food Stamps)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Heat and Energy Assistance Program (LIHEAP)
- National School Lunch Program (free lunch program only)
- Temporary Cash Assistance (TCA)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

In most cases, consumers will have to provide proof of eligibility upon application for Lifeline service. In addition, consumers must complete a Lifeline application and make certain certifications upon signing up for Lifeline and to agree to re-certify their continued eligibility on an annual basis.

Should you have any questions, please contact a NEFCOM representative at (904) 259-2261 or 1-877-838-5695.

**Account and Service Summary**

Service Information	Recurring Charges	Other Charges	Usage Charges	Taxes & Surcharges	Total
Account(11020108) FINLEY, DENNIS & DEBORAH L					
ISP dlfiney	.00	.00	.00	.00	.00
LND 904 259-4799	41.06	45.13CR	4.68	.00	.61
<b>Total for 11020108</b>	<b>41.06</b>	<b>45.13CR</b>	<b>4.68</b>	<b>.00</b>	<b>.61</b>

**Total Account and Service Charges** **.61**



## Benefit draws best-selling author

Nearly 100 tickets were sold and \$2000 raised the evening of September 24 when New York Times best-selling author Charles Martin hosted a reading and book signing event at American Enterprise Bank in Macclenny. Mr. Martin (at right), 44, of Jacksonville, read from his current fiction work "A Life Interrupted" about a once-prolific football star named Matthew "The Rocket" Rising, whose life goes into a tailspin after he is a top NFL draft pick. The work, termed by one critic as a "redemption story," is the latest in Mr. Martin's stable of inspirational fiction works. In photo above, he signs a copy of the book for Debbie Hall of Macclenny, a member of a local book club that co-sponsored the event with the bank. Proceeds were dispersed evenly to the Taber Library and library at Baker County High School.



Photo courtesy of Shirley Padgett

## O'Brian Youth Award winner speaks to club

Grace Jones, the daughter of Pre-K-Kindergarten Center principal Bonnie Jones, both pictured above, was this year's recipient of the GFWC Women's Club's Hugh O'Brian Youth Leadership, or HOBY, award. She was selected by faculty at Baker County High School to attend the HOBY workshop in Tallahassee, a trip funded by the club's donation of \$325. The younger Ms. Jones spoke about the workshop at the club's monthly meeting September 18. Also speaking at the meeting were Dana Wood, president of First Federal Bank, who presented ways to avoid scams, fraud and identity theft, and Trilby Crews, who offered tips to prevent skin cancer. The Women's Club encourages interested women to attend the next meeting on October 16 at 10:30 a.m. at the club house, 144 S. 5th St.

## Entries sought for vets parade

The Baker County Veterans Appreciation Committee is looking for parade participants for November 15. If you have a veteran you would like to honor by having them ride in the parade, or would like to have a military-themed float, please contact Scott Crews at 259-0978 for a registration form. Let's make this a fitting event to honor our veterans.

## Candy needed

Macclenny Nursing and Rehab Center will again this year sponsor a Trick or Treat event on Halloween. Companies and individuals are asked to donate candy that patients will then distribute to children as they come through the facility. The event has been a big success in past years. Please deliver the candy during working hours Monday through Friday at the front office, or ask for Barbara Nicholas in activities. She can be reached at 259-4873.

# Shoplifter struck worker

## With mirror of her car fleeing Walmart

JON SHUMAKE  
jon@olive.com

Police are searching for a black female who shoplifted more than \$178 worth of items from Winn Dixie the night of September 23 and struck an employee with the passenger's side-view mirror as she fled in a vehicle.

The store's manager and a cashier attempted to confront the woman as she was loading the stolen items into a blue Impala and requested a proof of purchase. The woman, who was wearing a blue shirt and jeans and had curly black hair, ignored the request and continued putting away the merchandise. The store manager grabbed the shopping cart and the woman threatened her. The suspect then got in the car and fled with another black female with red hair in the passenger seat. The license tag had also been removed from the vehicle.

