

Knology of Florida, Inc. (d/b/a WOW!)
Knology of Central Florida, Inc. (d/b/a WOW!)

Florida Lifeline Assistance Program

Making telecommunications service even more affordable.

Because telecommunications service is so important in today's world, WOW! believes everyone should have access to it. We offer a discounted telephone or broadband service plan, Lifeline Florida, which makes these services even more affordable for qualified customers. Lifeline Florida provides qualified customers with discounted phone or broadband service and the ability to add additional services and features.

How do I Qualify for Lifeline Assistance?

Lifeline Assistance is a federal benefit available to residential customers who have an annual household income at or below 135% of the Federal Poverty Guidelines for a household of its size or who participate in any of the following low-income assistance programs:

- ❖ Medicaid
- ❖ Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
- ❖ Supplemental Security Income (SSI)
- ❖ Section 8 Federal Public Housing Assistance (FPHA)
- ❖ Veterans Pension or Survivors Benefit

You may also be eligible for Lifeline Assistance even if you do not personally participate in one of these programs, as long as an individual who lives in your household, and for whom you are financially responsible, participates in at least one of these programs.

For purposes of the Lifeline program, a "household" is defined as any individual or group of individuals who live together at the same address and share in the household's income and expenses. A household may include related and unrelated persons.

If you want to qualify for Lifeline Assistance based on your annual household income, you must provide proof of your income through one or more of the following:

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement or paycheck stub from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for three consecutive months within the previous twelve months.
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits
- Retirement/pension Statement of Benefits

- Child Support document
- Divorce decree
- Other official document containing income information for at least 3 consecutive months time

NOTE: Federal Poverty Guidelines are updated annually; updates not reflected here are available at www.usac.org or from WOW! customer service.

Annual Income 135% Thresholds Based on Household Size (2019)								
1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people	For each additional person
\$16,862	\$22,829	\$28,796	\$34,763	\$40,730	\$46,697	\$52,664	\$58,631	+ \$5,967 per person

If you want to qualify for Lifeline Assistance based on participation in one of the low-income assistance programs, you must provide proof of participation with one or more of the following:

- Current or prior year’s statement of benefits from a qualifying federal program
- A current notice letter of participation in a qualifying federal program
- Program participation documents, such as a copy of your SNAP card, Medicaid card, etc.
- Other official document evidencing the qualifying person’s participation in one of the listed federal low-income assistance programs

NOTE: The FCC’s rules require WOW! to keep a copy of any of the supporting documentation you provide in support of your eligibility to receive Lifeline benefits.

Are There Any Restrictions on Lifeline Assistance?

Lifeline Assistance is available on either broadband internet service (home or wireless) or phone service (home or wireless), but not both. The household may not receive Lifeline benefits from more than one company. Violation of this “one-per-household” rule is a violation of the rules of the Federal Communications Commission and will result in your de-enrollment from the Lifeline Assistance program and possible prosecution by the United States Government.

Lifeline Assistance is a federal benefit – willfully making false statements in order to receive government assistance can result in a fine or imprisonment or cause you to be de-enrolled or barred from the program. It is also a violation of federal law to rent, sell or give away your Lifeline service to any other individual.

You must notify WOW! within 30 days if you or the qualifying resident in your household no longer participate in the government assistance program(s) that qualify you for Lifeline Assistance; if your qualifying annual household income exceeds 135% of the Federal Poverty Guidelines; or if you no longer qualify to receive Lifeline Assistance for any other reason. If you move to a new address, you must also provide your new address to WOW! within 30 days after relocating.

Customers who do not subscribe to Toll Limitation Service at the time of signing up for Lifeline Assistance may be required to provide a service deposit, consistent with the terms of WOW!'s General Subscriber Services Tariff.

The benefits of Lifeline Florida include the following:

- The maximum Lifeline Assistance credit available to Florida customers is a Federal credit of \$9.25 per month (voice or broadband).
- Waiver of deposit for local service¹
- Optional toll restriction at no charge¹
- Optional blocking of 900/976 numbers
- Additional lines allowed²
- Optional services available (e.g., Caller ID, Call Waiting, etc.)
- Optional blocking of pay-per-use features

How Do I Apply for Lifeline Assistance?

Knology of Florida, Inc. (Panama City Office)

You may apply in person for Lifeline Assistance at WOW!'s business office, located at 13200 Panama City Beach Pkwy in Panama City, Florida, between the hours of 8:00am and 4:00pm CST, Monday through Friday. You must complete the Lifeline application form and bring proof of your eligibility for Lifeline Assistance based on either your household income or participation in one of the qualifying low-income assistance programs. If you have questions about Lifeline Assistance, you may call our customer service representative at (850) 215-2161 during normal business hours.

Knology of Florida, Inc. (Pinellas Office)

You may apply in person for Lifeline Assistance at WOW!'s business office, located at 3001 Gandy Blvd. in Pinellas Park, Florida, between the hours of 8:00am and 5:00pm CST, Monday through Friday. You must complete the Lifeline application form and bring proof of your eligibility for Lifeline Assistance based on either your household income or participation in one of the qualifying low-income assistance programs. If you have questions about Lifeline Assistance, you may call our customer service representative at (727) 239-1000 during normal business hours.

Note: PDF format requires [Adobe Acrobat Reader](#), available free.

More Lifeline information is available in our Company Tariffs located at

<http://www.wowway.com/terms-and-conditions/south>

¹ Deposit waived on new local service only. If customer has outstanding toll debt, toll restriction required.

² Lifeline Florida plan benefits are only applicable on one phone line at the customer's principal place of residence when opting to apply the Lifeline credit to voice service.

Questions or complaints concerning Lifeline service may be directed to the Florida Department of Agriculture Consumer Service Unit at (800) 435-7352.