

## ***FREQUENTLY ASKED QUESTIONS***

### **General Questions**

#### **1. What is SafeLink Wireless?**

SafeLink Wireless is a government supported program that provides a free cell phone and air time each month to income-eligible customers.

#### **2. How much does it cost?**

It costs absolutely nothing! A customer receives SafeLink service at no cost to him or her.

#### **3. How many minutes are offered each month?**

Customers can receive up to 250 minutes per month, depending on which plan they choose. If a customer needs more minutes, they can buy additional airtime at a subsidized rate of 20 cents per minute. Below are details on each of the three available programs.

<b>Programs:</b>	<b>68 Minutes</b> Free Monthly Minutes	<b>125 Minutes</b> Free Monthly Minutes	<b>250 Minutes</b> Free Monthly Minutes
<b>Program Features:</b>	<b>International Calling &amp; Texting</b>	<b>Carry-over Minutes</b>	<b>Talk Minutes</b>
<b>Carry-over minutes</b>	Yes	Yes	No*
<b>International calling</b>	Yes	No	No
<b>Text Messaging</b>	Yes (3 cents per text)	Yes (1 minute per text)	Yes (1 minute per text)
<b>Voicemail/Caller ID/Call Waiting</b>	Yes	Yes	Yes

*\*If you choose this program all unused minutes (including purchased cards and free minutes) will be removed/wiped out and will not carry-over on your next monthly minutes delivery.*

#### **4. How long is this service?**

Upon approved enrollment, customers will receive their monthly allotments for 12 months and will need to re-qualify once a year. Customers receive text messages on their handsets to remind them that they need to re-qualify for the service.

#### **5. Are you required to sign a contract?**

No contracts are required with SafeLink. Enrollment can be done through the mail, over the phone, by fax or online according to state regulations.

#### **6. Is this program available to existing TracFone customers?**

Yes, SafeLink service is being offered to new and existing TracFone customers.

#### **7. Are any additional features available with the SafeLink service?**

Yes. Features such as Caller ID, Call Waiting and Voicemail are all included for free with SafeLink. Additionally, these other benefits are included:

- 911 calls free of charge; no minutes deducted
- All TracFone airtime cards can be used on this handset
- No long-term contracts, no credit checks, no early termination penalties
- Long distance calling at no additional charge
- Text messaging at no additional charge

## **Eligibility**

### **9. How does someone qualify?**

In Florida, eligibility can be determined based on two qualifiers:

(1) Participation in one of the following programs:

- Federal Public Housing Assistance / Section 8
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Bureau of Indian Affairs Programs (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP)

**OR**

(2) Your total household income is at or below 150% of the Federal Poverty Guidelines (FPG). The table below provides the maximum income you can have to be eligible for service.

Number of Persons in Household	Annual Income	Monthly Income
1	\$16,245	\$1,354
2	\$21,855	\$1,821
3	\$27,465	\$2,289
4	\$33,075	\$2,756
5	\$38,685	\$3,224
6	\$44,295	\$3,691
7	\$49,905	\$4,159
8	\$55,515	\$4,626
For each additional person, add...	\$5,610	\$468

**AND**

No one in your household currently receives Lifeline Assistance through another phone carrier. If someone in your household is receiving Lifeline Assistance you must cancel the service before applying for Lifeline Service through SafeLink Wireless.

You have a valid United States Postal Address. In order for us to ship you your FREE phone you must live at a residence that can receive mail from the US Post Office. Sorry, but P.O. Boxes cannot be accepted.

*Note that when you elect to qualify based on your level of income, the FL Office of Public Counsel (OPC) will need to approve your request.*

**10. What proof of eligibility does a customer need to provide?**

For program based qualification, the applicant needs only to provide a completed application, signed under penalty of perjury, that he/she is enrolled in one of the qualifying programs.

For income based qualification, the applicant must submit proof of total household income (e.g. 4 months consecutive pay stubs, letter from employer or last year's income tax return) in addition to the completed application.

Also, customers must agree to notify SafeLink Wireless within 30 days if they cease to participate in these qualifying programs.

## **Applying**

**12. Does a customer have to buy a phone?**

No. If you qualify, you will be sent a SafeLink Wireless phone that will allow you to enjoy the service at no cost.

**13. Can a customer activate an existing wireless phone when they sign up for SafeLink Wireless service?**

No, they cannot. Upon qualification, customers will receive a free SafeLink Wireless phone enabled for use with this program.

**14. When will a customer receive the phone?**

Once enrolled, it takes about 2 to 3 weeks for the phone to arrive at the individual's home.

**15. Can Lifeline be applied to more than one wireless phone OR wire line telephone per household?**

No. Only one Lifeline account per household is allowed. If a subscriber receives Lifeline service from a landline carrier or another wireless provider, the customer will not qualify for SafeLink service. The customer must stop current service and apply for TracFone wireless service.

## **Service**

**16. What networks does SafeLink use?**

SafeLink/TracFone uses the networks of major regional and national wireless carriers. They have a vast national coverage area so you can make calls from almost anywhere in the U.S.

**17. What types of phones do individuals receive?**

Phones include Motorola, Samsung, and LG models.

**18. Will a customer be able to use text messaging (SMS)? What is the price for that?**

Yes, SafeLink service is fully compatible with SMS. Depending on the plan a customer chooses, each SMS will consume a different amount of airtime. Please refer to the Programs chart in the *General Questions* section for airtime consumption details.

**19. Will a customer be able to roam?**

Yes, their cell phone will clearly display on their screen when they are located in a roaming area. In most roaming areas, minutes are spent the same way as regular areas.

**20. Will a customer be able to make long distance calls?**

The minutes a customer has with TracFone are nationwide minutes. All calls within the United States are the same regardless if the call is a local or long distance call.

**21. When does a customer get their monthly minutes?**

Upon receipt of their handset, a customer will have one year of service and their first monthly minutes. Each month they will receive the free minutes on the first three days of the month as long as they have their handset power on.

**22. What happens if a customer does not receive their minutes on a given month?**

On their handset, a customer can go to main menu and select "Prepaid Menu" and press \*#5555 to receive their pending minutes.

**23. What happens if a customer cancels service?**

If a customer is no longer eligible and cancels service from the program, or are cancelled from the program, they will be able to function as a regular TracFone Wireless customer through the SafeLink Wireless phone. Customers will be able to purchase TracFone Airtime cards and value plans to add additional airtime minutes and service days. The minutes will continue to be offered at a subsidized rate of 20 cents per minute even if they are no longer enrolled in the SafeLink program.

**24. Does a customer have to return the SafeLink phone if they de-enroll from the program?**

No, the phone is theirs to keep and can be used until the airtime minutes run out or indefinitely as a TracFone customer if they continue purchasing airtime minutes.

**Agency-specific Questions**

**25. How does an agency participate?**

An agency will receive information on how to enroll clients from the Florida Association for Community Action (FACA). Agencies are encouraged to use the paper enrollment forms provided free of charge by FACA. If an agency prefers they can enroll clients online at [www.safelink.com](http://www.safelink.com).

**26. How does an agency enroll an individual?**

An agency can enroll an individual online using the FACA promo code or by mailing in a paper enrollment form. To enroll an individual online, go to [www.safelink.com](http://www.safelink.com) and follow the instructions for enrollment.

**27. Why do I need to use a promo code?**

The promo code allows SafeLink to track enrollments, analyze the effectiveness of the program and identify areas for improvement.

**28. Is there a limit to the number of people an agency can enroll?**

No, there is no limit.

**29. If I have questions who should I contact?**

You should contact the FACA office at (850) 224-4774.