Two employees were on break outside the store as the incident unfolded and began approaching the front of the vehicle. As the suspect drove off, she struck one of the employees on the right forearm, causing the mirror to fall off.

Witness Richard Allen of Macclenny attempted to follow the suspects in his vehicle, which has a dash cam, but lost sight of the women as they turned eastbound onto I-10.

Surveillance showed the passenger confessing the front of the store prior to the driver leaving with the shopping

cart. The passenger also exited the store with a shopping cart about 30 minutes earlier.

In a related incident, a Sanderson woman and a White Springs man were arrested the afternoon of September 23 for shoplifting more than \$500 of items from Walmart after police caught them at nearby Murphy Oil.

They were later identified as Nicole Newton, 30, and Griffin Hendricks, 40, and initially denied the accusations before Ms. Newton confessed to only scanning certain food items at a self-checkout lane. They were arrested after a security worker confirmed he saw them place the items into shopping bags directly from the cart and then leave without paying.

In other similar incidents: • Tessa Lombardi, 31, of Macclenny was arrested the night of September 26 for shoplifting from Walmart after she left the store without paying for an energy drink and an extension cord valued at almost \$20 combined.

A surveillance video showed

her walking around the store drinking it before concealing it behind other merchandise. She then went to self-checkout to pay for the items in her cart, but left the store without paying for the energy drink. Security detained her and found the extension cord below the bagged items, which she said she meant to pay for but forgot.

Denise Potter, 27, of St. George, GA, was arrested the night of September 20 after she was caught at Walmart pouring camping fuel into a cup and then putting the bottle back on the shelf. She passed the last point of sale with the cup full of liquid, which was valued at about \$6, before security stopped her.

Police responded to a county-owned refuse collection site on Mud Lake Road the morning of September 28 in reference to an electric well pump that was stolen the previous night. Elmore Robertson, 48, of Macclenny told police the pump was working when he left around 5 o'clock the previous afternoon.

1159 S. 6th St. Macclenny  
259-7808 Open M-F 9:30-8 Sat 10-3

## BAKER

Guns & Ammo  
Bows, Treestands & More!  
NEW & USED

We have Electronics, Jewelry, ATVs, Musical Instruments, Tools, Generators, Boats, Computers & so much more!

TOP \$\$\$  
FOR YOUR GOLD!

ALCOHOLICS ANONYMOUS

Meetings Mon., Wed. & Fri.  
at 8 pm  
8861 S. SR 228 Maccl.

## Free classes will be offered to adults in art, computers

The Baker County school district's adult education department secured grant funding from the state to offer the following free art and computer classes:

- Drawing with a brush, creating still life and painting the world with acrylic paint, for adults 18 and older.

- Sessions include live demonstrations and all supplies. Classes will be held on Mondays 9 a.m. to 12:30 p.m. and Wednesdays from 2-5 p.m. starting on Monday, October 27.

- Acrylic painting for persons 35 and older. Classes begin Tuesday, October 28 from 9 a.m. to 12:30 p.m. and from 2-5 p.m. with supplies included.

- Computer literacy classes for persons 55 and older begin Tuesday, October 30.

Introduction to PCs is from 9 a.m. to noon and Internet Explorer from 1-4 p.m.

All classes are held at the district's adult ed building at 323 W. Minnesota in Macclenny. Required pre-registration begins on October 13 and seating is limited.

Phone Alicia Chaucer at 259-0403 for details.

formerly Nina's Hairstyling

# A Kut above

259-3428

Call today to schedule your appointment!

Owner: Johnny Morgan

589 South Sixth St. | Macclenny

\$5.00 Off

a purchase of \$50 or more on one hair service, merchandise or facial service.

Other restrictions apply. Must present coupon.

<b>Hairstylists:</b> Troy Groves Susan Harris Nina Crews Lynn Crews Amanda Clements	<b>Specialty Services:</b> Make-up Artist & Esthetician Deborah Groves Spray Tanning Beyanka Harris
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Northeast Florida Telephone Company's  
Statement of Rates for Basic Telephone Service

Northeast Florida Telephone Company is a quality telecommunications company that provides Basic and Enhanced services at reasonable rates within its service territory. Pursuant to regulatory requirements Northeast Florida Telephone Company offers its customers the following supported services:

Voice grade access to the public switched network or its functional equivalent; Local usage; Access to emergency services such as 911; Toll limitation for qualifying low-income customers.

	Residential	Business
Individual Touch-Calling Access Line		
Base Rate Area	\$ 14.00	1-Party \$ 24.40 Trunk \$ 35.00 Single Line \$ 6.50 Multi-Line \$ 9.20 Single Line \$ 1.50 Multi-Line \$ 3.00
FCC Subscriber Line Charge	\$ 6.50	
Access Recovery Charge (ARC)	\$ 1.50	

Lifeline Service

Lifeline service is a government assistance program that provides discounts on monthly telephone service for eligible low-income consumers. Lifeline is supported by the Federal Universal Service Fund (USF). Only one Lifeline benefit is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-person-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

**Who qualifies for reduced Telephone Charges?**  
To participate in the program, consumers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (formerly listed as Food Stamps)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low Income Heat and Energy Assistance Program (LIHEAP)
- National School Lunch Program (free lunch program only)
- Temporary Cash Assistance (TCA)

Additional eligibility criteria may apply to residents of federally recognized tribal lands.

In most cases, consumers will have to provide proof of eligibility upon application for Lifeline service. In addition, consumers must complete a Lifeline application and make certain certifications upon signing up for Lifeline and agree to re-certify their continued eligibility on an annual basis.

Should you have any questions, please contact a NEFCOM representative at (904) 259-2261 or 1-877-838-5695.

A drunk driver ruined something precious. Amber Apodaca.

Friends Don't Let Friends Drive Drunk.

## First Baptist Church

of Macclenny

"It Feels Like Home"

372 S. Sixth Street at W. Minnesota Ave.

<p><b>SUNDAY SERVICES</b></p> <p>Sunday School 9:30 am Worship 10:45 am &amp; 6:00 pm</p>	<p><b>WEDNESDAY SERVICES</b></p> <p>Prayer &amp; Bible Study 6:00 pm Awana for Children 6:00 pm Youth Group 6:00 pm</p>
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Directions from I-10: Take Exit 335 N. Go 1.3 miles North on Hwy. 121 - See steple on left

Broadcast Live on WJXR 92.1 FM each Sunday Morning @ 11:00 am

# Application For Telephone Services

## APPLICATION FOR TELEPHONE SERVICE

A new customer of NEFCOM is requested to complete an application for telephone service. To apply online, or to download an application form, log onto [www.nefcom.net](http://www.nefcom.net) and click on Telephone Service within the Main Menu. One of our Service Representatives will also be glad to process an application by telephone. You may reach a Service Representative as follows: Residence 259-2261, Business 259-2300. If you prefer, you may also apply at our Business Office any workday, Monday through Friday, from 8 A.M. to 5 P.M.

A service connection charge is due and payable at the time of application for service. Residential customers are permitted to pay this charge in equal monthly installments over a period of up to three billing months. A minimal monthly service fee will be charged for each month the service connection charge is billed.

If service is subsequently removed for nonpayment, the application for telephone service (contract) will be considered to have been terminated. Reinstallation of service may be made only upon application for new telephone service and payment of outstanding indebtedness.

Note: A Lifeline customer's request for reconnection of basic local service will not be denied for outstanding charges related to toll or ancillary services.

## LIFELINE INFORMATION FOR NEFCOM CUSTOMERS IN FLORIDA

### Lifeline Service

Lifeline service is a government assistance program that provides discounts on monthly telephone service for eligible consumers. Lifeline is supported by the Federal Universal Service Fund (USF). The application process, eligibility requirements, and verification of program eligibility are prescribed by the Federal Communications Commission (FCC) and/or the Florida Public Service Commission (FPSC).

### How much can I save?

The Lifeline savings will reflect the maximum credit allowed by the Federal Communications Commission (FCC) and/or the Florida Public Service Commission (FPSC). These benefits apply to your local telephone service charges that you purchase as part of a service, or as flat rate service. These benefits will also cover your subscriber line charge.

### Who qualifies for reduced telephone charges?

Program based eligibility:

- Federal Public Housing Assistance / Section 8
- Supplemental Nutrition Assistance Program (SNAP) (formerly listed as Food Stamps)
- Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Cash Assistance (TCA)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

### Income Based Eligibility:

If you do not participate in one of the programs listed, you may qualify based on household income. State of Florida income qualifiers is at or below 135% of the Federal Poverty Guidelines. Proof of all income (taxable and non-taxable) for you and anyone in your home that is not a dependent is required.

### Are there any restrictions?

Only one Lifeline benefit is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferrable benefit and the subscriber may not transfer his or her benefit to any other person. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

### How do I apply?

To apply for Lifeline, stop by your nearest certified NEFCOM retail store. You may find more information about Lifeline and other telephone services available from NEFCOM at <http://www.nefcom.net>. An application can be obtained via phone, or at a certified NEFCOM retail store.

### What proof of eligibility do I need to provide?

You will be asked for proof of your eligibility by providing proof of program participation. Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, program participation documents, or another official document demonstrating that the prospective subscriber, one or more of the prospective subscriber's dependents or the prospective subscriber's household received benefits from a qualifying assistance program. Proof of total household income may be required for income based qualification. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Your Lifeline benefits will take effect when proof of eligibility is received.

### How do I continue to receive Lifeline benefits?

You must agree to re-certify your continued eligibility on an annual basis. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider within 30 days.

**Being a Lifeline customer does not protect you from being disconnected if you fail to pay your telephone bill.**

**Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.**

- [INEF](#)

## LIFELINE INFORMATION FOR NEFCOM CUSTOMERS IN FLORIDA

### Lifeline Service

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### How much can I save?

The Lifeline savings will reflect the maximum credit allowed by the Federal Communications Commission (FCC) and/or the Florida Public Service Commission (FPSC). These benefits apply to your local telephone service charges that you purchase as part of a service, or as flat rate service. These benefits will also cover your subscriber line charge.

### Who qualifies for reduced Telephone Charges?

#### Program based eligibility:

- Federal Public Housing Assistance / Section 8
- Supplemental Nutrition Assistance Program (SNAP) (formerly listed as Food Stamps)
- Medicaid
- Low-Income Heat and Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch Program (free program only)
- Temporary Cash Assistance (TCA)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands
- Income based eligibility:

If you do not participate in one of the programs listed above, you may qualify based on household income. State of Florida income qualifiers is at or below 135% of the Federal Poverty Guidelines. Proof of all income (taxable and non-taxable) for you and anyone in your home that is not a dependent is required.

### Are there any restrictions?

Only one Lifeline benefit is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferrable benefit and the subscriber may not transfer his or her benefit to any other person. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

### How do I apply?

To apply for Lifeline stop by your nearest certified NEFCOM retail store. You may find more information about Lifeline and other telephone services available from NEFCOM at <http://www.nefcom.net>. An application can be obtained via phone, or at a certified NEFCOM retail store.

### What proof of eligibility do I need to provide?

You will be asked for proof of your eligibility by providing proof of program participation. Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, program participation documents, or another official document demonstrating that the prospective subscriber, one or more of the prospective subscriber's dependents or the prospective subscriber's household received benefits from a qualifying assistance program. Proof of total household income may be required for income based qualification. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Your Lifeline benefits will take effect when proof of eligibility is received.

### How do I continue to receive Lifeline benefits?

You must agree to re-certify your continued eligibility on an annual basis. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider within 30 days.

Being a Lifeline customer does not protect you from being disconnected if you fail to pay your telephone bill.

Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.

